

Loving Care Home Care, LLC

Employee Handbook & Orientation Training

This Handbook is to be
carried at all times for
reference when at a
clients/participants home

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Purpose of the Handbook

This Personnel Handbook contains a summary of the policies and guidelines in effect at Loving Care Home Care, LLC as of December 28, 2010, as well as updates and new additions in effect January 1st, 2011. This handbook is to be used as a guide by Loving Care Home Care, LLC's employees and is not intended to create any contract of employment. Instead, your employment relationship with Loving Care Home Care, LLC is at-will. This means that you are not required to work for Loving Care Home Care, LLC for any set period of time. You remain free to terminate your employment at any time and for any reason upon proper notice. Loving Care Home Care, LLC also remains free to terminate your employment at any time and for any reason that does not violate local, state or federal law with or without notice.

These policies are subject to change, modification, or amendment at any time in Loving Care Home Care, LLC's sole discretion with or without prior notice.

We at Loving Care Home Care, LLC are dedicated to providing competent and professional services to the clients who we serve. We expect that our employees will perform in the same manner. We expect you to follow these standards of conduct and policies at all times. Infractions may be used as grounds for disciplinary action.

Employment Practices

Selection and Hiring

All employees must meet all applicable rules and standards outlined in licensing requirements as dictated by county, state or federal government agencies. Loving Care Home Care, LLC will not discriminate against any employee or candidate regardless of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, or status with regard to public assistance. All decisions regarding the recruitment, selection and placement of employees are made solely on the basis of position-related criteria. Every effort will be made when hiring new employees or promoting current employees to match their skills, knowledge, abilities and interests with positions that best utilize their talents.

Sexual Harassment/Offensive Behavior

It is the policy of Loving Care Home Care, LLC that harassment on the basis of protected status (race, creed, religion, sex, national origin, marital status, with regard to public assistance, disability, age, membership on a local human rights commission and sexual orientation), including sexual harassment is prohibited.

Such harassment violates the law, creates an offensive working environment, decreases productivity, adversely affects the positive working relationships, increases costs to the agency and tarnishes the image of the agency and everybody associated with it. No employee may engage in verbal or physical conduct that degrades or shows hostility or aversion toward an individual because of that person's race, creed, color, religion, sex, national origin, marital status, status with regard to public assistance, disability, age,

membership on a human rights commission or sexual orientation, or that of the person's relatives, friends or associates, if the conduct:

1. Has the purpose or effect of unreasonably interfering with the persons work performance, or
2. Otherwise adversely affects that person's employment opportunities.

One form of prohibited harassment is sexual harassment. Sexual harassment is defined as:

1. Making unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature a condition of an employee's obtaining employment or continuing employment; or
2. Making submission to, or rejection of such conduct the basis for employment decisions affecting an employee; or
3. Creating an intimidating, hostile or offensive working environment or otherwise substantially interfering with an individual's employment by such conduct; or
4. Retaliating against an employee for complaining about such conduct.

Procedure: Complaints Relating To Prohibited Harassment

An employee who believes he or she has been subject to harassment prohibited by this policy should report the incident immediately to his or her supervisor, agency administrator, or human resource personnel.

The complaining employee will be asked to put the facts surrounding the offensive conduct or communication in writing. Thereafter, the investigation may include interviews with the employee making the charges, the accused employee, and appropriate witnesses, depending upon the individual circumstances of the matter.

Determination of whether prohibited harassment occurred will be made on a case-by-case basis, depending upon the circumstances of the matter, including the type of harassment alleged, the context in which the alleged harassment occurred and any other facts deemed relevant. The employee making the complaint will be advised of the final disposition of the matter

Discipline For Prohibited Harassment

A violation of this policy may be grounds for immediate discipline, up to and including discharge, or other appropriate action.

Complaints or Grievances

A complaint should be in writing, contain the name and address of the person filing it, and briefly describe the action alleged. A complaint should be filed in the office of the within 30 days after the person filing the complaint becomes aware of the alleged action. The Administrator will conduct an investigation of the complaint to determine validity. The Administrator will issue a written decision determining the validity of the complaint no later than (30) days after its filing.

Confidentiality

Confidentiality of all client and/or family concerns is required by Michigan State Regulation and HIPPA. Disclosing any confidential information or improperly discussing any client condition is grounds for immediate termination.

Probationary Period

All employees are considered probationary for the first 1040 hours of employment. This is to ensure a satisfactory performance relationship has been established.

Performance Evaluation

Loving Care Home Care's commitment to excellence is fulfilled in part through an on-going performance improvement process. Evaluations are objective and intended to improve performance of individual employees as well as the company.

An employee's job performance will be evaluated at the end of his/her 90 day probationary period and may or may not be documented.

An annual evaluation will be performed on or before the employee's anniversary date of hire. The annual evaluation will be documented and will be retained in the employee's confidential personnel file.

In-service Education

Four hours of in-service are required annually to maintain employment. All are required to comply with this requirement. In-service instruction/lecture, videotapes, and quiz's are available at the office and can be viewed, by appointment, at your convenience. Attendance of any in-services offered at our office or by third parties will be documented and be part of each employee's file.

Voluntary Resignation

Field staff who resign are requested to give a two week notice. Administrative staff are requested to give a three week notice. If an emergency arises, a shorter notice may be agreed upon between the employee and Administration. An employee who resigns without prejudice and who has a satisfactory record may be entitled to re-employment with Management approval. No recommendation will be furnished on an employee whose services are terminated with prejudice or for disciplinary reasons.

The employee is responsible for requesting alternative clients should the employee be dismissed from the client for whom he or she is hired to work. Failure to do so will result in the assumption of your voluntary resignation.

Grounds for Termination

Evidence of the following are grounds for immediate termination with valid circumstantial data. The Administrator may use the event for strong disciplinary action rather than termination, but usually not.

1. Dishonesty
2. Theft
3. Incompetence
4. Racial intolerance
5. Failure to obey reasonable instructions
6. Reporting to work intoxicated or under the influence of a controlled substance
7. Failure to notify employer of absence from work
8. Insubordination
9. Client abuse or misuse
10. Profanity
11. Falsification of records
12. Giving confidential information pursuant to Michigan Law
13. Violation of patient rights pursuant to Michigan Statutes
14. Violence on premises
15. Failure to report evidence of Vulnerable Adult Act violations

All of the above conditions are grounds for immediate termination. Any new employee shall be subject to discharge at the option of the employer during the first 1040 hours. No employee shall be suspended, demoted or dismissed without sufficient cause. If after proper investigation it is verified that an employee has been disciplined unjustly, he or she will be reinstated, however, that no claim for compensation for time lost shall be paid. In the case of a dismissal, the employee affected may request and shall receive from the employer in writing the reason for the dismissal. Employees so disciplined during the probationary period, shall forfeit all other benefits, except earned wages during the time that he/she worked. Accumulation of one verbal and one written notice is cause for dismissal.

Arbitration Policy

If an employment dispute arises while you are employed at Loving Care Home Care, Loving Care Home Care requests that you agree to submit any such dispute arising out of your employment or the termination of your employment (including, but not limited to, claims of unlawful termination based on race, sex, age national origin, disability, breach of contract or any other bias prohibited by law) exclusively to binding arbitration under the federal Arbitration Act, 9 U.S.C., Section 1. Similarly, any disputes arising during your employment involving claims of unlawful discrimination or harassment under federal or state statutes shall be submitted exclusively to binding arbitration under the above provisions. This arbitration shall be the exclusive means of resolving any dispute arising out of your employment or termination from employment by Loving Care Home Care or you, and no other action can be brought by employees in any court or any forum.

Involuntary Separation

Employees whose services are terminated by disciplinary action or for just cause are not eligible for re-hire.

LEAVES OF ABSENCES

Leave of Absence Procedure

A request for a leave of absence shall be in writing and submitted to the Director at least two weeks in advance. Failure of the employee to return on the expiration date of the leave of absence will result in termination of the leave and employment.

Maternity Leave

Employees who are pregnant must bring a written statement from their physician after each visit indicating continued work will not be hazardous to her health or to that of the baby expected. Maternity leave will be granted for a period not to exceed 60 days from birth date of child in normal pregnancy. Complication may extend your leave on an individual based evaluation.

Parental Leave

A leave of absence without pay is granted to all expectant parents, who are generally expected to return to work fulltime.

GENERAL WORK RULES

Sick Calls/Cancelled Visits

If an employee cannot make it to a scheduled visit/shift, a call must be made to the Loving Care Home Care, LLC staffing department. If made during office hours (Monday-Friday, 9:00 a.m.- 5:00 p.m.), the employee must speak directly to the Staffing Coordinator to ensure that the information will be directed to the client in a timely manner. Sick calls/cancelled visit messages are **NOT** to be left on Voice Mail. A four hour advance notice is requested if at all possible. Late notice is grounds for disciplinary action and possible termination, if repeated.

Replacement Staff

If your replacement staff is 15 minutes late, please call the office. We will make every effort to locate the staff and call you back with an explanation and/or substitute. You are required to remain with the client until arrangements can be made.

Employee Health

If you become ill while on duty, call us immediately. We expect you to stay with the client until other arrangements can be made for you.

First Report of Injury

If you are injured on the job, you are required to call the office immediately and explain that you have to complete a First Report of Injury. Should the injury result in a lighter work load or time off of work, you will be required to be seen by a physician. Once you are

cleared to work, you will need to have your physician complete a return to work form that is available from our Human Resource Department.

24-Hour Answering Service

We have an after hours phone number. We expect you to make your calls for business-related matters from 9:00 a.m. to 5:00 p.m., Monday through Friday. Only emergency calls should be made at other hours. Any problem with your visit/shift may be made to the case manager or staffing coordinator whenever necessary.

Appearance

To maintain a professional environment, employees are expected to be clean, well groomed and appropriately dressed at all times. Clean and proper attire is to be worn. Additionally, it is important for all employees to select clothing and footwear that is appropriate for the position (i.e., pants instead of skirts for ease in mobility). No jewelry except a wedding band or engagement ring, watch or small earrings are to be worn.

Proper attire is defined as no stains, holes or rips in clothing, and proper undergarments are to be worn at all time.

Inappropriate Attire:

- Blue jeans
- Pajamas bottoms
- Capri's
- T-Shirts
- Cut off jeans
- Shorts
- Flip flops
- Sandals
- Torn clothing

Proper Attire:

- Loving Care Home Care T-Shirt
- Nursing Scrubs
- Nursing Scrub pants
- Khaki pants
- Collar solid color shirt
- Tennis Shoes

Take pride in your own well being and appearance. Help the client to do the same.

Rest Periods and Lunch Breaks

Loving Care Home Care, LLC believes that breaks are an important part of the working day. Given the nature of our business, our work environment may not always be conducive to regularly scheduled breaks. Employees are expected to exercise proper judgment and, when appropriate, such breaks shall not exceed two fifteen minute periods

during an eight hour shift. An employee may not leave the client's household (or assisted living facility) during a break.

A normal full time shift is 8 hours. Employees working this shift are entitled to a 30-minute meal break. This period of time is not paid. Employees who need to be on duty during their meal break will work an 8-hour shift.

Rest or meal breaks cannot be used to shorten the work day in any way by arriving late or leaving early from a shift.

Solicitations and Distributions

Solicitation for any cause during working time and in working areas is not permitted. You are not permitted to distribute non-company literature in work areas at any time during working time. Working time is defined as the time assigned for the performance of your job. Employees are not permitted to sell chances, services, and merchandise or otherwise solicit or distribute literature or encourage acceptance of any belief or philosophy.

Persons not employed by Loving Care Home Care are prohibited from soliciting or distributing literature on company and client property or from being on Loving Care Home Care or Client property.

Giving and Receiving Gifts

You may not give or receive money or any gift to or from a client or client family member.

Dating In the Work Place

Clients and employees are strongly discouraged from forming romantic or sexual relationships. Such relationships can create the impression of impropriety in terms and conditions of employment and can interfere with productivity and the overall work environment.

If you are unsure of the appropriateness of an interaction with a client of Loving Care Home Care, contact management for guidance. If you are encouraged or pressured to become involved with a client in a way that makes you feel uncomfortable and is unwelcome, you should also notify your manager immediately. No client or employee of Loving Care Home Care has the right to subject any client or employee to sexual or other unlawful harassment, including requests for sexual favors, sexual advances, offensive touching, and any other unwanted verbal, graphic, conduct or communications of a sexual nature.

You should also be aware of, and are expected to comply with, Loving Care Home Care's policy against sexual and other forms of illegal harassment in the workplace.

Appropriate action, which may include a transfer or reassignment, leave of absence, suspension or termination, will be taken against those who violate this policy.

No Smoking Policy

Field staff may never smoke in the client's home or office unless permission is granted. Office staff are prohibited, by policy, from smoking in the office. All visitors shall be politely informed of the "no smoking" policy. This is done to comply with health care leaders' efforts to reduce smoking in Michigan. **DO NOT DRINK ALCOHOLIC BEVERAGES WHILE ON DUTY. USE OF DRUGS IS STRICTLY FORBIDDEN.**

Emergencies

For life-threatening emergencies, call "911." In the event of a client's death, expected or unexpected, please record accurately all data regarding the death. Employees shall record the exact time and the events that happened. Notify the office for further directions.

Incident Reporting

If there is an accident, you (or the client) must call the office immediately. Following the telephone call, a written report is required within 48 hours by Michigan law. Complete an INCIDENT REPORT FORM and mail it to the office immediately. This is for your protection.

COMPENSATION

Salaries and Wages

Salaries and/or wages shall be determined at the time of employment.

Holiday Pay

Loving Care Home Care, LLC recognizes the following holidays:

New Years Day, July 4th, Memorial Day, Labor Day, Thanksgiving, and Christmas Day.

Employees who do not work on a recognized holiday will be paid their regular rate of pay. Employees who do perform work on a recognized holiday will be paid time and one half their regular rate of pay, pending approval of the Administrator.

An employee calling in absent the day before or the day after a holiday will not be paid for the holiday (unless a physician statement is submitted).

Payroll Guidelines

Pay periods are once per week and begin 12:01 a.m. on Sunday and end at midnight on Saturday. Overtime must be authorized in advance by the office. Not all clients are approved for services on holidays. Please call the office prior to a holiday to verify if you are authorized to work on a holiday. Employees working with Medicare Waiver clients will not receive overtime or holiday pay.

Payroll checks will be available for pick up every Wednesday from 3 pm to 5 pm at our Grosse Ile, Michigan office. If you are unable to pick up your check, your check will be mailed to you within 5 business days after its been issued. You will be responsible for postage if you wish to have your payroll check mailed to you. Payroll

checks will be mailed from our Grosse Ile, Michigan office to each employee's home address. It is the responsibility of the employee to furnish Loving Care Home Care, LLC with their correct home address. Please notify the office as soon as possible if there is a change of address.

Time Slip Protocol

Employees must complete and submit a time slip for each client. All time slips must be signed by the client or responsible party before submitting. Time slips are available at our office.

Completed time slips must be sent in weekly. They may be mailed, faxed, or dropped off in person, but must be received in the office by **Sunday (at 7 o'clock pm)** to ensure receipt of a paycheck for that pay period. Late timecards will be paid the following payday. Please call the office with any questions regarding the due date, as this policy must be **enforced**.

Time slips which are incomplete and/or incorrect will be returned to the employee for completion/correction. As a result, these time slips will not be processed until the next pay period. The following information should be on every time slip to ensure that it will be acceptable and processed for that pay period.

- BOTH the client and employee names.
- Be sure that shifts worked correspond to the total hours worked for that day. For example, a time slip that an employee submits for a shift as worked from 8:00 a.m. - 1:00 p.m. and then writes 6 hours for the total worked, would be returned to the employee for correction.
- a.m. and p.m. must be included when recording your times.
- The client or responsible party must sign & initial the time slip.
- Requests for past pay stubs must be made a minimum of 72 hours in advance Monday thru Thursday only.
- Employment verification will be made by fax only at 734-654-9516. Please allow 3 to 5 business days for this type of request.
- **Absolutely** no pay advances will be given.

ALL STAFFING MUST BE DONE THROUGH THE OFFICE. If you must stay past the scheduled time or come in early, the Loving Care Home Care must be notified for approval before the care is provided. Employees will not be paid for care that has not been scheduled in advance through the office. Do not ask clients to change scheduled work hours for your convenience.

Management

Brenda Ice (Manager) – 734-676-3564

Client Abuse/Neglect

A process is established for identification of potential or actual victims of abuse/neglect.

Policy: It is the policy of Loving Care Home Care. that all patients will be assessed for potential or actual abuse/neglect and will be reported to Loving Care Home Care and appropriate authorities per state regulations.

Procedure: Process of assessment and identification of clients vulnerable to abuse is addressed during orientation. All home care staff is instructed to report any suspicions of patient abuse/neglect to Loving Care Home Care including self abuse/neglect.

Suspected abuse/neglect will be reported according to state regulations. Confidentiality is maintained for all suspected clients of abuse/neglect investigations. Any employee involved in client abuse/neglect will have disciplinary action taken per policy and procedure according to state and professional licensing regulations. Loving Care Home Care shall maintain a current listing of community resources to contact as needed.

Substance Abuse

No employee shall work, report to work or be present on company premises while “under the influence” of illegal drugs, alcohol or controlled substances which could affect job performance, healthy or safety. In addition, the unlawful or unauthorized manufacture, distribution, dispensation, possession or use of drugs or alcohol on company premises.

Emergency Disaster Preparedness

DISASTER PLAN

PURPOSE: Emergency and Disaster preparedness is a planned coordination of efforts which includes procedures to be followed to assure that the health care needs of clients continue to be met in emergencies which interfere with the delivery of service.

INTRODUCTION:

1. Under routine procedures, each patient generally receives that highest quality of care that Loving Care Home Care is able to provide. In the event of a disaster, the philosophy of Loving Care Home Care may be altered to that of providing care for the greatest number of clients.
2. Steps which have been considered in developing this Disaster Plan are as follows:
3. To review the various types of disasters which can occur, emphasizing the types of disasters which are most likely to affect our clients.
4. Assess the resources at hand (facilities, material and personnel) and resources necessary to effectively cope with the disaster.
5. Allowing sufficient flexibility within the plan to meet unexpected contingencies.
6. For the purpose of this Plan, a disaster is defined as any situation which seriously overtaxes or threatens to seriously overtax the routine capabilities of deliverance of patient care in the home.

CAUSES OF DISASTERS

1. Common natural disasters including but not limited to earthquake, hurricane, tornado and flood..
2. Industrial accidents involving explosion or environmental release of toxic chemicals.
3. Fire
4. Extensive or prolonged utility failure.
5. Collapse of building or other occupied structures.
6. Bomb threats

TYPES OF DISASTERS

INTERNAL DISASTERS

1. An event which causes or threatens to cause physical damage and injury to the home, family, client or personnel.
2. Examples of internal disasters are fire, explosion, telephoned bomb threats or extensive or prolonged utility failure.
3. An internal disaster may require removal of the client from threatened or affected areas.
4. Internal coordination is necessary to assure that each professional staff member is aware of his/her individual role in the Disaster Plan and to assure that all available resources are most efficiently and effectively utilized. Each Supervisor must assure that the field staff is aware of his/her individual role and responsibility during a disaster.

EXTERNAL DISASTERS

1. An external disaster may require that contact be made to the local fire department, police, ambulance services, volunteer agencies, local hospitals and other residential health care facilities.

PERSONNEL IDENTIFICATION

Identification cards must be used upon entrance to the home in order to have access.

GENERAL INSTRUCTIONS

1. Don't panic, keep calm
2. Stop, look and listen
3. Follow instructions
4. Reassure clients
5. Know locations of exiting premises and fire extinguishers and method for use
6. Do not tie up telephone lines
7. Do not obstruct doors and passageways

Reporting Requirements

In the event of any of the following occurrences call the office immediately. Some examples are:

1. Client injury or illness.
2. Theft or Illegal activities in the home
3. Injury or illness to yourself

4. Unusual or dangerous client/family behavior.
5. Any occurrence requiring police or emergency service.
6. Change in client condition.
7. Client Hospitalization
8. Client admitted to a Nursing Home/Rehab
9. Out of Home Respite/Care
10. Structural damage to the clients home
11. Client Non-compliance with medical care
12. Unsanitary conditions in the client's home (insect, rodent, etc...)
13. Failure of Universal Precautions or an incident of exposure to blood, bodily fluids .
or other infectious waste.

When you call the office answer all questions thoroughly and follow instructions carefully. Document what took place and what was done, and send your documentation to the office within 24 hours after the incident. The office staff will also need to fill out our special incident report form. Please cooperate with the office staff!

Caregivers Description

Caregivers are recognized as a prominent part of our home health care programs. Personal Care consists of client safety, maintenance and support primarily involving a combination of personal assistance and homemaker activities. As with other services, these activities are performed under the direction of the Care Plan is to be followed exactly.

Caregiver's responsibilities include:

- | | |
|---|----------------------------------|
| 1. Bathing (tub, shower) | 7. Shaving/Cosmetics application |
| 2. Partial bath (hands, face, back, bottom) | 8. Intact skin care |
| 3. Oral hygiene | 9. Dressing client |
| 4. Hair care | 10. Hand and foot care. |
| 5. Cooking | 11. Cleaning |
| 6. Companionship | 12. Transportation |

Other Activities Essential to Assisting the Client with Attendant Care are:

- | | |
|----------------------|--|
| 1. Homemaker duties. | 5. Safety |
| 2. Mobility | 6. Reminding client to self administer medication. |
| 3. Nutrition | |
| 4. Elimination | 7. Assistance with correspondence |

The Following MAY NOT be performed by Caregivers are:

1. Medication Administration by employees
2. Other Care as determined by Loving Care Home Care

Work Area/Travel to Clients Home

Employees of Loving Care Home Care, LLC will be required to travel up to 50 miles from the office located at 7596 Macomb, Grosse Ile, MI 48138 to service clients in their own home.

Care Plan

You are to provide the care *as* it is outlined in the care plan. If the client or family requests care that is not on the care plan, or the care needed is not on the care plan, please contact the office immediately and report the need for changes. Do not provide care that is not on the care plan without the Loving Care Home Care approval.

Documentation of your activities and care provided is required each time you see a client and must be completed before you leave the home each day. Caregivers should maintain **clear and accurate** records for the care provided. Documentation must be thorough, concise, and reflect the care plan goals. Our records are legal documents admissible in a court of law.

Administration/Dispensing of Medication and Non-Prescription Medication

Loving Care Home employees are allowed to only dispense medication out of a pill container (Monday-Sunday Containers) with are pre-filled by a family member or licensed healthcare professional. No other methods are tolerated under any circumstance.

We will not administer non-prescription directly to a client. Employees can only assist. Assisting is defined as brining the prescription (bottle or container), opening the prescription, and allowing the client to take the prescription out of the container and take the prescription without the assistants of the employee. This includes putting the pill in the client's mouth.

Documentation Policies

General Documentation Policies

All care must be documented at the time it is provided and must follow the "care plan" or "instruction summary" that is located in the clients home. This information should be reviewed each time the employee enters the home for changes so that the employee may provide the care that is needed for the client to be safely maintained in the home setting.

When a "condition change" is observed, call the Loving Care Home Care. A condition change is something you find or observe with the client that is not on the original care plan such as level of assistance needed, client injury, or any other client concern.

Call the office immediately if the client is not at home or does not answer the door when you arrive to provide care. Call to report if your client has been out of the home at all.

Write neatly, and legibly. If an error is made, line through it once, write the correct information beside it, date and initial. Never erase, white out, or write over previous notes. If an entry is forgotten, write it as a "late entry".

Criminal Background Check

Loving Care Home Care's requires that each caregiver under the direction of Loving Care Home Care undergo a criminal background check through the Michigan State Police before becoming eligible to provide Home Care services to clients.

This background checks would consist of:

A criminal history search from records maintained by the Michigan State Police – Michigan Criminal History Record

1. Information contained in the Michigan Criminal History Record.
2. Information maintained by the Michigan Department of Corrections

The findings of those background checks would determine the individual's suitability for employment or continued employment. Under the law, no entity may employ or contract with any person under the entity's control who has or is expected to have access to its clients if the entity knows or should have known:

1. That the person has been convicted of a "serious crime";
2. That the person has pending against him/her a charge for a "serious crime";
3. That a unit of government or state agency has made a finding that the person has abused or neglected any client or misappropriated the property of any client;
4. That a determination has been made under the child abuse and neglect statutes that the person has abused or neglected a child

Reference Checks

At Loving Care Home Care two reference checks are conducted on every job applicant, regardless of the position for which they are applying. This process is conducted to verify the accuracy of the information provided by the applicant. Examples include checks of past employment, education, job-related accomplishments, etc.

Loving Care Home Care will ensure that all reference checks are conducted in compliance with all federal and state statutes, such as the Fair Credit Reporting Act, as applicable. For example, the Americans with Disabilities Act prohibit organizations to collect non job-related information from previous employers/other sources. Therefore, the only information that can be collected is that pertaining to the quality and quantity of work performed by the applicant, the applicant's attendance record, education, and other work-related issues.

Once a decision has been made regarding interest in hiring an applicant an offer will be made contingent upon satisfactory completion of reference checks. As part of this process, each prospective employee must submit at least three professional references to be considered for employment at Loving Care Home Care. Applicants will be asked to provide the employers name, telephone number, and address.

Reference check information is located on your application for employment.

Employee Web Site

REQUIRED FOR WORK. Employees are required to report the following below using the www.lovingcarehomecare.com/employee.htm web page. Failure to report the following below using the web site will result in disciplinary action and or termination:

Employee Time Sheet – Required to be submitted each week by Sunday at 7pm. Any late time sheets will be paid the following payroll.

Client Sheet - Required to be submitted each week by Sunday at 7pm. A Client Sheet **MUST BE SIGNED** by the client. One Client Sheet per client. Any late time sheets will be paid the following payroll.

Vacation/Time Off Request – Must be submitted at least two weeks in advance.

Employee Change of Address/Phone/Email – You must notify Loving Care Home Care in the event your Home Address, Phone, or Email changes.

Direct Deposit Sign Up/Change – All employees are required to elect Direct Deposit within 2 weeks of hire.

Employment Verification/Forms – All employment verification must be submitted using this form.

Client Hospitalization/Cancel Services/Not Home/Client Out of Hospital/Double Staff – All employees are required to complete this form for the following below. If you fail to submit these forms you may be terminated:

- Client Hospitalization
- Client Cancel Services
- Client Not At Home
- Client is Out of the Hospital
- Client has Double Booked Staff

SMART PHONE/APP POLICY

Employees are required to download and use the app Humanity-ShiftPlanning (known as the “App”) in order to preform your job duties. The App is used for providing employees with work schedules, driving directions, and time sheet management. Employees are required to have their GPS enable on their phone for clocking in and out purposes **ONLY**. Once the function of Clocking In and Out is completed, the employee should disable the phones GPS. The GPS feature on the App only shows the location of where the Clock IN and OUT takes place. No other information is stored or tracked by the GPS App system. The App is a secondary system in order to verify attendance and hours worked. The first source of determining hours worked is a signed client sheet and employee time sheet.

Receipt of Employee Handbook

I, _____ (employee name), have been given a copy of the Loving Care Home Care, LLC Employer Handbook. I have been advised and acknowledge that in the course of my employment with Loving Care Home Care, LLC, the Company may at any time change the policies, procedures, benefits and benefit plans contained therein with or without prior notice since nothing in the Handbook should be construed as a contract of employment or promise of continued benefits. If I have specific questions about any statement or provision in the Handbook, I will direct them to my Supervisor or to the Personnel Department.

Arbitration

I also acknowledge I have read and understand the Arbitration Policy contained in this Employee Manual and I agree to abide by the policy.

Confidential Information

I am aware that during the course of my employment confidential information will be made available to me, for instance, product designs, marketing strategies, customer lists, pricing policies and other related information. I understand that this information is proprietary and critical to the success of Loving Care Home Care, LLC and must not be given out or used outside of Loving Care Home Care, LLC 's premises or with non-Loving Care Home Care, LLC employees. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or company.

I acknowledge that the programs and statements outlined in the booklet are to be regarded only as guidelines, not guarantees, which the Company may, in its sole discretion, change as needed in order to manage its work force to the Company's benefit as Loving Care Home Care, LLC deems fit.

Additionally, I acknowledge that no promise of job security has heretofore been given to me and that there are no such promises contained in the Handbook since I am employed AT WILL and may resign at any time or be fired from my job at any time, with or without notice and with or without cause.

Signature of Applicant or Employee: _____

Printed Name of Applicant or Employee: _____

Date: _____

Loving Care Home Care, LLC Consent for Criminal Background Checks

Loving Care Home Care's requires that each caregiver under the direction of Loving Care Home Care undergo a criminal background check through the Michigan State Police before becoming eligible to provide Home Care services to clients.

This background checks would consist of:

A criminal history search from records maintained by the Michigan State Police – Michigan Criminal History Record

1. Information contained in the Michigan Criminal History Record.
2. Information maintained by the Michigan Department of Corrections

The findings of those background checks would determine the individual's suitability for employment or continued employment. Under the law, no entity may employ or contract with any person under the entity's control who has or is expected to have access to its clients if the entity knows or should have known:

1. That the person has been convicted of a "serious crime";
2. That the person has pending against him/her a charge for a "serious crime";
3. That a unit of government or state agency has made a finding that the person has abused or neglected any client or misappropriated the property of any client;
4. That a determination has been made under the child abuse and neglect statutes that the person has abused or neglected a child

Releases and Applicant's Signature

In connection with my application for employment and as a condition of continuing employment, I understand that investigative background inquiries may be made on me including previous employers, schools, consumer credit, criminal convictions, motor vehicle, and other reports. These reports will include information as to my character, work habits, performance, education, compensation, and experience along with reasons for termination of employment from previous employers. Furthermore, I understand that the company may be requesting information from various federal, state, and other agencies which maintain records concerning my past activities relating to my driving, credit, criminal, civil, and other experiences as well as claims involving me in the files of insurance companies. I authorize without reservation, any party or agency contacted to furnish the above mentioned information and release all parties involved from liability and responsibility for doing so. I hereby consent to obtaining the above information from Loving Care Home Care, LLC and/or any of their agents. This authorization and consent shall be valid in original, fax, or copy form.

Applicant's Signature

Date

BLOODBORNE PATHOGENS

Goals: This safety session should teach you to:

- A. Know what bloodborne pathogens are and how they spread.
- B. Understand why and how to follow universal precautions.

OSHA Regulations: 29 CFR 1910.1030

1. The Bloodborne Pathogens Standard Helps Prevent Exposure to HIV and HBV

- A. Bloodborne pathogens are disease-causing microorganisms in blood and other body fluids.
 - 1. HIV is the bloodborne pathogen that causes AIDS and destroys the immune system, preventing the body from fighting disease.
 - 2. HBV, or Hepatitis B, is the bloodborne pathogen that infects the liver and can lead to such problems as cirrhosis or liver cancer.
 - 3. OSHA's Bloodborne Pathogens Standard covers the steps employers and employees must take to prevent exposure to possibly infected blood or other body fluids.
 - 4. The regulation applies to workers at health care facilities, emergency responders, law enforcement professionals, and others whose jobs could expose them to human body fluids.
 - 5. Note for those who work in hospitals: The Centers for Disease Control and Prevention (CDC) recommends following "standard precautions," which expand precautions to reduce the risk of transmission of microorganisms from both recognized and unrecognized sources of infection in hospitals.

2. HIV and HBV Are Spread Through Direct, Not Casual, Contact; HIV and HBV are transmitted by:

- A. Sexual contact, shared drug needles, being stuck by an infected needle or other sharp instrument, or direct contact between broken or chafed skin and infected body fluids.
- B. HBV is also spread by contact with caked, dried blood and contaminated surfaces. HIV and HBV are not spread by:
 - C. Coughing or sneezing, touching an infected person, or sharing equipment, materials, toilets, water fountains, or showers with an infected person

3. Universal Precautions Prevent the Spread of Bloodborne Infection

- A. Universal Precautions means: Treat all blood and body fluids as if they are infectious.

4. Universal Precautions Include Using PPE to Prevent Possibly Infectious Contact

- A. Wear gloves if there's a risk of direct contact with body fluids or with possibly contaminated items or surfaces.
- B. Bandage cuts or broken skin before putting on gloves.
- C. Wear eye and face protection if there's a risk of blood splashes or sprays.
- D. Wear protective clothing if there's a risk of contact with body fluids.
- E. Use only PPE that's been inspected for damage before wearing.
- F. Remove contaminated PPE carefully so contamination doesn't touch your skin.
- G. Dispose of contaminated PPE in proper containers so contamination can't spread.

5. Universal Precautions Include Good Hygiene

- A. Wash hands and exposed skin carefully with soap and water after exposure.

- B. Flush eyes, nose or mouth with water as soon as possible after contact with blood or potentially infectious materials.
- C. Don't eat, drink, smoke, apply cosmetics, or handle contact lenses in areas that could contain infectious materials.

6. Universal Precautions Include Avoiding Direct Contact With Sharps

- A. OSHA says to treat all sharps as though they're contaminated.
 - 1. Don't shear or break or bend needles.
 - 2. Don't reach your hand into a container that might contain sharps.
 - 3. Use tongs or a similar tool, not your hands, to clean up broken glass.
 - 4. Place all used sharps immediately in puncture-resistant, leakproof containers.

7. Apply Universal Precautions to Possibly Contaminated Materials and Surfaces; OSHA requires:

- A. Prompt and proper cleaning and decontamination for equipment or surfaces that have had contact with blood or potentially infectious materials
- B. Wearing gloves and using leakproof transport containers to handle laundry that may have had contact with blood or other potentially infectious fluids

Summation: Precautions Prevent Exposure to Bloodborne Pathogens

Take care to avoid direct contact with blood or other body fluids and to thoroughly clean and decontaminate anything that does make that contact.

Referral and Coordination Procedures: Reporting Abuse, Neglect, Exploitation, and At Risk Participants

BEHAVIOR INTERVENTIONS & PARTICIPANT CARE RELATED PROHIBITED PRACTICES

- 1. Caregiver shall not mistreat a participant and shall not permit the caregiver, and volunteers, who are under the direction of Loving Care Home Care of Canton, visitor(s), or other occupants of the home to mistreat participants.
- 2. Mistreatment includes any intentional action or omission which exposes a participant to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.
- 3. Caregiver and volunteers who are under the direction of the Loving Care Home Care of Canton; employees, or any other person who lives in the home shall not do any of the following:
 - a. Use of any form of punishment
 - b. Use any form of physical force other than physical restraints as defined in these rules.
 - c. Restraining a participant's movement by binding, tying, or through the use of medication, paraphernalia, contraptions, or equipment for the purpose of immobilizing a resident.

- d. Confine a participant in an area, such as a room where egress is prevented, in a closet, in a bed, box, chair, or restrict a participant in a similar manner.
- e. Withhold food, water, clothing, rest, or toilet use.
- f. Subject a participant's to any of the following:
 - i. mental or emotional cruelty
 - ii. verbal abuse
 - iii. derogatory remarks about the participants or members of his or her family
 - iv. threats
- g. Refuse the participants entrance to the home
- h. Isolation of a participant as defined above
- i. Any electrical shock device
- j. Financial mismanagement

ISOLATION OF A PARTICIPANT

"Isolation" means the complete and unattended separation of a participant from Caregiver and other residents of the home.

Caregiver and volunteers under the direction of the Loving Care Home Care of Canton, employees, and/or any person who lives in the home shall not isolate a participant as defined above.

PARTICIPANT PROTECTION

A participant of LOVING CARE HOME CARE shall be assured privacy and protection from moral, social, and financial exploitation.

LOVING CARE HOME CARE and its Caregiver's shall respect and safeguard all participants' rights.

MANDATORY REPORTING

Written personnel policies and procedures shall be given to employee(s) and volunteer(s) at the time of employment.

Verification of receipt of the policies and procedures shall be kept in personnel records.

Policies and Procedures shall include all of the following:

1. Mandatory reporting, including reporting that is required by law.

2. Participant care related prohibited practices required by law.
3. Confidential requirements, including requirements specified by law.
4. Training requirements
5. Participants Bill of Rights
6. Medication Policy

ABUSE REPORTING

All suspected abuse shall be reported orally and in writing to the Loving Care Home Care and PARTICIPATES CARE MANAGEMENT immediately.

Abuse that is required to be reported to appropriate agency is as follow:

1. Assault
2. Assault and battery
3. Sexual intercourse under pretext of medical treatment
4. Murder
5. Manslaughter
6. Criminal sexual conduct including sexual penetration
7. Criminal sexual conduct
8. Assault with intent to commit criminal sexual conduct including penetration

Abuse for reporting to appropriate law enforcement agencies does not include an assault or assault and battery which is committed by a recipient or participant against another recipient or participant. This type of incident must still be reported to the Loving Care Home Care and the Community Support Services Caregiver at PARTICIPATES CARE MANAGEMENT.

All of the above must be reported by Caregiver and Loving Care Home Care of Canton, Community Support Caregiver - PARTICIPATES CARE MANAGEMENT, and the Adult Protective Services (APS) 1-800-347-5297 or other appropriate government agency. We will investigate the abuse and take appropriate action.

MISTREATMENT

Employees shall not mistreat a participant. Mistreatment is defined as any intentional action or omission which exposes a participant to a serious risk of physical or emotional harm or the deliberate infliction of pain by any means. Direct care workers shall not:

1. Use any form of punishment.

2. Use any form of physical force other than physical restraint. Physical restraint means the bodily holding of a resident with no more force than necessary to limit the participant's movement.
3. Restrain a participant's movement by binding or tying or through the use of medication, paraphernalia contraptions, material, or equipment for the purpose of immobilizing a participant.
4. Confine a participant to an area, such as a room where egress is prevented, in a closet, or in a bed, box or chair or restrict a resident in a similar manner.
5. Withhold food, water, clothing, rest or toilet use.
6. Subject a participant to any of the following:
 - Mental or emotional cruelty
 - Verbal abuse
 - Derogatory remarks about the resident or members of his or her family
 - Threats
7. Refuse the participant entrance to the home
8. Isolate a participant by complete and unattended separation from Caregiver and other residents of the home.
9. Use any electrical shock device

STRUCTURAL DAMAGE

Any structural damage observed at the home needs to be reported to Loving Care Home Care immediately. If the home is deemed not safe by the police, fire department, licensed contractor, or city inspectors, PARTICIPATES CARE MANAGEMENT will be notified immediately if there participant is effected by the homes structural damage. If the participant's family cannot be contacted, Loving Care Home Care will contact Adult Protective Services for placement in temporary housing. An incident report will be sent to PARTICIPATES CARE MANAGEMENT within 48 hours of the incident.

UNSANITARY ENVIRONMENT

In the event the home is deemed an unsanitary environment. Caregivers are to report the unsanitary conditions to the Loving Care Home Care immediately. PARTICIPATES CARE MANAGEMENT will be notified immediately if their participant is effected by the homes unsanitary environment. If the participant's family cannot be contacted, Loving Care Home Care will contact Adult Protective Services for placement in temporary housing. An incident report will be sent to PARTICIPATES CARE MANAGEMENT within 48 hours of the incident.

NONCOMPLIANCE OF MEDICAL CARE

Caregiver will immediately contact Loving Care Home Care of the participant's refusal/noncompliance of medical care. Loving Care Home Care will contact PARTICIPATES CARE MANAGEMENT and inform them that the participant is refusing/noncompliance with medical care. An incident report will be sent to PARTICIPATES CARE MANAGEMENT within 48 hours of the incident.

ABSENCE OF SCHEDULED SERVICES

In the event Loving Care Home Care of Canton's caregiver is unable to provide services to a participant, Loving Care Home Care will find a replacement worker to provide services. If a sub-caregiver is not available, Loving Care Home Care will notify PARTICIPATES CARE MANAGEMENT of services not being provided immediately.

Emergency Response/Accident and Incident Reports

WEATHER RELATED EMERGENCIES

Caregivers who cannot provide services to a participant due to weather related emergencies are to contact Loving Care Home Care immediately. Loving Care Home Care will make arrangements to provide a sub-caregiver to the participant. If a sub-caregiver is unable to provide services, Loving Care Home Care will immediately contact PARTICIPATES CARE MANAGEMENT that services will not be provided.

PARTICIPANTS SCHEDULING/RESCHEDULING OR CANCELLATION

Loving Care Home Care will contact participants via phone for scheduling services. When a participant or Loving Care Home Care cancel or reschedule services, Loving Care Home Care will verify that the participants is not in danger or vulnerable without service. If it is deemed that the participant is not in danger or vulnerable, services will be rescheduled for a time and day that the participant agrees upon. If the participant is deemed to be in danger of vulnerable, Loving Care Home Care will send a sub-caregiver to preform services.

Participates Care Management Emergency Plan

In the event the participant needs emergency care that Loving Care Home Care cannot provide. Employees will contact PARTICIPATES CARE MANAGEMENT and activate PARTICIPATES CARE MANAGEMENT emergency response plan.

Loving Care Home Care of Canton, LLC does not provide services to participants with bed bugs. If a participant has bed bugs, Loving Care Home Care will report immediately to PARTICIPATES CARE MANAGEMENT. Once the bed bugs have been removed from the participant's home, Loving Care Home Care will continue services.

Discovering Bed Bugs at a Participant's Home or Apartment

If bed bugs are discovered at the participant's residence, remain calm. Take the following steps to avoid transporting the bed bugs out of the participant's home.

- Report Bed Bugs to Loving Care Home Care immediately. Loving Care Home Care will contact PARTICIPATES CARE MANAGEMENT and report that the participant may have bed bugs.
- Use a hand mirror to inspect yourself for bed bugs. Check clothes, shoe treads, cuffs, and collar.
- If an insect is found, use a wet wipe to capture it. Place it in a Ziploc® bag for identification. Use a second wet wipe to wipe down seams, buttons, and other bed bug hiding places.
- Instruct the participant to report the infestation to the landlord and to The Senior Alliance.
- **Do not** return to the participant's home unless you are instructed to by Loving Care Home Care of Canton.

Reporting Changes in Participants Condition

In the event the caregiver or Loving Care Home Care feels the participant life is in jeopardy, the caregiver or Loving Care Home Care will immediately contact 911 with a following contact with PARTICIPATES CARE MANAGEMENT.

Mandatory reporting, including reporting required by law.

In the event of the death of a participant
Accident or illness that requires hospitalization
Incidents that involve serious hostility
Services not available due to weather related or other emergencies
Any hospitalization
Changes to the participant's condition and environment
Changes in a participant's health condition
Any attempt of self-inflicted harm or harm totters
Any instances of destruction to property
Structural damage to the participant's home
Non-compliance with medical care
Absence of scheduled services
Direct Care staff missed visits
Participant requested service schedule adjustments
Unsanitary home environment (including insect/rodent infestations)

Any incidents that involves the arrest or conviction of a participant for:

Rape
Arson
Murder
Burglary
Robbery

Larceny
Motor vehicle accident
Theft
Aggravated assault

Illegal Activities

Immediately inform Loving Care Home Care of Canton. Then complete a written incident/accident report which will include a description of the incident, date, and time of the incident. Loving Care Home Care shall make a reasonable attempt to contact the participants designated person and PARTICIPATES CARE MANAGEMENT. If a message is left, write the time and date the message was left and the name of the person you left the message with.

Loving Care Home Care shall send a copy of the incident/accident within twenty-four (24) hours to the following:

PARTICIPATES CARE MANAGEMENT and the Community Support Services Staff

Loving Care Home Care shall immediately investigate the cause of the incident/accident.

Contacting Loving Care Home Care of Canton

All caregivers are to report any activities, incidents, canceled visits, etc.. to Loving Care Home Care with a phone call and submit an online Participant Change Form. If a caregiver is unable to reach Loving Care Home Care of Canton, the caregiver is required to make several attempts.

Other Emergency Procedures

Fire Drill

1. When the fire alarm goes off, participants are instructed to leave the house as quickly as possible (without running) and exit out of the nearest available door.
2. If there is a large amount of smoke, participants are instructed to crawl to the nearest exit door.
3. If upstairs, crawl backwards down the stairs and then exit the nearest door.

Tornado or Severe Weather Drill

1. Participants are instructed to go to the basement without running or the main bathroom (bathroom with no windows).
2. Participants are instructed to sit on the floor with heads bent down and hands folded behind their heads (if possible).

Medical Emergency

1. Staff will call 911 to alert the ambulance.

2. Then to contact: Guardian, Responsible Person, Clergy (if requested), the phone number posted on emergency list (right in front of the phone). Then call Loving Care Home Care and Loving Care Home Care will contact PARTICIPATES CARE MANAGEMENT.

Gas Leak/Emergency

1. If you smell gas or suspect a gas leak;
2. Evacuate the participants and staff from the home at once and take the emergency contact list with you.
3. Go to a location where you no longer smell gas, outside of the house. Once outside the house and away from danger, take a participant head count. Make sure all participants are out of the house.
4. Go to a neighbor's house and contact the Gas Company DTE Energy 1-800-947-5000. Be sure the participants accompany you to the home.
5. Check participants who require oxygen and make sure they are moved from a power oxygen machine to the non-powered cylinder oxygen tank. If a cylinder oxygen tank is not available. Please contact 911 and make arrangements to send the resident to the hospital.
6. Contact the Loving Care Home Care of Canton. Loving Care Home Care will contact family members and PARTICIPATES CARE MANAGEMENT (PARTICIPATES CARE MANAGEMENT).
7. Make arrangements for the participants to be sheltered if the gas leak is still a threat after 1 hour. Contact transportation services to transport participants.
8. Once the Gas Company arrives direct them to the area where you smell gas.
9. Return to the home once the Gas Company has given the all clear.

Power Outage

1. If the power goes out contact DTE Energy 1-800-477-4747.
2. Move the participants to the living room of the house.
3. Check participants who require oxygen and make sure they are moved from a power oxygen machine to the non-powered cylinder oxygen tank. If a cylinder oxygen tank is not available. Please contact 911 and make arrangements to send the resident to the hospital.
4. Take a head count of all participants in the room.
5. Contact the Loving Care Home Care of Canton. Loving Care Home Care will contact family members.
6. Look for battery powered lights in the participant's home.

7. Using the house phone (back up/non powered), make arrangements for the participants to be sheltered if the power outage is longer than 1 hour.
8. Be sure to take medications and oxygen machines to the emergency shelter.

Emergency Evacuation of the Home

1. Contact the Loving Care Home Care of Canton. Loving Care Home Care will contact family members and PARTICIPATES CARE MANAGEMENT.
2. Check participants who require oxygen and make sure they are moved from a power oxygen machine to the non-powered cylinder oxygen tank. If a cylinder oxygen tank is not available. Please contact 911 and make arrangements to send the resident to the hospital.
3. Make arrangements for the participants to be sheltered.
4. Be sure to take any medications or oxygen machines to the emergency shelter.

No Water/Do Not Use Water/Boil Water Advisory

No Water/Do Not Use Water:

1. Contact the city Water Dept Public Works.
2. Contact the Loving Care Home Care of Canton. Loving Care Home Care will contact family members and PARTICIPATES CARE MANAGEMENT.
3. Gather all bottled drinking water and bottled drinking liquids and provide them to the participants.
4. Make arrangements for the participants to be sheltered.

Boil Water Advisory:

1. You should boil tap water vigorously for at least one full minute prior to using it for drinking or cooking (the minute starts when the water begins to bubble). This includes water used for brushing teeth, making ice, washing raw foods, preparation of drinks, and water for pets. Wait for the water to cool before using it, or store it in the refrigerator in a clean container. Boiling removes harmful bacteria in the water that may cause illness. You should throw away ice made during the time the advisory or notice was issued, as freezing does not kill bacteria.
2. After an advisory has been lifted (if contamination of the water system did occur), you should flush household pipes, ice makers, water fountains, etc. prior to using for drinking or cooking. Flushing simply means letting the water run to ensure that no contaminated water remains in your pipes. Follow these guidelines for flushing:
 - a. Run all cold water faucets in your home for one minute

- b. To flush automatic ice makers, make three batches of ice and discard
- c. Run water softeners through a regeneration cycle
- d. Run drinking water fountains for one minute
- e. Run water coolers with direct water connections for five minutes.

INCIDENTS AND ACCIDENTS

In the event of the death of a participant: refusal of medical treatment/care, any accident or illness that required hospitalization; incidents that involve serious hostility; any hospitalization; any attempts at self-inflicted harm or harm to others; any instances of destruction to property; any incidents that involve arrest or conviction of a participant for arson, rape, misuse, burglary, robbery, larceny, motor vehicle theft and aggravated assault; Caregiver shall do the following:

1. Immediately inform Loving Care Home Care and PARTICIPATES CARE MANAGEMENT.
2. Complete a written incident and accident report with a description of the event, date, time, and sign the report.
3. Loving Care Home Care if requested shall make a reasonable attempt to contact the participant's designated representative and the PARTICIPATES CARE MANAGEMENT. If a message is left, write down the time and name of the person who received the message.
4. Within 48 hours the Loving Care Home Care must send a copy of the incident and accident report to:
 - a. PARTICIPATES CARE MANAGEMENT
5. The Loving Care Home Care shall immediately investigate the cause of an accident or incident that involves a participant, employee, or visitor.
6. For purposes of this policy, "Incident" means a seizure or a highly unusual behavior episode, including a period of absence without prior notice

Emergency until Assistance Arrives

Caregivers are to remain with participate in the event of an emergency. Caregivers cannot leave unless instructed by the following agencies: Police, Fire, PARTICIPATES CARE MANAGEMENT, or Loving Care Home Care of Canton. Caregiver are NOT ALLOWED TO TRANSPORT participates in the event of an emergency as described above Mandatory Reporting.

Orientation

Orientation Process:

1. Interview conducted with employee

- a. Experience
 - b. Training
Education
 - c. CPR and First Aide training
2. Background Check conducted
3. Reference Check conducted
4. Negative TB Test screening – must be conducted in the last 3 years from the date of hire
5. Review Employee Handbook covering policy and procedures – See Attachment
- 6. Bloodborne Pathogens Review**
7. Testing conducted to determine competence
8. Review participant/participate care plan and requirements
9. Complete Question and Answer session

Direct Care Employee Participant introduction:

The Direct Care Employee is given the participants care plan by the office staff. The participant is notified by the office that a suitable Direct Care employee is available to provide services. The participant is given the direct care employee's name and skill set. If the participant accepts the direct care employee, then we agree to start services for the participant. If the participant feels the caregiver does not meet his or her needs, a replacement caregiver will be introduced to the participant.

Ongoing Training Process:

1. Each employee is required to participate in 3 annual training sessions
2. Training will be conducted by a Registered Nurse, Approved training materials, or Certified instructors.
3. Each training session will be at least 30 minutes in time
4. Each training will consist of the following at a minimum
 - a. Demonstration
 - b. Written materials
 - c. Cover topics that are related to the care of participants/participates (example: Safety, Sanitation, Emergency Procedures, Body Mechanics, Universal Precautions, Household Management)

d. Question and Answer session

Additional training will be available to all employees. Loving Care Home Care may require some employees to receive additional training based on job performance.

Aging Process

Aging is a gradual, continuous process of natural change that begins in early adulthood. During early middle age, many bodily functions begin to gradually decline.

People do not become old or elderly at any specific age. Traditionally, age 65 has been designated as the beginning of old age. But the reason was based in history, not biology. Many years ago, age 65 was chosen as the age for retirement in Germany, the first nation to establish a retirement program, and it continues to be the retirement age for most people in developed societies, although this tradition is changing.

When a person becomes old can be answered in different ways:

Chronologic age: Chronologic age is based solely on the passage of time. It is a person's age in years. Chronologic age has limited significance in terms of health. Nonetheless, the likelihood of developing a health problem increases as people age. Because chronologic age helps predict many health problems, it has some legal and financial uses.

Biological age: Biological age refers to changes in the body that commonly occur as people age. Because these changes affect some people sooner than others, some people are biologically old at 40, and others at later ages. However, most noticeable differences in apparent age among people of similar chronologic age are caused by lifestyle, habit, and subtle effects of disease rather than by differences in actual aging.

Psychologic age: Psychologic age is based on how people act and feel. For example, an 80-year-old who works, plans, looks forward to future events, and participates in many activities is considered psychologically young.

Normal aging:

People often wonder whether what they are experiencing as they age is normal or abnormal. Although people age somewhat differently, some changes result from internal processes, that is, from aging itself. Thus, such changes, although undesired, are considered normal and are sometimes called pure aging. These changes occur in everyone who lives long enough, and that universality is part of the definition of pure aging. They are to be expected and are generally unavoidable. For example, as people age, the lens of the eye thickens, stiffens, and becomes less able to focus on close objects, such as reading materials (a disorder called presbyopia). This change occurs in virtually all older people. Thus, presbyopia is considered normal aging. Other terms used to describe these changes are usual aging and senescence.

Exactly what constitutes normal aging is not always clear. Changes that occur with normal aging make people more likely to develop certain disorders. However, people can sometimes take actions to compensate for these changes. For example, older people are more likely to lose

teeth. But seeing a dentist regularly, eating fewer sweets, and brushing and flossing regularly may reduce the chances of tooth loss. Thus, tooth loss, although common with aging, is an avoidable part of aging.

Also, functional decline that is part of aging sometimes seems similar to functional decline that is part of a disorder. For example, with advanced age, a mild decline in mental function is nearly universal and is considered normal aging. This decline includes increased difficulty learning new languages and increased forgetfulness. In contrast, the decline that occurs in dementia is much more severe. For example, people who are aging normally may misplace things or forget details, but people who have dementia forget entire events. People with dementia also have difficulty doing normal daily tasks (such as driving, cooking, and handling finances) and understanding the environment, including knowing what year it is and where they are. Thus, dementia is considered a disorder, even though it is common in late life. Certain kinds of dementia, such as Alzheimer disease, differ from normal aging in other ways as well. For example, brain tissue (obtained during autopsy) in people with Alzheimer disease looks different from that in older people without the disease. So the distinction between normal aging and dementia is clear.

Sometimes the distinction between functional decline that is part of aging and functional decline that is part of a disorder seems arbitrary. For example, as people age, blood sugar levels increase more after eating carbohydrates than they do in younger people. This increase is considered normal aging. However, if the increase exceeds a certain level, diabetes, a disorder, is diagnosed. In this case, the difference is one of degree only.

Healthy (successful) aging:

Healthy aging refers to postponement of or reduction in the undesired effects of aging. The goals of healthy aging are maintaining physical and mental health, avoiding disorders, and remaining active and independent. For most people, maintaining general good health requires more effort as they age. Developing certain healthy habits—following a nutritious diet, exercising regularly, and staying mentally active—can help. The sooner a person develops these habits, the better. However, it is never too late to begin. In this way, people can have some control over what happens to them as they age.

Some evidence suggests that in the United States, healthy aging is on the rise:

A decrease in the percentage of older people residing in nursing homes (even though the percentage of people who are over age 65 and who are over age 85 has increased in the general population)

A decrease in the percentage of people aged 75 to 84 who report impairments

A decrease in the percentage of people over age 65 with debilitating disorders

Life Expectancy

The average life expectancy of Americans has been increasing dramatically over the past century. A male child born in 1900 could expect to live only 46 years, and a female child, 48 years. Today, however, a male child can expect to live more than 76 years, and a female child, 80 years. Although much of this gain can be attributed to the significant decrease in childhood mortality, life expectancy at every age beyond 40 has also increased dramatically. For example, a 65-year-old man can now expect to live to about age 82, and a 65-year-old woman, to about

age 85. Overall, women live about 5 years longer than men. This difference in life expectancy has changed little, despite changes in women's lifestyle, including smoking more and experiencing more stress.

Despite the increase in average life expectancy, the maximum life span—the oldest age to which people can live—has changed little since records have been kept. Despite the best genetic makeup and healthiest lifestyle, the chance of living to be 120 is tiny. Madame Jeanne Calment had the longest documented lifespan: 122 years (1875 to 1997). Several factors influence life expectancy:

Heredity: Heredity influences whether a person will develop a disorder. For example, a person who inherits genes that increase the risk of developing high cholesterol levels is likely to have a shorter life. A person who inherits genes that protect against coronary artery disease and cancer is likely to have a longer life. There is good evidence that living to a very old age—to 100 or older—runs in families.

Lifestyle: Avoiding smoking, not abusing drugs and alcohol, maintaining a healthy weight and diet, and exercising help people function well and avoid disorders.

Exposure to toxins in the environment: Such exposure can shorten life expectancy even among people with the best genetic makeup.

Health care: Preventing disorders or treating disorders after they are contracted, especially when the disorder can be cured (as with infections and sometimes cancer), helps increase life expectancy.

Working with Disabled Individuals

There are many ways that disabilities can affect the ability to perform effectively on the job. Levels of disability and ability are unique to an individual. Most accommodations are simple, creative alternatives for traditional ways of doing things. This section includes examples and suggestions for career development Caregiver and employers. Following these simple suggestions will help people with disabilities to fully participant in work-based learning experiences. They are by no means comprehensive. You and the interns with whom you work will have opportunities to generate uniquely effective ideas.

Disability Types, Transparency

- Low Vision
- Blindness
- Hearing Impairments
- Speech Impairments
- Specific Learning Disabilities
- Mobility Impairments
- Health Impairments
- Psychiatric Disabilities

Low Vision

By "low vision" we are referring to people who have a visual impairment but have some usable sight. This includes some people who are "legally" blind. For people who have low vision, standard written materials may be too small to read and objects may appear blurry. Others may only see objects within a specific field of vision. Still others see images with sections missing or blacked out. Learning through a visual medium may take longer and may be more mentally fatiguing for people who have low vision than for people who do not.

Examples of accommodations for people with low vision include large print text, handouts, signs, and equipment labels. Many photocopy machines can enlarge text. Some people with low vision may also benefit from having career development publications, job instructions, or other printed materials recorded on audiotape. It may take weeks or months to procure materials in audiotape format. Consequently, it is essential that career counselors and employers select and prepare their materials well before they are needed.

Other examples of accommodations for people with low vision include providing seating where the lighting best meets their individual needs; making brochures, job announcements, and other information available in electronic format; and equipping computers with large monitors and screen enlargement software.

Low Vision

- Large print handouts, signs, equipment labels
- Seating where the lighting is best
- Work assignments in electronic format
- Computer with enlarged screen images

Blindness

People who have not had vision since birth may have difficulty understanding verbal descriptions of visual materials and abstract concepts. Consider the example, "This organizational chart looks like an upside down tree." If one has never seen a tree, it may not be readily apparent that the structure of note has several lines which can be traced up to one central point. However, a person who lost her vision later in life may find this verbal description easy to understand. Additionally, demonstrations based on color differences may be more difficult for people with blindness to understand than demonstrations which emphasize changes in shape, temperature, or texture. During presentations, meetings, and job-site demonstrations, a clear, concise narration of the basic points being represented in visual aids is helpful.

People who have no sight cannot read written materials in standard formats. Ready access to printed materials on computer disks or via the Internet allow blind workers, who have the appropriate technology, to use computers to read text aloud and/or produce Braille. Some materials may need to be transferred to audiotape. Since it may take weeks or even months to procure specific materials in Braille or on audiotape, it is essential that career counselors and employers select and prepare materials that are needed by a worker who is blind well before the materials are going to be used.

Blindness

- Describe visual aids

- Audiotaped, Braille, or electronic text to substitute printed materials
- Raised-line drawings and tactile models of graphic materials
- Adaptive equipment (e.g. tactile timers, calculators)
- Computers with optical character readers, voice output, Braille screen displays, braille printers

Other examples of accommodations for people who are blind include the provision of tactile models and raised-line drawings of graphic materials; adaptive equipment, such as talking calculators and tactile timers; and computers with optical character readers, voice output, Braille screen displays, and Braille printers.

In communicating with a worker who is blind, it is important to remember that the visual impairment does not affect his ability to think or to hear. Speak in a normal tone. In addition, consider the following suggestions.

- To start a conversation, touch the person lightly on the arm or address him by name to gain his attention.
- Ask the person if he would like you to orient him to a room and any obstacles you may perceive that it contains.
- Use descriptive words such as, "in front of you at eleven o'clock," instead of vague language such as "over there." Keep in mind that a person who is blind cannot relate to hand or facial gestures.
- Feel free to use visual words such as "look" and "see." Expressions such as these are commonly used by people who cannot see.
- Always ask permission before interacting with a person's guide dog.

Hearing Impairments

Some people who have hearing impairments may hear at a functional level with the assistance of amplification devices such as hearing aids. Others hear only specific frequencies, sounds within a certain volume range, or nothing at all.

Hearing Impairments

- Interpreters, real-time captions, FM systems, note takers
- Electronic mail
- Visual aids, visual warning systems for emergencies
- Face intern when speaking. Talk to the intern rather than the interpreter.
- Written work assignments
- Repeat questions and statements from other employees during meetings

Individuals with hearing impairments often use some combination of lip-reading, sign language, and amplification to understand spoken information. People who are deaf from birth generally have more difficulty speaking and understanding the structure of language than those who lost their hearing later in life. In a job setting, everyday noises -- fans and lights -- that are not a bother to hearing people, may have a profound effect on the ability of people with hearing impairments to hear. Career development providers and employers should make worksite adjustments to allow interns or employees to maximize their learning potential and success.

Individuals with hearing impairments may have difficulty following instructions when delivered in large and open settings, particularly if the acoustics cause echoes or if the speaker talks quietly, rapidly, or unclearly. They may find it difficult to simultaneously watch demonstrations and follow verbal descriptions if they are watching a sign language interpreter, a "real-time" captioning screen, or a speaker's lips. It may also be difficult for them to follow or participate in group discussions, particularly when they are fast-paced and unmodulated, since there is often lag time between a speaker's comments and their interpretation to people with hearing impairments.

Examples of accommodations for people who have hearing impairments include the provision of interpreters, sound amplification systems, note takers, visual aids, and electronic mail for meetings and office discussions. Visual warning systems for emergencies may also need to be installed.

The following suggestions can be employed when employers and career counselors communicate with a worker who has a hearing impairment.

- Face the person with a hearing impairment and speak directly and normally to her.
- If an intern who is deaf is using an interpreter, talk directly to the intern, not to the interpreter. The interpreter should be treated as an inanimate object. Focus on the relationship with the intern.
- Use drawings, writing, and gestures to assist you in communicating.
- Make sure lighting levels are adequate.
- Be aware of jargon used on the job and avoid it whenever possible. For example, ADA could mean Americans with Disabilities Act, the American Dental Association, or average daily attendance. Additionally, ASAP (as soon as possible), and BCOB (by the close of business) could be confusing.
- A person with a hearing impairment may wish to use a closed FM amplification system or sign language interpreter when participating in group activities. Upon request, these services should be made available by the career services Caregiver or the employer, depending on who is hosting the activity.
- Find ways to fully include the person with a hearing impairment in group conversations. For example, repeat discussion questions and statements made by other participants in a meeting or presentation.

Speech Impairments

- Speech Impairments, Transparency
- Electronic mail
- Concentrate on what the person is saying
- If you don't understand, ask and repeat back
- Take as much time as necessary to communicate
- Ask questions that require short answers or a nod of the head when appropriate

Some disabilities affect the ability to speak. Computer-based speech output systems provide an alternative voice for some people who cannot speak. Since electronic mail does not require the ability to speak, it provides an efficient medium for communication. The following suggestions will assist employers and career counselors in working with an intern who has a speech impairment.

- Concentrate on what the person is saying.
- If you do not understand something, ask the person to repeat what he said and then repeat it back to him.
- Be patient; take as much time as necessary to communicate effectively.
- When appropriate, ask questions which only require short answers, or a nod of the head.
- Avoid communication in noisy, public places. Talk in a private, quiet area when possible, particularly when discussing things that apply only to her.
- Do not speak for the person or attempt to finish his sentences.
- If you are having difficulty understanding what a person is saying, consider writing or electronic mail as an alternative means of communicating.
- Encourage the worker with a speech impairment to participate in discussions.

Specific Learning Disabilities

Because a person does not use a wheelchair, have hearing aids, or use a cane does not mean that she does not have a disability. Some disabilities are invisible. These include specific learning disabilities. Individuals with specific learning disabilities generally have average to above average intelligence, but may have difficulties demonstrating knowledge and understanding abstract concepts. Auditory, visual, or tactile information can become jumbled at any point when it is transmitted, received, processed, and re-transmitted. It may take longer for some people who have learning disabilities to process written information. Lengthy reading or writing assignments or tasks may be difficult to complete in a standard amount of time. Some people may be able to organize and communicate their thoughts in one-to-one conversations, but find it difficult to articulate those same ideas at a noisy worksite.

Learning Disabilities

- Audiotaped instruction
- Quiet workstation
- Visual, aural, and tactile demonstrations incorporated into directions
- Computers with voice output, spell checkers, grammar checkers, thesaurus, specialized software

Examples of accommodations for people who have learning disabilities include audiotaped instructions; a quiet workstation location; visual, aural, and tactile demonstrations incorporated into directions; and computers with voice output and spelling and grammar checkers. Also be aware of environmental factors that tend to distract people. Avoid placing people who are easily distracted near high traffic areas and consider seat, window, and door placement in relation to them. Provide a quiet place for them to work.

The following suggestions will assist career services Caregiver and employers in working with an intern who has a learning disability.

- Discuss with the person confidentially the best ways to communicate instructions. They may include written, verbal, or visual strategies, or a combination of several modes of communication. A tape recorder or electronic mail may be useful for relaying instructions in some instances. She may have developed methods for compensating for the limitations caused by her disability. Discuss options with her.
- Once instructions are given, get feedback from the person to determine if they were understood completely.
- Be patient when the person begins a new job. Decrease his stress level by assigning tasks that he can accomplish and build on his strengths.
- Avoid spontaneous changes in the work schedule and environment. A consistent routine is best.
- Reduce time pressures if possible.
- Give assignments early and let the person pace herself.

Mobility Impairments

- Office assistants
- Group work assignments, note takers/scribes
- Accessible worksite
- Adjustable tables, equipment located within reach
- Work assignments in electronic format
- Computers with special input devices (e.g., voice, Morse code, alternative keyboards)

Mobility impairments range from lower body impairments, which may require use of canes, walkers, or wheelchairs, to upper body impairments, which may result in limited or no use of the hands. It may take longer for individuals with mobility impairments to get from one worksite to another. It may require special accommodations for them to get to field worksites or off-site meetings. Some people with mobility impairments find it difficult or impossible to manipulate objects, turn pages, write with a pen or pencil, type at a keyboard, or retrieve work-related documents without accommodations.

Examples of accommodations for interns and employees with mobility impairments include the provision of office assistants for specific tasks, accessible office locations, adjustable tables, equipment located within reach, work-related materials available in electronic format, and access to job-related resources on the Internet. Computers can be equipped with special devices such as voice input, Morse code input, and alternative keyboards. Job-related items need to be able to be reached and accessed, and wheelchairs and walkers need space. Avoid clutter and maintain a well-organized worksite.

The following suggestions will assist career services Caregiver and employers in working with a person who has a mobility impairment.

- Offer to help (opening a door, carrying packages) if it makes sense. Ask yourself, "Would I want help in a similar situation?"
- Consider a person's wheelchair or walker as an extension of his body. Therefore, leaning on the wheelchair or walker, or placing your foot on a wheel, is not okay.
- Speak to a person who uses a wheelchair, walker, cane, or crutches in a normal voice strength and tone.
- Talk to a person who uses a wheelchair at eye-level whenever possible. Perhaps you can sit rather than stand.
- Feel free to use phrases such as "walk this way" with a person who cannot walk. Expressions such as this are commonly used by wheelchair users.

Health Impairments

- Flex time
- Note takers, audiotaped meetings
- Electronic mail
- Work assignments in electronic format
- Telecommuting

Some health conditions and medications affect memory and/or energy levels. Additionally, some people who have health impairments may not be able to work full-time or on a daily basis. Part-time employment will be an important option for some people with health impairments. Be flexible and work to establish a reasonable schedule with workers who have health impairments.

Be aware that some health impairments are chronic and stable while others are sporadic (e.g., severe allergies) and require flexible and variable accommodations. Modify your placements, assignments, and/or methods to accommodate sporadic attendance. Additionally, allow for people with health impairments to take time off during the work day to take medication, have a snack (e.g., for a person who is diabetic), rest, or meet with professionals. They may also need access to a refrigerator to store food supplements or medication.

Be aware of medications that people may be taking and their potential physical, emotional, and cognitive effects. This is particularly important for people taking medications for conditions such as seizure disorders and diabetes.

Observe employees or interns with health impairments to determine if there are times during the day when they are more productive. Observe changes in moods, attitudes, quality of work, or general health. Report concerns to appropriate supervisory personnel.

Examples of accommodations for individuals who have health impairments include the provision of note takers and/or taped instruction; flexible attendance requirements; assignments available in electronic format; and electronic mail for Caregiver meetings, office discussions, and distribution of jobsite materials and notes. Telecommuting is sometimes a reasonable option for people with health impairments.

Psychiatric Disabilities

- Be positive
- Have high expectations
- Be consistent
- Make instructions clear
- Provide positive feedback and suggestions
- Meet with the person

People who have psychiatric disabilities are not always considered mentally ill. A person with an psychiatric disability may need to be provided with unique on-the-job accommodations to prevent from exacerbating behaviors that are not appropriate in the work environment. Applying the following suggestions will assist career services Caregiver and employers in working with an intern or employee with a psychiatric disability.

- Be positive and expect the person to do well. Friendliness is always the correct road to take.
- Be consistent. The person should know what to expect. Carry through with expected actions.
- Make instructions clear. You may want to write instructions down as well as explain them verbally.
- Reward and compliment good performance on the job. Criticism should be done privately. Provide positive suggestions for improving performance.
- Meet with the person privately on a regular basis to determine if there are problems that can be "headed off" before they get out of hand. "An ounce of prevention is worth a pound of cure."

Introduction to PARTICIPATES CARE MANAGEMENT Program

PARTICIPATES CARE MANAGEMENT is a private, non-profit agency which is the designated regional planning, coordinating, funding, and advocating entity for long term care and other home and community based-supportive services for older adults and individuals with disabilities residing in Monroe, Washtenaw, Oakland, Livingston, and Macomb Counties. The PARTICIPATES CARE MANAGEMENT is funded through the federal Older Americans Act, the state Older Michigan Act, and Medicaid funding from the Department of Community Health funding.

PARTICIPATES CARE MANAGEMENT Community Support Services (CSS) programs offer a continuum of care that includes non-Medicaid funded programs funded through the Michigan Office of Services to the Aging (OSA), including the Community Living Programs (CLP), the Rapid Response Respite (RRR) program, and Community Care Management (CCM), as well as the Michigan Department of Community Health Medicaid funded Home and Community Based Medicaid Waiver Program for the Elderly and Disabled (MI Choice).

Code of Conduct and Ethics

The following statements of Loving Care Home Care policy are our Ethical Standards of Conduct. It requires all of us to conduct our business and operations, not only in accordance with the law, but also with the highest standards of honesty and ethical conduct.

- Associates/employees are to provide services for residents that are of high quality and in accordance with Loving Care Home Care of Canton's standards.
- Associates/employees will treat residents with dignity and respect and in a manner that is in the best interest of the residents, observing State and Federal legislation regarding resident rights.
- Associates/employees are expected to treat other Caregiver with courtesy and in a professional manner at all times.
- Associates/employees are expected to treat State or Federal surveyors and regulatory agency Caregiver with courtesy and in a professional manner. At no time will an associate offer anything of value to any individual to take action favorable to the Facility.
- Referrals from residents, physicians, other individuals, professionals or institutions shall be accepted without providing or offering anything of value in exchange for referrals.
- Associates/employees are expected to maintain records and charts regarding residents and reimbursement that are accurate and are expected to retain such records in accordance with Loving Care Home Care policies and regulatory directives on record retention and record keeping. All resident medical records and personnel files and records shall be confidential and shall be released only in accordance with HIPAA requirements and Loving Care Home Care policy.
- Property and equipment of each Loving Care Home Care community shall be used by associates/employees in the performance of their job duties and only for the community's business and benefit.
- Associates/employees are expected to conduct themselves both on and off the job in a way that reflects the Company values of honesty, integrity and strength of character.
- Associates/employees are expected to be truthful at all times. Standing by and keeping quiet while someone else behaves in an unethical manner is the same as engaging in that behavior.
- Associates/employees must maintain a work place that is free of unauthorized drug or alcohol use, harassment or a hostile environment in any form.
- Associates/employees are expected to be familiar with the Employee Handbook and the procedures, duties and responsibilities described within the Handbook.
- Associates/employees are responsible for reporting any incident that they know, or reasonably believe, to be a violation of law or these standards.

These standards are not intended to be a listing of every law, regulation, or policy that might apply to an individual associate. Rather, these standards are intended to set forth the minimal guidelines by which all of us are expected to conduct ourselves. The Standards of Conduct are not intended to be a substitute for an associate's/employee's own knowledge and understanding of the law and regulations that apply to his or her job duties.

Universal Precautions: Outlined in our Orientation and Pre Employment Test

Advanced Directives & DNR: No employee of Loving Care Home Care will make a determination if participant has an Advanced Directives or DNR order. Employees are instructed to contact 911 – Loving Care Home Care– Participant Family for any Advanced Directives or DNR orders.

Medication Policy

Caregivers of Loving Care Home Care are **NOT ALLOWED TO ADMINISTER PRESCRIPTION OR OVER THE COUNTER DRUGS** to any participant, **ONLY CUING IS PERMITTED.**

ADA

All employees are not to decimate against persons/clients under the Americans with Disabilities Act.

The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else. The ADA gives civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, color, sex, national origin, age, and religion. It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, state and local government services, and telecommunications.