



RN Services Private Duty Care

PROCEDURES (Revised December 2023)

AVAILABILITY TO WORK – Employees are required to enter their unavailability times into our scheduling system called Clear Care/WellSky Personal Care. A reminder is sent each month to have your unavailability times submitted by the 7th of the current month for the next month's scheduling. All employees are required to provide two 8-hour shifts or more, during the hours of Friday at 5:00p through Monday at 8:00am. We are considering Friday evening as part of the weekend. This does NOT mean you will be scheduled for both shifts that you offer availability for. It simply means that you need to make yourself available for at least these two 8-hour shifts each month so that it is fair for everyone on your team to get a chance to be off on some weekends. Employees are also required to provide Christmas or Thanksgiving and enough other Holiday availability to meet the needs of their clients. If the client's team does not volunteer adequate weekend or holiday availability to meet the needs of the client, the remaining needed shifts will be assigned. Failure to report to work for an assigned shift and/or failure to find coverage for your assigned shift will be considered a voluntary resignation of employment. A lack of adequate availability provided may also be considered a voluntary resignation of employment. If an employee does not enter their time of being unavailable, the employee will be considered totally available to be scheduled.

BACKGROUND CHECKS - RNS carefully selects quality employees. RNS conducts background checks on all job candidates after a contingent offer of employment has been extended. In addition, a third-party administrator may be used to conduct the background checks. The information that may be collected includes, but is not limited to, professional and personal references, employment history, education, criminal background, and credit. Criminal background checks may not be used as the sole reason for denying employment, unless it is job-related. Regardless, the company has the right to make the final decision about employing an individual after the background check is complete.

CASE ENDING – When a case ends, the final team member should retrieve all RNS equipment and paperwork at the client’s residence and notify the team leader immediately.

CHANGE IN MEDICAL STATUS – Employees must notify the Case Manager and Geriatric Care Managers of all changes in a client’s medical status immediately. Call or text for URGENT or TIME SENSITIVE information. Email all other information.

CHARTING - Employees are expected to document information within the Clear Care/WellSky Personal Care Application for each task assigned, the client’s Exception Care Log (shared document) and medication sheets or treatment sheets pertaining to the health and well-being of the client. Sign your name and initial bottom of Medication Administration Record (MAR). Document on MAR immediately after administering medication including time and initials. Give only medication on MAR. If you are unsure of any medication, call your RN Case Manager. Additional charting sheets are provided by the RNS office for each case. Contact office staff stating which specific sheets are needed, how many of each and they will be mailed to your client’s home or to a suggested address. Additional copies can also be printed from the company website under the employee login page. If a client incident report is needed, it must be completed and sent to the Team Leader, Case Manager RN and upper management.

CLIENT CANCELLATIONS - Occasionally, our clients will cancel their scheduled shifts in less time than the contracted cancellation policy. It is RNS procedure that if the client is not invoiced for those hours (based on a determination by RNS management), the employee will not be paid for that cancelled shift. RNS management and scheduling staff will make every reasonable effort to accommodate the employee whose shift was cancelled by replacing the cancelled shift within the same pay period or pay period immediately following with a new shift to work.

CLIENT ERRANDS - Hourly employees should not be working off the clock for a client without providing specific information to the payroll office. If an employee is asked to perform duties for the client outside of their scheduled hours, the employee must be pre-approved by the team leader or upper management and must document this. For example, if you are asked to go grocery shopping, pick up medication at the pharmacy or run errands for the client on your own time, this additional time can be accounted for in our scheduling system and must be reported to Timeclock@RNServicesstl.com. Notifications that are incorrect, incomplete or not submitted in accordance with this policy may be returned unprocessed for corrective action and may result in delay or non-reimbursement.

COMMUNICATION - Effective communication is essential to provide the best client care, maintain productivity, sustain morale and foster constructive relations. Communication among staff members should be ongoing and should address concerns, duties and expectations. Periodic emails will be sent to everyone keeping them informed of important information. You must have access to the company email and check it before your shift on the days you are working. Responding daily to text messages from your team members is also a must to make communications quicker and easier. RNS provides access to each team member's personal cell phone number in order to better care for our clients and assist with schedule requests and shift change needs. The use of each other's personal cell phone number for personal conversation (via call or text), is discouraged and, in some instances, can be considered harassment if the conversations are not wanted. Therefore, progressive disciplinary procedures up to and including termination, can be used for violations of this procedure.

CONDUCT - RNS wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our employees and clients. Employees shall, at all times, conduct themselves in a professional and ethical manner that includes:

- reporting accurately the hours worked by you or any other employee
- being considerate to clients, families, team members and other professionals
- completing all necessary paperwork for the RNS office
- wearing assigned safety equipment, following safety guidelines and utilizing safety equipment
- being truthful and accurate about care given, clients' progress, and events that occurred
- NOT SMOKING while on duty either in the client's home or on the client's property or before reporting to the client's residence
- NOT SLEEPING while on duty even during an overnight shift
- not giving personal opinions about clients or other team members or staff
- not discussing individual pay rates with team members
- not offering medical advice to clients
- not using client's telephone except for client's care and in cases of emergency
- not taking anyone, including pets, into client's homes, except at the client's request and this must be pre-approved by the team leader or upper management
- not safeguarding a client's valuables
- not using a client's vehicle or other property for personal reasons

- Maintaining professional boundaries with clients and client's family
- not taking on assignments of a legal nature
- not becoming an appointee or involved legally with the client/family's property
- not becoming the beneficiary or executor of a client's will
- not having Power of Attorney for a client
- not discussing proprietary company information with the clients/families or other team members
- not promising care/services which RNS does not provide
- not borrowing money from clients/families/team members or lending money to them
- not stealing from client/families/team members
- not soliciting coworkers or clients or trading or purchasing items from clients/families
- not accepting gifts from clients/families except in circumstances wherein a relationship could be damaged if a gift was rejected; if a gift was accepted, notifying upper management and/or client's family of gift
- obtaining authorization from team leader or upper management before giving gifts to clients/families
- not using RNS' property for personal benefit without authorization
- subordination in following upper management's instructions concerning a job-related matter
- submitting a written statement, outlining the facts of any arrest, indictment or conviction for a felony or misdemeanor (other than a minor traffic offense) to the RNS office within 5 working days of the incident

Non-compliance with RNS's code of conduct may result in disciplinary action up to and including termination.

CPR - CPR training is mandatory. Employees are required to provide a copy of your certification to the RNS office by emailing it to INFO@RNServicesSTL.com. Failure to keep your CPR certification

current may result in disciplinary action, including termination. Many local fire departments offer classes to residents. Many hospitals offer ongoing classes with a fee. Employees can contact the RNS office staff in order to get a listing of fee-based CPR classes offered in the area. Online class options must include a skills check portion which is performed by a licensed CPR instructor. Newly hired employees will be reimbursed for the cost of the CPR course, but the time required to complete the course will

NOT be reimbursed. Every RNS employee is required to be re-certified on an annual (or bi-annual depending on length of certification) basis. RNS will arrange for a CPR Recertification Course and pay caregivers for their time to attend that course. If an employee cannot attend due to a client shift at that time, they will be reimbursed for the cost of a future course and their time to be re-certified. Not being able to attend for any other reason besides RNS shift work will not be reimbursed for course cost of time.

EARLY DISMISSAL - Occasionally, a client will dismiss the employee before the scheduled end of a shift. Every RNS employee is expected to stay the entire length of the scheduled shift. In cases where the client insists upon employee early dismissal, unless previously agreed upon by RNS management and the RN Case Manager, the employee **MUST** notify the RN Case Manager and Next of Kin or Power of Attorney for approval of dismissal **BEFORE** leaving the client premises. You must email Timeclock@RNServicesstl.com with the reason of the early time dismissal within 24 hours of when the shift began.

LICENSURE - All Employees whose occupations (Registered Nurse, Licensed Practical Nurse, and Certified Nursing Assistant) are regulated by a state licensing board are encouraged to carry their own professional liability insurance. They are responsible for renewing their licenses when necessary and ensuring that the license is kept current. RN's and LPN's that fulfill RN Caregiving and/or RN Case Manager positions are required to carry current Professional Liability Insurance at all times at their own expense. Licensing and proof of professional liability insurance should be emailed to the RNS Office at: INFO@RNServicesstl.com.

NEW HIRE TRAINING - Within your first 120 days of employment, you will be given the opportunity to attend training. During this program, you will receive important information regarding policies, safety techniques and other information necessary to acquaint you with your job and RNS. RNS team members are also available to help you with techniques, such as taking vital signs. If you require extra assistance, contact your team leader or upper management and they will arrange for additional training.

ORIENTATION PROCEDURES - Before your first client placement, you will participate in an orientation with the client and another team member, team leader or RN. If you are unable to clock in using our scheduling system, you must notify Timeclock@RNServicesstl.com within 24 hours of the start of orientation. An orientation checklist is available on the employee section of the company website. Even if an employee has had previous experience in their specified functions, it is necessary for them to learn our specific procedures, as well as the responsibilities of the specific position. If you ever feel you require additional training, please consult your team leader or upper management.

REIMBURSEMENT OF EXPENSES – If an employee drives their own vehicle to take a client out, the employee must record where they traveled and record the miles driven within the Clear Care/WellSky Personal Care App during that shift. This mileage will be reimbursed to the employee using the IRS current standard mileage rate. The amount will be included on an upcoming paycheck. If an employee's client is hospitalized and the employee incurs parking fees, the employee must also record this fee directly into the Clear Care/WellSky Personal Care App. Incomplete entries or entries not submitted in accordance with this policy may result in delay or non-reimbursement.

SAFE CLIENT HANDLING EQUIPMENT - To protect the health and physical well-being of our employees, every employee must utilize the safe client handling equipment provided whenever physically assisting a client at all times with no exceptions. If further training is required on equipment, the employee must contact upper management about arranging for additional training immediately.

CLIENT EVENT REPORTS AND INCIDENT/ACCIDENT FORMS – In the event that an event occurs with your client (example: client fall, medication error, etc.), you are required to complete a Client Event Report and submit that to both your Case Manager and the Director of Operations immediately. Again, if you are unable to locate the proper form, you **MUST** still submit the client event by either email or text so that your Case Manager and the Director of Operations are both aware. The client event **MUST** also be summarized and added as an entry to the client's Exception Care Log.

In the event that you, the employee, are injured or hurt on the job or have a particular incident that occurs to you during your shift, you are required to complete an Incident/Accident Report Form and submit that to your Case Manager and the Director of Operations. If you are unable to locate that form at the location of your shift, you **MUST** still document the incident/accident and email or text the nature of the occurrence to your Case Manager and the Director of Operations immediately.

SCHEDULING PROCEDURES – When an employee is hired, he or she is given a packet of procedures including instructions on our scheduling system. This information is also contained on the employee portion of the company website. You are expected to clock-in and clock-out at the beginning and end of each shift. You may not clock in more than 10 minutes before the shift begins and are expected to clock-out no more than 10 minutes after a shift is scheduled to end unless otherwise instructed. We understand that if a client's needs arise that might require you to stay longer. If this occurs, you must leave a note within the Clear Care/WellSky Personal Care App or email Timeclock@RNServicesStl.com within 24 hours of when the shift began, with the date, client name, time and reason for the later clock out. Repeated failure to ensure your time clocks were stopped or started may result in disciplinary action up to and including termination.

SUPPLIES FOR CLIENT – Team leaders should notify the RNS office when supplies for their clients are needed. Arrangements will be made for the team leader to pick up supplies from the RNS office or the President will drop off at the client's residence. If last-minute medical or office supplies need to be purchased by the employee, a copy of the receipt will need to be submitted to the payroll office and the reimbursement will be added to an upcoming paycheck.

WEATHER - Bad weather is not an excused absence. If bad weather is forecasted, make arrangements with the co-worker that you are relieving to change the shift time to be earlier or later to avoid the worst time of the storm. Or make arrangements to stay with friends/relatives who live closer to your client. A third option is to have a family member or Uber that is more comfortable driving in bad weather transport you to and from your client; if you have no family in the area and you are concerned, contact upper management the day before your shift. Be sure to allow yourself extra travel time and pack extra supplies including your cellphone charger; pack a change of clothes and toiletries and extra food and water; make sure you have a full tank of gas. Many of our clients will gladly allow you to stay in an extra room at their homes when severe weather is predicted; if you are not sure, ask your Team RN or Team Leader. If the power should go out at a client's home and nobody is relieving you, you cannot leave your client home alone without power. You must stay with them until another caregiver, or a family member arrives to take over care or until power is restored. If your client loses power, notify your Team Leader or Team RN and your team members as soon as possible.

WORK SCHEDULES – Because of the changing nature of our clients' needs and their changing health, work schedules can be posted daily, weekly or monthly. After a shift has been published, it is considered

final. If you notice a conflict with your availability and your assigned shift, you must email the schedulers at Schedulers@RNServicesstl.com immediately, no less than 24 hours. You may trade shifts with your team members and notify the schedulers of the trades. If the shift trade involves a change for the week in hours or overtime for a team member, upper management must be notified for approval.

TIME OFF - Employees must request time off using our scheduling system. All requests will be evaluated by upper management. Upper management will resolve situations with multiple leave requests within a team by considering factors such as staffing needs, seniority, length of desired vacation, and elapsed time since employee's last vacation. It is highly recommended that employees communicate with their team members about vacation time so that necessary coverage is met for the client.

TB TESTING – Employees must complete our Tuberculosis Symptom Screening Questionnaire yearly.

TRAVEL TIME - Home to Work Travel - An employee who travels from home before the regular workday and returns to his or her home at the end of the workday is engaged in ordinary home to work travel, which is not work time. Time spent by an employee in travel as part of their principal activity, such as travel from a client's residence to another client's residence during the workday, is work time and is counted as work time. Our scheduling system, Clear Care/WellSky Personal Care will notice when this occurs automatically, and you will be paid for a maximum of 30 minutes for travel time.

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