

INSTANT CARE OF ARIZONA, INC.
EMPLOYMENT HANDBOOK

YOUR EMPLOYMENT WITH INSTANT CARE OF ARIZONA, INC.

WELCOME

Welcome to Instant Care of Arizona, Inc. (the "Company"). We wish to take this opportunity to welcome you and extend our best wishes for a successful career with our organization. We are very proud of the people that work for our Company and strive to provide all of our employees with a safe and productive environment. Safety is a top priority and all employees have a responsibility to make sure the workplace is safe. All employees should report unsafe conditions to their supervisor, Human Resources or the General Manager.

Our Company's progress and success depends largely on the cooperation and teamwork of each employee, regardless of the position. Customer satisfaction is the Company's number one commitment. The full use of your knowledge, experience, abilities, and energy are important to our success as we work together to attain excellence.

This employee handbook provides information concerning our Company policies and practices. We encourage you to discuss with the General Manager, Human Resources, or your Supervisor any questions you may have regarding the Company's policies described in this handbook or items that are not addressed in this Handbook.

Please remember that if you will treat everyone you meet - clients and coworkers alike - in the manner you would like to be treated, you will find your work very rewarding. We are proud to have you as a member of our team.

GENERAL STATEMENT AND EMPLOYMENT AT WILL POLICY

The success of the Company depends on the competence and integrity of those who conduct its affairs. All employees bear a special responsibility to clients, to the General Manager, and to their fellow employees, all of whom expect standards of honesty, fairness, and quality. These traits enhance our Company's reputation and help ensure success. Complete teamwork involves effort and cooperation by every member of the Company.

The Company expects each employee to follow the Company's policies and procedures, which enables the Company to operate effectively and to provide quality service for clients. All statements were formulated without regard to race, color, national origin, religion, sex (including pregnancy), age, or disability.

Additionally, personnel policies are principles of personnel administration and are stated in definitive language, especially where the law is involved. In some areas of the handbook, however, the language is less restrictive and allows latitude in consideration of the facts of each situation. The text of the English original shall in all respects control an employee's rights and obligations.

This handbook summarizes Company policies and practices. These policies are intended as guidelines only. Consequently, in appropriate circumstances, the Company reserves the right

to proceed differently than described in these guidelines. The guidelines and Company policies may be amended or modified at any time.

Your employment with the Company is entered into voluntarily, and you are free to resign at any time. Similarly, the Company may terminate the employment relationship at any time when, in its sole discretion, it believes it is in the Company's best interests. Neither this handbook, any Company policy, procedure, or other document, or any other communication by a managerial representative is intended in any way to create a contract of employment. Rather, employment at the Company is on an "at-will" basis. Any oral statements contrary to the foregoing or regarding future employment are not authorized and should not be relied upon unless confirmed in writing by the General Manager of the Company. Supervisors do not have authority to make oral agreements guaranteeing employees' future promotions, pay raises, benefits, reassignments or transfers. Any such assurances must be in writing and signed by the General Manager to be enforceable. Nothing in this paragraph or in this handbook shall be construed to affect the rights of employees and employers as defined by any applicable collective bargaining agreement or as established by federal law.

MISSION STATEMENT AND PHILOSOPHY

Instant Care of Arizona is a Russian-English speaking agency that was founded upon the belief that a multitalented team of bilingual professionals can provide high quality non-medical and social services for clients in all aspects of their lives. Instant Care's mission is the provision of personal/respite & homemaker services that are guided by quality and risk management programs in order to ensure that the delivered services promote positive client outcomes and constitute quality, safe, and cost-effective services for the clients we serve.

It is Instant Care's philosophy to provide comprehensive services based on the following assumptions:

1. That the full potential of human life is a supreme value.
2. Humans possess a unique hierarchy of needs as defined by Maslow:
 - Physiological needs
 - Safety needs
 - The need to belong and be loved
 - Self-esteem needs
 - Self-actualization
3. Humans search for meaning in personal life experiences.
4. Humans make choices and decisions based on their individual beliefs and values.
5. In making such choices and decisions, humans exert personal control over their lives.

The philosophy of Instant Care, based on the above assumptions, stipulates that for each Instant Care client:

1. Desires services that promote the client's value of life by:
 - Maximizing levels of independence
 - Maintaining and promoting good health.
2. Possesses unique physiological, safety, psychological, self-esteem and self-actualization needs that require consideration via the client's care plan.
3. Searches for meaning in the personal life experiences surrounding his/her current living environment.
4. Makes choices about the provision of our services in regard to his/her needs, personal beliefs and values.
5. Exerts personal control over his/her personal life by collaborating with our staff members regarding the provision of services.

In support of our philosophy, Instant Care is dedicated to providing professional, dependable and caring services by the provision of comprehensive, quality client and client family-centered services, which are focused on the client's unique physiological, safety, psychological, self-esteem and self-actualization needs.

Instant Care is committed to providing comprehensive services that will help the client gain maximum independence, to allow him/her the highest quality life possible within the limitations of his/her physical and psychological ability, and to allow the client the ability to make informed choices that allow outcomes to most closely meet his/her desires and needs. Instant Care's personnel are dedicated to assisting the client in achieving those outcomes.

EQUAL EMPLOYMENT OPPORTUNITY

Our policy is to select, place, train, and promote the best qualified individuals based upon relevant factors such as work quality, attitude, and experience so as to provide equal employment opportunity for all our employees in compliance with applicable local, state, and federal laws and without regard to non-work-related factors such as race, color, national origin, religion, creed, sex (including pregnancy), age, disability, citizenship, or marital status. This equal opportunity policy applies to all Company activities, including but not limited to, recruiting, hiring, training, transfers, promotions, and benefits.

If you have a disability that you believe requires an accommodation, you need to request the accommodation in writing to your Supervisor. Please include the nature of the disability, nature of restriction(s) and nature of accommodation(s) you request.

IGUALDAD DE OPORTUNIDAD EN EL EMPLEO

Es nuestra política seleccionar, apuntar, entrenar y promover a las personas mejores calificadas basado en factores aplicables tal como calidad de trabajo, actitud, y experiencia para

así ofrecer igualdad de oportunidad en el empleo para todos nuestros empleados en conformidad con las leyes pertinentes locales, estatales y federales y sin tomar en cuenta elementos no relacionados con el trabajo, tal como raza, color de piel, origen nacional, religión, credo, sexo (incluyendo embarazo), edad, incapacidad, ciudadanía, o estado matrimonial. La Compañía no tolerará la discriminación contra una persona por estar embarazada. Esta política de igualdad de oportunidad en el empleo se aplica a toda actividad de la Compañía, incluyendo pero sin limitarse a, contratación, entrenamiento, transferencias, promociones, y beneficios.

Si en su opinión tiene una incapacidad el cual requiere un acomodo, debe solicitarlo por escrito a su Supervisor. Favor explique la naturaleza de la incapacidad, naturaleza de la(s) restricción(es), y el tipo de acomodo(s) que solicita.

Las traducciones de ciertas políticas en esta guía se incluyen únicamente para su conveniencia. El texto del original en inglés controlará en todos aspectos los derechos y obligaciones de un empleado.

EMPLOYEE CONDUCT

EMPLOYEE CODE OF CONDUCT

All Company employees shall be required, as a condition of employment, to read and sign a form acknowledging receipt and understanding of the Company's Handbook and Employee Code of Conduct. By providing a copy of the Employee Code of Conduct to employees, the Company seeks to ensure that employees understand their obligations and liabilities. The Code of Conduct is not intended to and will not be enforced in a manner that would interfere with employees' rights under federal law, including but not limited to the right to engage in concerted activity relating to terms and conditions of employment.

The Company expects every employee to maintain high standards of personal conduct and responsibility, and to promote a feeling of pride in being a part of the Company. Actions on the part of any employee that are contrary to this policy and detrimental to the best interests of the Company, including but not limited to the following actions, will be grounds for discipline up to and including termination of employment:

1. Any mistreatment or abuse of clients or inappropriate behavior towards clients.
2. Unauthorized access, use, and/or disclosure of Company proprietary or Company confidential information.
3. Malicious conduct and/or false accusation that tends to destroy friendly relations between the Company and its employees or between employees themselves which in any way hinders production, such as disrupting production or preventing any employee from performing his or her job.
4. Possession of firearms, dangerous weapons, or explosive materials on Company premises or work locations.
5. Failure to observe safety rules and procedures, to wear personal protective equipment, or to observe traffic regulations.

6. Disorderly conduct on Company premises or working time including, but not limited to: fighting, shouting, abusive language or threats, or other intimidating or threatening conduct.
7. Immoral, offensive or indecent conduct or display of offensive material while on Company premises or work locations.
8. Harassing, coercing, abusing or insulting another employee because of that employee's race, color, sex, religion, age, physical or mental disability, national origin or veteran's status.
9. Deliberate or careless damage to property of the Company or others.
10. Unauthorized removal or theft of property of employees, clients, or the Company or misappropriation of Company funds.
11. The unlawful manufacturing, distribution, dispensation, possession, sale or use of illegal drugs; and the misuse of any legal drugs or alcohol while on Company premises, while using Company property, or while conducting Company business off Company premises is prohibited. Being under the influence of a substance of abuse while on Company premises, while using Company property or while conducting Company business off Company premises is also prohibited.
12. Altering or falsifying your own time cards or time related documents, transacting another employee's time card and time records, or permitting another employee to alter your time card or time records.
13. Falsifying an employment application, Company enrollment or benefit claim forms or other work related documents.
14. Sleeping during work time or other misuse of Company time.
15. Unauthorized absence from an assigned work area or excessive tardiness or absence or failure to contact your Supervisor during an absence in excess of two (2) working days.
16. Insubordination (refusal or failure to perform work assigned or to comply with the orders and directions of the Supervisor).
17. Failure to maintain proper standards of workmanship or productivity or careless or inefficient performance of duties.
18. Using or asking others to use Company materials, computers, telephones or other facilities or labor for personal benefit or gain.
19. Smoking in buildings, vehicles, or outside areas that have been designated as "no smoking."
20. Failure to cooperate with the Company in the investigation of violations of Company rules or the employee code of conduct, or similar matters.
21. Conflicts of Interest. Employees should refrain from any outside business or activity that might cause their personal interest to conflict with or adversely

impact the impartial discharge of their obligations to the Company. Each employee has a duty to be free and to appear to be free of any activity, agreement, business investment, interest, or other situation that might be construed as in conflict with the Company's interests or as an interference with the employee's duties to serve the Company to the best of his her abilities. A conflict of interest may be deemed to exist even though it does not result in financial loss to the Company and irrespective of the motive of the person concerned.

ANTI-HARASSMENT, ANTI-DISCRIMINATION AND NO RETALIATION POLICY

A fundamental policy of the Company is that the workplace is for work. Our goal is to provide a workplace free from tensions involving matters that do not relate to the Company's business. In particular, an atmosphere of tension created by non-work-related conduct, including ethnic, racial, national origin, disability, age, sexual or religious remarks, animosity, unwelcome sexual advances or requests for sexual favors or other such conduct does not belong in our workplace. Do not engage in inappropriate conduct or comments based on age (40 and over), race, national origin, ethnicity, religion, sex (including pregnancy), gender, disability, or other protected categories.

Harassment, discrimination and retaliation can be a violation of state and federal laws if it is used as the basis for employment decisions or has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment. The Company's policy against harassment, discrimination and retaliation is much stricter than what the law requires because we have higher standards for our employees.

Harassment, discrimination and retaliation of employees or of applicants is prohibited. Harassment and discrimination includes, without limitation: verbal (derogatory statements, slurs, teasing, jokes, epithets and innuendo); physical (sexual and person touching, assault, physical interference with normal work or involvement); and visual (posters, cartoons, drawings, computer materials, sexual gestures).

Examples of Harassment, Discrimination and Retaliation

Sexual harassment or discrimination includes unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact and other verbal or physical conduct, or visual forms of harassment of a sexual nature. Examples of harassment, discrimination and retaliation can include but are not limited to, the following:

1. Making a sexual or suggestive remark or gesture about any person's clothing, physical appearance or body (including whistling or "cat calls" and gestures using hand or body movements);
2. Referring to a person using a slang term or nickname that has a sexual, racial or ethnic connotation (such as "babe," "honey," "hunk," "stud," etc.);
3. Asking another employee for a date or making a sexual proposition when such an invitation is unwelcome to the other person;

4. Commenting about or asking unsolicited personal questions about another employee's sexual activities or social life;
5. Using vulgar or profane language, joking, telling a story, teasing, insulting or making an innuendo about a sexual subject;
6. Touching or brushing against another person in an unauthorized, personal or offensive manner (contact that is not accidental or incidental);
7. Staring or looking at another person in an offensive or improper way (including "elevator eyes" - looking up and down at an employee);
8. Bringing any sexually provocative or suggestive magazines, pictures, drawings, cartoons, calendars or objects into the workplace or viewing or retrieving such materials on any office computer.
9. Communicating that an employee will receive a job benefit or threatening to take unfavorable action against an employee based upon whether the employee submits to sexual conduct.
10. Targeting an employee who has made a complaint about harassment, discrimination or retaliation.

The Company will do its best to keep the workplace free of any conduct which creates an intimidating, hostile or offensive work environment for our employees. Your cooperation is needed to achieve the goal by reporting incidents of harassment, discrimination or retaliation.

What To Do If You Feel Our Anti-Harassment, Anti-Discrimination and No Retaliation Policy Has Been Violated

In the event that you see or hear of any conduct that violates this policy, we urge you to contact your supervisor or the supervisor of the department of the person who committed the conduct. You may also contact the Human Resources Department or the President. The Company will, to the extent possible, treat the matter with the degree of confidentiality that is appropriate under the circumstances.

You should report any harassment, discrimination or retaliation, even if the person committing the conduct is not an employee of the Company. The Company's policy is to take appropriate action to protect its employees from harassment, discrimination or retaliation, regardless of who commits the harassment, discrimination or retaliation.

Charges of harassment, discrimination and retaliation will be investigated. If the Company determines that harassment, discrimination or retaliation has occurred, appropriate corrective and/or disciplinary action against the person who violated this policy will be taken, up to and including termination.

The Company will not tolerate retaliation against any employee for complaining about harassment, discrimination, or providing information in connection with any complaint. The Company wants and encourages its employees to report any potential harassment, discrimination or retaliation. Employees are required to cooperate with the Company during any investigation

of harassment, discrimination or retaliation by providing information about any matters under investigation.

POLÍTICA ANTIACOSO, ANTIDISCRIMINACIÓN Y ANTIREPRESALIAS

Es una política fundamental de la Compañía que el lugar de trabajo es para trabajar. Es nuestro objetivo ofrecer un lugar de trabajo adonde no se sienta tensión por cosas que no tengan nada que ver con los negocios de la Compañía. En especial, en el lugar de trabajo no debe existir un ambiente de tensión por conducta no relacionada con el trabajo, inclusive comentarios sobre origen étnico, raza, origen nacional, incapacidad, edad, comentarios sexuales u religiosos, animosidad/rencor, avances sexuales molestos o solicitando favores sexuales u otra dicha conducta. Compórtese de una manera apropiada y no diga comentarios que se basen en la edad (40 y mayor), raza, origen nacional, origen étnico, religión, sexo (inclusive embarazo), género, incapacidad, u otras clasificaciones protegidas.

El acoso ilegal, la discriminación y las represalias pueden ser violaciones de las leyes estatales y federales si se usan en decisiones de empleo o tienen como propósito impedir el desempeño del trabajo de un individuo o crean un ambiente laborable intimidatorio, hostil u ofensivo. La política de la Compañía contra el acoso, la discriminación, y las represalias es más estricta de lo que requiere la ley porque tenemos normas más elevadas para nuestros empleados.

Está prohibido el acoso, la discriminación y las represalias contra empleados o solicitantes. El acoso y la discriminación incluyen, sin limitarse a: acoso verbal (comentarios insultantes, difamatorios, burlas, chistes, epítetos, e insinuaciones); físico (tocando la persona o tocando la persona sexualmente, asalto, interfiriendo físicamente con el desempeño del trabajo normal o involucramiento); y visual (carteles, caricaturas, dibujos, información en la computadora, gestos sexuales).

Ejemplos de Acoso, Discriminación y Represalias

El acoso sexual o discriminación incluye avances sexuales molestos, solicitando favores sexuales, contacto físico sexualmente motivado, y otra conducta verbal o física, o formas visuales de acoso de una naturaleza sexual. Algunos ejemplos de acoso, discriminación y represalias pueden incluir pero no se limitan a, los siguientes:

1. Haciendo comentarios o gestos sexuales sobre el vestido de una persona, apariencia física o cuerpo (incluyendo silbidos o “cat calls” y gestos usando las manos o moviendo el cuerpo);
2. Refiriéndose a la persona con un término vulgar u apodo que tenga un sentido sexual, racial, u étnico (por ejemplo, como “nena,” “chula,” “bueno,” “guapo,” etc.);
3. Invitando a otro empleado a salir o proponiendo algo sexual cuando dicha invitación no es agradable para esa persona;
4. Comentando acerca de o preguntando sobre temas personales o sobre las actividades sexuales de otro empleado o su vida social;

5. Usando términos vulgares o groseros, chistes, contando historias, burlas, insultos, o haciendo insinuaciones sobre un tema sexual;
6. Tocando o pasar rozando a otra persona de una forma no autorizada, personal u ofensiva (contacto que no sea accidental ni imprevisto);
7. Mirando fijamente a otra persona de una forma ofensiva o impropia (incluyendo “elevator eyes” [ojos de elevador] – mirando el cuerpo entero de un empleado);
8. Llevando al trabajo revistas, fotos, dibujos, caricaturas, calendarios u artículos/objetos que sean sexualmente provocativos, o mirando u obteniendo dicho material en cualquier computadora de la oficina.
9. Comunicando que un empleado recibirá un beneficio en su empleo o amenazando a tomar medidas desfavorables contra un empleado que se base en el empleado sometiendo o no a conducta sexual.
10. Molestando a un empleado quien haya presentado una queja de acoso, discriminación o represalias.

La Compañía hará todo lo posible a mantener el lugar de trabajo libre de cualquier conducta que causa un ambiente laborable intimatorio, hostil u ofensivo para nuestros empleados. Se necesita su cooperación para cumplir con esta meta reportando incidentes de acoso, discriminación o represalias.

Que Debe Hacer Si Piensa Que Nuestra Política Antiacoso, Antidiscriminación y Antirepresalias Ha Sido Violada

Si usted se da cuenta o se entera que ha sucedido algo prohibido por esta política, le recomendamos avisarle a su supervisor o el supervisor del departamento en donde trabaja la persona quien cometió la violación. Puede además dirigirse al Departamento de Recursos Humanos o al Presidente. La Compañía hará todo lo posible a tratar el asunto de una manera confidencial como sea apropiado bajo las circunstancias.

Debe usted reportar cualquier forma de acoso, discriminación o represalias, aun si la persona cometiendo la conducta no es empleado de la Compañía. Es la política de la Compañía tomar las medidas apropiadas para proteger a sus empleados contra el acoso, la discriminación o represalias, sin importar quien haya cometido el acoso, discriminación o represalias.

Las acusaciones de acoso, discriminación y represalias serán investigadas. Si la Compañía determina que el acoso, discriminación o represalias ha sucedido, se tomaran medidas correctivas y/o disciplinarias contra la persona quien violó esta política, hasta e incluyendo terminación de empleo.

La Compañía no soportará represalias en contra de los empleados que se quejan de acoso, discriminación, o si proporcionan información relacionada con cualquier queja. La Compañía desea y anima a sus empleados a que reporten cualquier posible acoso, discriminación o represalias. Se requiere que los empleados cooperen con la Compañía durante cualquier

investigación de acoso, discriminación o represalias proporcionando información sobre cualquier asunto bajo investigación.

Esta traducción se incluye únicamente para su conveniencia. El texto del original en inglés controlará en todos aspectos los derechos y obligaciones de un empleado.

GUIDELINES FOR ATTENDANTS WHILE ON DUTY

1. You are required to wear your badge and dress according to the dress code policy at all times while on duty at a client's home, while attending trainings, or whenever you come into the office. Your badge is the only form of identification that is acceptable when picking up your check.
2. You must be on time to your client. If you are going to be late, even 10 minutes, you must call your client to let them know, then call the office and leave your supervisor a message. If you are a NO CALL or NO SHOW it is disruptive to proper client care and may result in disciplinary action, up to and including termination of employment.
3. You are required to give the Attendant Care Program two (2) hours notice when calling off your scheduled shift. You must call the staffing office at (602) 993-0297 between 7:30 a.m. and 4:30 p.m. Monday through Friday or call the on call pager at (602) 993-0297 when the office is closed. After the beep dial in your phone number and press the # sign. Someone will call you back. If you do not press the # sign your call will not go through. You are responsible to ensure that your call to the page is completed. If you do not receive a call back in 15 minutes, please call the pager again.
4. If someone is dropping you off at your client's home, please have him or her leave immediately or if picking you up, please have him or her come at the end of your shift, no sooner.
5. You must turn off your cell phone or put on vibrate. Only emergency phone calls can be returned. Please inform your client of your need to return the emergency phone call. Step outside when returning a personal call. If you need to use the client's phone, you must ask their permission.
6. Do not give out your personal phone numbers to your client or their family. Please keep your personal problems personal. You are there to provide care and companionship to your client, not vice-versa.
7. Expect unannounced visits from your supervisor. Your job performance is constantly being monitored and evaluated.
8. You need to report to your supervisor if your client is hospitalized. You can accompany your client to the hospital and stay until your hours are over or your time automatically ends when your client is admitted. When your client returns home you cannot go back to work without your supervisor's permission. Even if the client calls you and tells you they are home from the hospital, you cannot go

back to work until your supervisor tells you to. Please keep in contact with your supervisor.

9. Take direction for your client's care from your supervisor Your supervisor is the only person who can change or add to your hours, If your client's hours change please call your supervisor before making any changes in your hours. All scheduling must be completed through your supervisor. You may not schedule directly with the client.
10. You must notify your supervisor of any changes in your client's condition for example skin changes; client falls; changes in client's speech; changes to medications etc.
11. Report any unsafe conditions in your client's home immediately, call the supervisor on duty. For example no running water; no food in the refrigerator, no electricity, etc.
12. Report any injuries to you or your client. Immediately call the supervisor on duty.
13. You are not allowed to change bandages, cleanse wounds, call in prescriptions or pick up over the counter medicine such as aspirin, Advil, suppositories, cough medicine etc.
14. You can only be in your client's home when your client is there. The exception is client specific and must be approved in advance.
15. Affectionate relationships with your client or their family are not allowed. Violations of this policy may result in disciplinary action, up to and including termination of employment.
16. Carrying any type of weapon on the job is not allowed.
17. Having keys to your client's home is allowed **only when an agreement is signed by your client, your supervisor and you, otherwise having keys to your client's home is not allowed.**
18. You are not to eat the client's food. If you will be working during meal times, please bring your food with you.
19. Some clients are sensitive to certain smells, such as perfume, lotions etc. Please use caution when using these products.
20. You cannot bring family, children, or pets to work
21. You may not borrow anything from your client or their family. This includes money, food, appliances, clothing, etc. Borrowing from a client or their family is grounds for immediate termination of your employment.
22. You may not drive your client in your car
23. You may not drive your client's car
24. You cannot smoke in your client's home, even if the client does.

25. You may not move furniture, clean ceiling fans, wash walls or clean the outside of windows, clean up after animals, babysit children, paint, do any kind of yard work or clean up after family members.
26. Remember you are a caregiver, not merely a maid. Your job makes a difference in a client's life. When you have a problem we need to know so we can assist you in solving the problem. We care about you. Please report by way of your Client Care Supervisor any problems or concerns you have.
27. Always show respect for your client and their family.

CLIENT RIGHTS/RESPONSIBILITIES

Clients of the Instant Care Program have the following rights:

- To be treated with respect, dignity, and consideration;
- To not be treated unfairly because of your race, religion, gender, age, disability, or financial status;
- To have all personal information about you kept confidential, including but not limited to financial and social information;
- To have all medical and treatment information and records kept confidential;
- To receive care of the highest quality;
- To request a change in care providers;
- To have private conversation and communication with the Client Care Supervisor or other management and support staff of the Instant Care Program; and
- To be given information regarding the complaint process and to file a complaint without fear of reprisals or interference with service and to be provided information about the disposition of any complaint.

RESPONSIBILITIES

A client of the Instant Care Program has the following responsibilities:

- To treat Instant Care Program personnel with respect and consideration;
- To provide a safe home environment in which care can be provided and received;
- To participate in planning the care and in planning changes in the care provided by the attendant and to receive an explanation of any proposed services;

- To provide accurate and complete information about matters related to the client's health and any changes to the client's medical condition;
- To call the Client Care Supervisor if the client has any problems with an attendant or if there is a misunderstanding or confusion over the attendant's duties.
- To notify the Client Care Supervisor as soon as possible, if the client is not going to be home for their visit; and
- To notify the Client Care Supervisor as soon as possible of any change of address or phone number.

CONFIDENTIALITY OF CLIENT INFORMATION

All employees of Instant Care of Arizona are required to maintain the confidentiality of client information. Client information is restricted to staff involved with the client's care and to administrative staff as necessary to perform their jobs. The client's service record is maintained in a secure, locked file with limited access. Disclosing a client's confidential information may result in disciplinary action, up to and including termination of employment.

The Company will provide information to third parties only with the client's written consent, unless required to provide information pursuant to state or federal law or a valid court order. All requests for client information are reviewed by the Administrator or Supervisor to determine whether the party requesting the information should be allowed access to the information. Parties not directly involved with the client's services are not permitted access to the client information without written consent of the client and with the approval of the Administrator or Supervisor.

When client Home Service packets are left in the home setting, the client or caregiver is instructed regarding the protection of the confidentiality of the record.

CLIENT ABUSE, NEGLECT, AND EXPLOITATION REPORTING

Instant Care of Arizona reports all suspected cases of patient abuse, neglect and exploitation of clients in compliance with Arizona state law to protect clients whose health or welfare may be jeopardized by abuse and to ensure that all suspected cases of abuse are reported as required by Arizona law.

1. A staff member who has a reasonable basis to believe that abuse of a patient has occurred shall immediately inform the Supervisor of the suspected abuse.
2. The Supervisor must inform the Administrator of any report received and immediately initiate an investigation into the suspected abuse. If appropriate, the Administrator, the Supervisor, and all providers of services hold a conference to discuss the suspected abuse and determine a course of action. Results of the conference are to be documented in the client's service record. The Supervisor must document the investigation of the suspected abuse, including all observations, written reports, and correspondence.

The Supervisor must submit a verbal report of the suspected abuse to the appropriate authority in accordance with relevant Arizona statutes [i.e. Adult Protective Services (APS) or Child Protective Service (CPSO)]. If requested, the Supervisor should file a written report of all cases of suspected abuse to appropriate authority in accordance with relevant Arizona statutes, as requested.

3. The Administrator will advise the Supervisor and assist with the investigation of reporting the incident. It is the Administrator's responsibility to ensure that reports to State Agencies are made as appropriate and required by law.
4. Staff reporting or involved in any incident of suspected abuse must cooperate fully with the investigation of the incident and shall maintain the client's confidentiality and rights throughout the investigation.
5. Retaliation of any sort against an individual who reports suspected abuse is strictly prohibited and will result in disciplinary action, up to and including termination of employment.
6. All staff members are provided orientation and training regarding their obligations to report any incidents of abuse.
7. Instant Care of Arizona recognizes and supports its staff member's obligation to report client abuse to the proper authorities. It is however, Instant Care's policy that all incidents, whether reported or not, be communicated immediately to the Supervisor to ensure that reporting occurs as required by law and to facilitate the investigation of any suspected abuse.
8. An individual who is mandated to report suspected vulnerable adult client abuse and who intentionally fails to report such suspected abuse is guilty of misconduct and subject to discipline and/or termination.

DOCUMENTATION OF SERVICES

Employees are required to document all services provided during each home visit. Documentation must be completed on the day service is rendered and submitted for filing each Monday.

All service providers must document services using the following procedures:

1. Document on the day that services are provided and submit documentation of each Monday for filing in the client service record.
2. Document using the Supportive Services Progress notes.
3. Non-provision of services is documented using the NonProvision of Services form.
4. When completing documentation:
 - a. Use a black ball-point pen,
 - b. Write legibly,

- c. Write client name and client record number on every form,
- d. Chart only for actual day and time of delivered services. Write time in and time out on each day.
- e. Use objective/factual statements without opinions or editorial comments.
- f. Sign with first initial and last name.
- g. Correct errors by making a single line of black in through the words and initialing and dating the correction. **WHITE CORRECTION FLUID, TAPE, ERASABLE PEN, OR WRITING OVER ENTRIES IS UNACCEPTABLE.**
- h. A valid client's signature must be obtained to verify service provision. A valid member signature is:
 - i. The member's signature,
 - ii. In those instances where the client is unable to write their name the client may sign with his/her mark, "X", witnessed by a spouse, relative or friend, who must write the client's first name before the mark and the last name after the mark. The witness must then write his/her name and relationship. Example: "Bill X Smith as witnessed by Mary Smith, wife." Or
 - iii. Another person (conservator, spouse, relative or friend) may sign for the client if so designated and only if the signature looks like this: "Mary Smith, wife of Bill Smith."
- i. The Supervisor or designee must document on the appropriate forms:
 - iv. Client assessments, reassessments and evaluations, as required.
 - v. The Care Plan and all revisions to the Care Plan.
 - vi. The Home Safety Checklist.
 - vii. The client participated in the development of the Care Plan and any changes in the Care Plan.

Supervisory Visits:

- 1. In addition the Supervisor or designee:
 - a. Monitors visits made for compliance with services requested and visit schedules.
 - b. Determines that documentation submitted reflects actual days and times of services.
 - c. Reviews documentation for compliance with agency standard for charting.
 - d. Informs staff of documentation deficiencies, and

- e. Implements corrective action, as necessary, based on identified charting deficiencies.

YOUR SUPERVISOR

Your Supervisor has accepted the responsibility of guiding you in the completion of your work and, as a result, needs to hear your questions, suggestions, and constructive ideas. Mutual understanding and open communication is important to doing the best job possible. Cooperative and positive attitudes lead to productive teamwork.

If you have any questions regarding any aspect of your assignment, or regarding any policy or practice of the Company, please consult your Supervisor for a complete explanation.

POOR PERFORMANCE

All employees are expected to make every effort to learn their job and to perform at a satisfactory level at all times. Failure to do so may result in your termination.

INSUBORDINATION

We all have duties to perform and everyone, including your Supervisor, must follow directions from someone. It is against our policy for you to refuse to follow the directions of your Supervisor or other management official.

CONFIDENTIALITY

As an employee of the Company you may learn confidential business information. During and after employment with the Company, confidential business information may not be shared with non-employees of the Company and may only be shared with Company employees on a need to know basis. If you violate this policy, disciplinary action will be taken up to and including immediate discharge, as well as possible legal action.

The Company will provide employee information to outside agencies only upon written authorization of the employee or as provided by law. Human Resources is the only authorized department for disclosure of information. Most banks, credit agencies, or other parties requiring employment information will provide you with an appropriate form. Authorization forms may also be obtained from Human Resources.

All requests for employment verification must be received by Human Resources in writing. The Company does not provide letters of recommendation.

The Company protects employee's confidentiality and expects the employees to protect the Company's confidences as well. Supervisors may not give out any information about an employee and must refer any phone calls seeking such information to the Human Resources or the General Manager.

In addition, the Company also expects that you respect the privacy of your fellow employees, both with employees and non-employees. Personal information about any employee may not be discussed with employees or non-employees without written Company authorization.

All records and files maintained by the Company are the property of the Company and are confidential. They are not to be copied or disclosed to any party except when authorized by management. Confidential information includes, but is not limited to correspondence or any other information concerning transactions with clients, customer lists, personnel and payroll records of present or past employees, financial records of the Company, records of purchases from vendors and suppliers, computer files, financial matters, building plans, computer files, and any other information regarding the business affairs or operating practices or procedures of the Company.

DISCIPLINE

Discipline includes but is not limited to: verbal warning, written warning, suspension, demotion, transfer, termination or any other action.

The Company retains the right to terminate an employee's employment at any time with or without cause or advance notice. All employees are at-will.

TERMINATION OF EMPLOYMENT

Upon termination, it is your responsibility to see that all Company tools, property, keys, etc., are properly turned in prior to being issued your final paycheck.

RESIGNATION PROCEDURES

Should an employee decide to resign, all Company-owned property (keys, credit cards, technical manuals, special tools, etc.) must be returned at the time employment is terminated. Employees who resign their employment are requested, but not required, to give advance notice. Remember, your employment with this Company becomes a permanent part of your work history.

ATTENDANCE

Employees are expected to report for work each day on time. Absenteeism and tardiness are expensive, disruptive, and they place an unfair burden on the Company, including other employees and supervisors and on our clients. Unsatisfactory attendance, including reporting late or quitting early will result in disciplinary action, including suspension and/or discharge.

The Company relies on you to report to work regularly and on time. If you are going to be late or absent, you must contact your Supervisor immediately. If you are unable to report for work, regardless of the reason, you are to personally report the nature of your absence to your Supervisor as far in advance as possible, but in no case later than two (2) hours before your scheduled starting time. If you have to leave early, you must obtain approval from your Supervisor. You are expected to call the Company each morning that you are absent.

It is within the discretion of the employee's supervisor to determine if an absence will be considered as excused or unexcused. Failure to give notification of an absence will automatically be considered as unexcused. If an employee is absent for two (2) days without

notifying the Company, he or she will be subject to discharge. If notice is given and the Company does not think it justifies the absence, it will be considered unexcused.

The Company will take disciplinary action, up to and including termination, where attendance or tardiness is unacceptable. Unauthorized absence or excessive tardiness or failure to contact your Supervisor during an absence in excess of two (2) working days is grounds for discipline, up to and including termination.

PROOF OF ABSENCE

If your absence is due to illness or injury, you may be required to provide a doctor's report supporting the necessity of your absence, as well as your ability to return to work, within 15 days of the absence or tardiness. It may also be required that you be examined by a physician appointed by the Company, at Company expense. If your absence is the result of personal emergency other than illness or injury, documentation showing proof that your absence was necessary also may be required.

COMPANY PROPERTY

Each employee should respect the property of other employees as well as that of the Company. To willfully damage, destroy, or alter in any way machinery, equipment, materials, or other Company property or to remove any Company property without prior authorization is strictly prohibited. Should you inadvertently damage Company property, please report the incident to your supervisor.

All employees are expected to exercise care in the use of Company property and to use such property only for authorized purposes. Negligence in the care and use of Company property may result in suspension and/or termination. Unauthorized removal of Company property from the premises or its conversion to personal use may also result in suspension and/or termination.

Company property issued to you must be returned at the time your employment terminates or when management requests its return. The value of any property issued and not returned may be deducted from an employee's paycheck. Additionally, any damage or loss to company property due to the employee's negligence may be deducted from the employee's paycheck. The Company assumes no responsibility for loss or damage to the personal property of an employee.

CONSTRUCTIVE DISCHARGE; PROCEDURE BEFORE RESIGNING DUE TO UNPLEASANT WORKING CONDITIONS

You are encouraged to communicate to the Company whenever you believe working conditions may become intolerable to you and may cause you to resign. Under Section 23-1502, Arizona Revised Statutes, an employee may be required to notify an appropriate representative of the employer in writing that a working condition exists that the employee believes is intolerable, that will compel the employee to resign or that constitutes a constructive discharge if the employee wants to preserve the right to bring a claim against the employer alleging that the working condition forced the employee to resign.

Under the law, an employee may be required to wait for fifteen calendar days after providing written notice before the employee may resign if the employee desires to preserve the right to bring a constructive discharge claim against the employer. An employee may be entitled to paid or unpaid leave of absence of up to fifteen calendar days while waiting for the employer to respond to the employee's written communication about the employee's working condition.

If you believe that you are being forced to resign due to unpleasant working conditions or unfair treatment, you should submit a written letter or memo to Human Resources to notify the Company of the problem. If you believe that you cannot continue to work while waiting for the Company to respond, you may be entitled to a leave of up to 15 days. The Company's policy is that such a leave will be unpaid.

COMPLAINT AND OPEN-DOOR POLICY

From time to time problems or difficulties may surface at work. The Company has a practice of dealing with such problems before major disruptions occur. If you have a problem, management wants to know about it. Every employee with a complaint should bring it to the immediate attention of his or her supervisor. If you feel the problem has not been resolved, you are encouraged to bring your complaint or grievance to the General Manager.

Please promptly report any complaint to Human Resources or the General Manager within fifteen (15) days. However, remember that Management's door is always open to you whenever you wish to discuss any matters pertaining to your work or your relationship to the Company. Please report to the Management any violations of law you observed within the organization or on the property.

This Company has found that an "open door" policy helps make a peaceful and enjoyable workplace. We encourage you to take part in this process. This policy applies not only to complaints but to ideas that may help the Company or the employees.

WORKPLACE VIOLENCE POLICY

This policy covers all employees of the Company, including independent contractors or their employees hired or used by the Company. The Company has a strong commitment to its employees to provide a safe, healthy, and secure work environment. The Company also expects its employees to maintain a high level of productivity and efficiency. The presence of weapons and the occurrence of violence or intimidating or threatening behavior in the workplace during working hours or otherwise are inconsistent with these objectives. While the Company has no intention of intruding into the private life of its present or potential employees, it expects all employees to report on the worksite without possessing weapons and to perform their job without violence or threats or intimidation towards any other individual. The Company expects all of its employees to work in a manner so that they can perform their duties in a safe and productive manner. Therefore, the Company has adopted and maintains this policy on workplace violence.

All applicants considered for employment with the Company will be required to sign an acknowledgment that they have received this policy and understand its contents and intent. Likewise, all current employees will be required to sign an acknowledgment that they have

received this Policy and understand its contents and intent. Any applicant or employee who refuses to sign said acknowledgment will be subject to discipline, up to and including termination.

The Company has the right to search any areas on Company premises for weapons including, but not limited to, lockers, furniture, containers, drawers, equipment or other facilities, lunch boxes, brief cases, personal bags, personal tool boxes or tool kits, parking lots, Company vehicles, and personal vehicles parked on Company premises.

If an employee is injured while participating in a fight or after instigating a fight, entitlement to Workers' Compensation benefits may be denied.

Employees should report threatening or intimidating behavior or acts of violence to a supervisor immediately.

INSPECTION OF COMPANY FACILITIES

In order to safeguard the workplace and the employees, and to assure efficiency and maximize productivity, the Company reserves the right, in its sole discretion and without notice to employees, to inspect, monitor or otherwise enter or search any office, desk, file, locker, closet or any other enclosed or open area in Company facilities and Company job sites (where permitted to do so) and to monitor or inspect any items found within such locations.

PROHIBITED ACTIVITIES OF EMPLOYEES

The Company specifically prohibits the following and will routinely discipline an employee, up to and including termination, for any of the following:

1. Engaging in behavior that is intimidating or threatening, either explicitly or implicitly.
2. Use, possession or sale of any weapon.
3. Storing any weapon in a locker, desk, vehicles, lunch box, tool kit, bag, purse, or other repository on the worksite or other Company premises.
4. Illegal possession, use, or sale of a weapon off Company property that adversely affects the employee's own or other's safety at work, or indicates a propensity to adversely affect the employee or coworkers.
5. Refusing to submit to an inspection for the presence of a weapon.
6. Conviction under any criminal statute for the illegal possession of a weapon or for committing a violent act against the person or property of another.
7. Refusing to participate in an investigation pertaining to allegations or suspicions that violence has or is likely to occur or an investigation pertaining to the carrying of a weapon by the employee or a co-employee or that threatening or intimidating behavior has occurred.

8. An employee's consent to submit to a search is required as a condition of employment and the employee's refusal to consent may result in disciplinary action, up to and including termination.

**DRUG AND ALCOHOL-FREE WORKPLACE POLICY OF
INSTANT CARE OF ARIZONA, INC.**

The Company is committed to providing a safe working environment for all employees, promoting the highest standards of employee health and productivity, and protecting the Company's reputation in the community. Therefore, the Company has implemented a drug-use and alcohol-impairment testing program. The goal of this policy is to maximize safety and productivity in the workplace, while preserving the privacy and dignity of employees. Under the conditions of this policy, all employees will be treated equally regardless of race, national origin, gender, creed, age, disability, position or seniority.

I. DEFINITIONS

The following definitions apply for purposes of this policy:

1. "Drugs" means any substance considered unlawful under the Controlled Substances Act, 21 U.S.C. § 812, or the metabolite of the substance. "Drugs" specifically include, but are not limited to, amphetamines, barbiturates, benzodiazepines, cannabinoids (marijuana), cocaine, methadone, opiates, phencyclidine, and propoxyphene. Drugs as used in this policy include synthetic drugs, as defined below.
2. "Alcohol" means ethanol, isopropanol or methanol, which are contained in products such as beer, wine, and distilled spirits or liquor.
3. "Synthetic drugs" mean any substance that is not lawfully prescribed to the employee that is designed or intended to mimic or create the effect of any drug made unlawful under the Controlled Substances Act, 21 U.S.C. § 812, including but not limited to Spice, K2, or an other substances containing JWH-018, JWH-073, JWHY-200, CP-47,497, or cannabicyclohexanol.

II. PERSONS SUBJECT TO TESTING

This policy must be applied equally and uniformly to all compensated employees and prospective employees of the Company including all compensated officers, directors, and supervisors. All current or prospective employees, officers, directors or supervisors shall be subject to testing pursuant to the terms of this policy.

III. CIRCUMSTANCES UNDER WHICH TESTING MAY BE REQUIRED

A. PRE-EMPLOYMENT SCREENING

Applicants may be requested to undergo a drug-use test as part of the pre-employment process. They will be given a copy of this policy and be required to read and sign the acknowledgment and consent form prior to testing.

B. ACCIDENT TESTING

An employee may be required to submit to a drug-use test or alcohol-impairment test when the Company reasonably believes that the employee, while on the job site or during working hours:

1. Was involved in or contributed to an accident that did or could have resulted in an injury to the employee or another person.
2. Was involved in or contributed to an accident that did or could have caused equipment or material damage or loss.

Determinations regarding whether an employee's conduct falls within the above-described situations shall be made at the sole discretion of the Company.

C. SUSPECTED OF BEING UNDER THE INFLUENCE OR IMPAIRED

Testing will be conducted when the Company has reasonable suspicion that an employee may be affected by the use of drugs or alcohol and that the use may adversely affect the job performance or the work environment. Some examples of when reasonable suspicion may exist include, but are not limited to, the following: if an employee is unable to perform normal job duties or normal body functions, has unexplained or excessive absences or tardiness, or otherwise appears to have used drugs or alcohol in a manner that may affect the employee's work. If the Company suspects that an employee is under the influence of drugs or alcohol, a supervisor must transport the employee to the designated testing facility.

D. RANDOM TESTING

From time to time, the Company may require employees or groups of employees to undergo a drug-use test on a random basis.

E. CIRCUMSTANCES UNDER WHICH RETESTING MAY BE REQUIRED

If a drug-use test or alcohol-impairment test is considered unsuitable or inconclusive by the employer for any reason, the employee or applicant may be immediately retested. Examples of unsuitable or inconclusive test results include, but are not limited to, specimens that are considered diluted or specimens that have a low urine specific gravity. An employee or applicant may be instructed to refrain from drinking water or using diuretics (subject to medical concerns) for a specified time period prior to the retest.

Failure of an employee or applicant to follow the employer's instructions or to cooperate with the employer in providing a suitable specimen with a specific gravity equal to or greater than 1.005 may be treated by the employer as a refusal to be tested or a positive test result, and may subject an employee to disciplinary actions up to and including termination. If an applicant's retest is considered unsuitable or inconclusive, the Company may refuse to hire the person.

If an employee tampers with the sample or otherwise attempts to affect the testing process or result, the employee may be subject to disciplinary actions up to and including

termination. If an applicant tampers with the sample or otherwise attempts to affect the testing process or result, the Company may refuse to hire the person.

IV. TESTING METHODS AND COLLECTION PROCEDURES

A. SCHEDULING OF TESTS

Drug-use testing will occur during, or immediately before or after, a regular work period.

B. COSTS OF TESTS

The Company will pay all actual costs for drug-use or alcohol-impairment testing required of current employees. Prospective employees are responsible to pay for the actual costs for drug-use testing at the start of their employment.

C. TESTING PROCEDURES

1. The method of testing for drug use will be urinalysis. The method for testing for alcohol impairment may be by breath, saliva, blood or urinalysis. A blood test may be used if for any reason the employee cannot provide a sample; for example, if the employee is unconscious or is unable to provide a urinalysis.
2. All sample collection and testing for drug use must be performed according to the following conditions:
 - (a) The collection of samples must be performed under reasonable and sanitary conditions. The Company, in its discretion, will designate the Company that will collect samples and arrange for testing. The Company may change this designation in its discretion at any time.
 - (b) Sample testing must comply with scientifically accepted analytical methods and procedures. Drug testing must be conducted at a laboratory approved or certified by the United States Department of Health and Human Services, the College of American Pathologists or the Department of Health Services.
 - (c) Sample collections must be documented and these documentation procedures must include the following:
 - (i) Samples must be labeled in order to reasonably preclude the possibility of misidentification of the person tested in relation to the test result provided.
 - (ii) The person to be tested must have the opportunity to provide notification of any information that may be considered relevant to the test, including identification of currently or recently used prescription or nonprescription

drugs or other relevant medical information to the laboratory and/or the Company's designated person.

- (iii) The person being tested must present reliable individual identification to the person collecting samples.
 - (d) Sample collection, storage, and transportation must be performed in a manner reasonably designed to preclude the possibility of sample contamination, adulteration or misidentification.
3. Drug-use testing must include confirmation of any positive drug test results for employees. Confirmation of positive drug test results for employees must be by use of a different chemical process than was used in the initial drug-use test. The second or confirmatory drug-use test must be a chromatographic technique, such as a gas chromatography-mass spectrometry, or another comparably reliable analytical method.
 4. Testing may be required for the following substances: amphetamines, barbiturates, benzodiazepines, cannabinoids (marijuana), cocaine, methadone, opiates, phencyclidine, and propoxyphene. The Company reserves the right to add additional drugs to this list.
 5. A drug-use test shall be considered positive when the screening levels established by the laboratory are exceeded. Information regarding the screening cutoff levels for various drugs will be made available upon request. An alcohol-impairment test shall be considered positive when an employee's test exceeds .04%.

V. DISCIPLINARY CONSEQUENCES

A. CONSEQUENCES OF REFUSAL TO PARTICIPATE IN TESTING

Refusal to participate in drug-use or alcohol-impairment testing shall be grounds for immediate termination of employment with the Company. In the case of an applicant, refusal to participate in drug-use testing shall be grounds for refusal to hire that person.

B. CONSEQUENCES OF A POSITIVE DRUG-USE TEST OR ALCOHOL-IMPAIRMENT TEST

On receipt of a positive drug-use or alcohol-impairment test that exceeds .04%, the Company may take disciplinary or rehabilitative actions including:

1. The employee may be required to enroll in an approved rehabilitation, treatment or counseling program, at the employee's own expense, which may include additional drug testing and alcohol impairment testing, as a condition of continued employment;