

## ***OPERATING POLICIES & PROCEDURES***

Congratulations! Having met our hiring requirements, we are now working forward to working closely with you to serve the needs of our clients. There are some very important operating policies that you need to be aware of, agree to and remember to make part of your daily practice when working with Humane Home Care clients at home or in school.

**EMPLOYMENT STATUS:** You have been hired as a "PRN" hourly employee which means as employee hired on an "as needed" basis. You are not guaranteed any on-going or continuing work. When Humane Home Care Agency has cases available for assignment that are appropriate for your skills and experience, you will be contacted.

**PROPER ATTIRE:** We require that you wear scrubs each day which must be worn anytime you are representing or conducting business for Humane Home Care in or out of the client's home or school. Not only does this look more professional, it is more sanitary for both you and your client and also identifies you as a health care worker. There may be a time when a client, school official or family member requests that you do not wear scrubs. Please be aware that this request must be approved by the Staffing Coordinator or Administrator. Your personal appearance and personal hygiene practices must be maintained for safety and health reasons, therefore, please be advised that long hair must be tied back; large jewelry is not permitted; body tattoos and piercings must be covered and not visible; fingernails must be kept short; and footwear must be closed toe and have non-slip soles. No shoes with heels or "Shapes-Ups" are permitted. Due to the client's personnel or family's possible allergies, please do not wear any perfumes, powders or carry anything else that is highly scented.

**CONFIDENTIALITY:** You have a duty to maintain confidentiality of all client and staff related information both during work hours as well as off duty hours. Engaging in open conversation and/or behavior that results in or could have potential to result in a breach of confidentiality to our clients, staff or other personnel could subject you to disciplinary action up to and including termination of your employment and possible civil or criminal legal action.

**SMOKE FREE ENVIRONMENT:** Humane Home Care Agency has established its workplace and facilities as a smoke free environment, and this rule also applies in the client's home. Smoking is prohibited at all times during working hours and/or in the presence of your clients in or outside of their residence or school.

**IDENTIFICATION BADGE:** Humane Home Care Agency requires that you wear your I.D. badge each and every day and for each and every assignment. If you happen to lose or misplace your I.D. badge it is your responsibility to come into the office and have a new one made and issued immediately. Please call Human Resources at 215-203-1955 to make an appointment to come in for a replacement badge.

**CELL PHONE USE AND TEXTING:** We understand that emergencies arise and that it is appropriate for you to carry your cell phone with you. Humane Home Care too must be able to reach you at all times thus it is necessary that we have all of your current phone numbers on file so please keep us updated. Please try to return phone calls from this office immediately or absolutely as soon as possible. If we are calling you there is an important reason. As a rule, however, the use of personal cell phones including their use for personal "texting" is not permitted during any work shift. Any violation of this policy can result in disciplinary action being taken against you. If while on an assignment you need to make a quick outgoing call or text or to receive one, you must first get your client's or school

official's permission before doing so while making sure that your client is safe and comfortable during your brief call. Never leave your client unattended!

**I acknowledge that I have read above information regarding Humane policies and procedures and will adhere by it.**

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Name of Employee

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Date