

SAFE HAVEN AT BROOKHAVEN
1286 KENDRICK ROAD
BROOKHAVEN, GA 30319

SAFE HAVEN AT LENOX PARK
1137 LYNMOOR DRIVE
BROOKHAVEN, GA 30319

Name:

DOH:

EMPLOYEE FILE

Initials _____

Check List – FOR OFFICE USE ONLY

- _____ Physical Examination Form
- _____ TB Form
- _____ Background Check
- _____ CPR Card
- _____ First Aid Card
- _____ References
- _____ Resume
- _____ Notice to Applicants and Employees
- _____ Post Hire Questionnaire
- _____ Voided check / Direct Deposit Form
- _____ Copy of Driver's License
- _____ Copy of CNA / MA License

Initials _____

WELCOME TO ORIENTATION AND TRAINING

The Orientation Handbook and Employee Manual covers topics which apply to all staff members at our senior living communities. At the end of this handbook you will be tested, you must pass this test prior starting to work. You will also be tested periodically throughout your employment. You must test each test to remain employed. Lastly, in the days ahead you will also receive orientation and training for your specific job.

Please keep this important document available for review.

HISTORY OF SAFE HAVEN

In 2008 we were faced with a difficult decision in finding a place for our grandmother that was diagnosed with Dementia. One of the first communities we saw felt like a hospital, it was just too big and too institutional. We quickly realized that our grandmother would not be suitable for such an environment and began looking for other options. We then learned about Personal Care Homes, and liked a family oriented concept. Today, we have two communities and are planning to grow. Our focus is to provide excellent resident care to seniors that want to be in smaller environments like ours. We always felt that it's easier to cater to six people than to sixty!

- Alla and Arkadiy

EMPLOYMENT AGREEMENT

Welcome to our family! We are pleased to extend you an offer of employment. This letter will serve to confirm our understanding of your acceptance of your position and your duties described in this packet. This offer of employment is contingent on a background check, your physical evaluation, CPR and First Aid, and full completion of this packet. Your background check can include any of the following: credit check, criminal convictions, arrests, employment and educational verification. Should any of the background checks be returned with negative results or one of the items listed above is not provided, this offer of employment may be rescinded and if you have begun work at our community you can be immediately terminated.

In consideration of your employment with Safe Haven, which is an employment-at-will, you agree that, except as provided below, any controversy arising out of your employment with our company shall be submitted to the American Arbitration Association at its offices in or nearest to Atlanta, Georgia, for final and binding arbitration in accordance with its commercial rules and procedures which are in effect at the time the arbitration is filed. The parties further agree to waive any demand for attorney's fees, and the parties shall bear their own costs, including without limitation attorney's fees and costs, regardless of who prevails in arbitration or civil suit or administrative action. However, the parties shall each bear one-half (1/2) of the fees and costs of the arbitrator.

The parties acknowledge that their relationship is unique and that there are and will be differences from the relationships Safe Haven may have with other employees and/or contractors. Therefore, any arbitration, suit, action or other legal proceeding shall be conducted and resolved on an individual basis only and not on a class-wide, multiple plaintiff, consolidated or similar basis.

The parties hereby acknowledge and agree that any arbitration, suit, action or other proceeding relating to this Agreement and/or your employment at Safe Haven must be brought within one (1) year after the occurrence of the act or omission that is the subject of the arbitration, suit, action or other legal proceeding.

If any provision, clause, phrase, or portion of this Agreement is found invalid or otherwise unenforceable, the other provisions of this Agreement shall remain binding and enforceable.

We are confident your employment with our community will prove mutually beneficial, and we look forward to having you join our team.

Employee Signature

Print Name

Date

Company Signature

Print Name

Date

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Notice to Applicants and Employees

Take Notice, Safe Haven and Lenox Park, LLC and Safe Haven at Brookhaven, LLC are separate and distinct business entities.

While the two businesses share an affiliation, and are the same in nature, they are individual entities.

At your option, you have the option of applying to work at either or both businesses.

Your employment at one facility does not guarantee employment at another business.

You may resign from, or be terminated from, either business or both at any time upon cause or discretion.

Furthermore, if you work at both businesses, you will receive separate payroll for each, accordingly.

Signature

Print Name

Date

Initials _____

Welcome!

We're so glad you're on our team. Before we take another step together, we want to get to the heart of the matter and let you know who we are and why we care about seniors.

Safe Haven Vision

As a community of caregivers we are here for one purpose: to engage and enrich the health and spirit of our residents. We honor individuality and celebrate each person's unique life through deep connections with our residents and families. We create delightful surprises and meaningful moments within a safe and caring community.

To help us achieve this great vision, we have defined nine principals, or values, that serve as guidelines to help us create the very best environment for residents, families, and each other.

1. **First Impressions** - Everyone is welcomed with a warm and caring attitude and invited into a beautiful, comforting atmosphere which reflects our values.
2. **Communications** - We listen to, learn from, and communicate with our residents, family members, and each other in a timely and honest manner.
3. **People** - We select employees who embrace our values. We provide consistent, thorough orientation and ongoing training in order to develop exceptional, tenured employees who have opportunities for growth and recognition.
4. **Resident Life** - We celebrate residents' accomplishments and talents, recognize their needs and dreams, and help create enriching new experiences.
5. **Resident Care and Services** - Our competent and compassionate employees deliver exceptional, responsive and individualized care to our residents.
6. **Deep Connections** - We build deep, personal, and trusting connections with residents and family members which allow opportunities to create meaningful moments that enrich the health and spirit of our residents and their families.
7. **Safe Haven Culture** - Our words and actions are inspired by our values. We demonstrate through our daily behavior our deep commitment to the well-being of seniors.
8. **Recovery** - Any employee who receives a request or concern from a resident or family member will "own" that issue or concern until it's resolved.
9. **Accountability** - We are each personally accountable for ensuring that in every interaction with residents, families, and co-workers, our actions reflect our Safe Haven way.

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Safe Haven Way

We want these nine principles to serve as daily guides for you. When people join our team, they pledge to follow these Principles every day. We are ALL responsible for holding ourselves and each other accountable.

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CUSTOMER SERVICE

Philosophy Of Customer Service

At Safe Haven, we pride ourselves on providing EXCEPTIONAL Customer Service, and we believe that customer service is everyone's business including YOURS.

But what does that mean?

For starters, let's define our customers:

- *Our Residents and their Families*
- *Prospective Residents and their Families*
- *Guests of our residents and of the community*

But we have one more important group of customers:

- *Each other*

We want to treat people we work with every day with the same great service we offer to our residents, families, and guest.

What is great Customer Service?

Think about a time when you received great service. What happened? Did someone go out of their way to help you find an item in a store? Did a waiter correct an order which was wrong? Did a doctor reassure you about a medical procedure that might have been frightening?

There are many ways to provide great service. At Safe Haven, great service starts at listening to your customers and responding with compassion to show that you care about their needs.

Along with our vision and standards that help guide us to great customer service. Each **standard**, or value, has a few **norms**, or specific behaviors, which describe how we are suppose to act if we want to attain the standard. Let's take a closer look at each one:

FIRST IMPRESSIONS

Everyone is welcomed with a warm and caring attitude and invited into a beautiful, comforting atmosphere which reflects the our values.

People form first impressions very quickly. Within the first few seconds of meeting us, by phone or in person, people make judgments about whether they can trust us to care for their loved ones. They are going to make all sorts of decisions about us before they know us well, and if we don't make a strong first impression as a caring and professional staff, they will find another senior living community.

To make a good first impression, we all have to pay attention to the details.

Here are the norms that help guide us to make the best **First Impression**.

-
- Greet everyone who enters the community with a smile and, when possible, step forward and greet with a handshake.
 - Offer a warm and sincere greeting, using the residents' and guests' names and deliver a brief personal message, when appropriate.
 - Maintain eye contact when speaking with residents, guest, and each other.
 - Ensure the community's common areas and grounds are perfectly maintained.

COMMUNICATION

We listen to, learn from, and communicate with our residents, family members, and each other in a timely and honest manner.

Once that **First Impression** is made, we have to do a great job **Communicating** with everyone- residents, families, guests and each other.

Here are the norms that will help us reach the expectations of great communication.

- Return e-mails and voice mails within 24 hours.
- Listen attentively and ask clarifying questions, if needed, to ensure all parties understand the message.
- Share with family members at least quarterly some of their loved ones' recent positive experiences.
- Take time to share news of residents' changing condition in a thoughtful and compassionate way.

Being listened to, and understood, is one of the greatest human needs.

RESIDENT CARE

Our competent and compassionate employees deliver exceptional, responsive and individualized care to our residents.

Of course, we are all here to provide great care to our residents and there are several norms that offer help on HOW to provide great care.

- Remain attentive to changes in residents' needs and share those changes with appropriate fellow employees.
- Respond to residents' needs promptly.
- Prepare and maintain accurate and up-to-date assessments of our residents' needs.
- Create daily routines for residents reflecting their preferences and abilities.

Many residents come to our Community for help with physical needs. But meeting social and emotional needs is just as important when caring for our residents.

DEEP CONNECTION

We build deep, personal and trusting connections with residents and family members which allow opportunities to create meaningful moments that can enrich the health and spirit of our residents and their families.

We have to dig deep and create meaningful relationships with our residents, families and each other in order to provide great, personalized service. The more we know about those we serve, the better we can make each day enjoyable for all. Here are the norms that will help us enrich lives:

- Share resident life stories with fellow employees.
- Build personal connections with family members and learn their family history.
- Spend time each day in meaningful interactions with resident.
- Host events to celebrate special moments for residents and families.

RESIDENT LIFE

We celebrate residents' accomplishments and talents, recognize their needs and dreams, and help create enriching new experiences.

Once we built deep connections with residents and families we can use these norms to help create meaningful moments for those we serve:

- Collect life stories from residents and families to create activities of interest.
- Recognize residents' life achievements and milestones.
- Recognize residents as uniquely valued and talented and encourage their continued community involvement.

Remember, every senior living community in the country promises good service and care to its residents. How can we distinguish ourselves and stand apart as the best?

When we know our residents and their families well, we can provide them with meaningful moments and delightful surprises that will continue to enrich their lives.

OOPS! RECOVERY

Any employee who receives a request or concern from a resident or family member will "own" that issue or concern until its resolved.

Even though we've followed the standards and norms listed above and provided great service with the best of intentions, sometimes we are going to make mistakes or disappoint those we serve. When this happens, it's time to use the Recovery Standard.

If a family member, resident or guest comes to you with a complaint, follow these norms:

- Listen with empathy, confirm your understanding, apologize sincerely, and outline plans for resolution.

-
- Resolve the concern or hand it off to an appropriate fellow employee. Whoever resolves the problem will check in with the resident or family member to ensure all needs have been met.
 - Share the problem with appropriate fellow employees to prevent future occurrences.

ACCOUNTABILITY

We are each personally accountable for ensuring that in every interaction with residents, families, and co-workers, our actions reflect “Safe Haven Way”.

We all know that there will times when we don’t bring our best selves to work. We’re all human. But our Accountability Standard helps us through those days. With this standard, we promise to remain open to feedback from other people and willing to share praise and concerns whenever appropriate. Follow these norms:

- We will make time to give and receive feedback about the ways in which our actions reflect “Safe Haven Way”.
- Our feedback will be honest, open and caring. We will treat each other as partners and we will welcome opportunities for growth.

SAFE HAVEN CULTURE

Our words and actions are inspired by our values. We demonstrate through our daily behavior our deep commitment to the well-being of seniors.

When following the norms below we are able to work as a team and better serve our residents, families, guests and each other:

- Make a decision based on the best interest of our residents.
- Be honest at all times.
- Encourage teamwork.
- Honor all commitments.
- Remain open to new ideas.
- Treat everyone as you would like them to treat you-with dignity and respect.

TELEPHONE ETIQUETTE

Never underestimate the importance of a phone call! It is often our first chance to make a good impression. Most of our current residents and their families called us on the phone before they ever came to visit. This feeling of care and concern we gave them over the phone had a lot to do with their decision to come visit, then move in.

Our current families call us frequently to share concerns about residents or communicate important information from doctors.

A ringing phone is a sign of a healthy business. The phone is our main connection to resident families and new customers!

Each time you answer the phone, take a minute to remember how important the call is.

Answering the Phone

The phone should **NEVER** ring more than 3 times.

Always use the Safe Haven Greeting when you answer the phone:

“We are having a great day at Safe Haven, this is (your name). How may I help you?”

When you lift the phone, remember to:

- Have a smile in your voice
- Be energetic and enthusiastic about the call
- Address the caller by name

Often, you will need to put the caller on hold while you look for another staff member or finish attending the Resident.

On-hold Reminder

Always ASK the caller if you can put them on hold. “May I put you on hold for moment?” and then wait for an answer. Make sure the caller is willing to be put on hold.

- Transfer the call or locate the person requested.
- If the hold light is still blinking after 30 seconds, ask the caller if you can take a message. Make sure to find if the caller wants a call back.
- Always thank the caller for calling.

Be careful not to share confidential information about staff or residents.

Taking Messages

Just like answering the phone in a warm and friendly manner, taking good messages keeps our families happy and our business alive. If you answer the phone, you are the most important link in the chain to families and customers.

No matter who is calling, remember the following message:

- Get detailed information including name, phone number and reason for calling.
- Repeat the phone number to make sure you’ve got it.
- If the caller is upset, take a message and call your supervisor immediately.
- End the call cheerfully, “Thank you for calling.”

If the caller is looking for a senior living community for a loved one, (what we refer to as an **INQUIRY CALL**), you need to take a few extra steps.

- Always get the caller's name and phone number, text Alla with that info right away.
- Tell them about the quality care in our community.
- Invite them to visit.
- If the caller wants a brochure, be sure to get full mailing address.
- Tell the Marketing Director will be back in touch within 24 hours.
- Thank them for calling.
- Treat the message as **URGENT** and get it to Marketing Director.

Some callers will have questions you might not know how to answer. Assure them that the Marketing Director will be able to answer all of their questions and concerns, and feel free to share with them the quality of care our community provides.

Greeting Visitors

Providing a warm friendly greeting in a person is just as important as a telephone greeting. If you see a visitor walk into the community, introduce yourself and find out how you can help them.

"Welcome to Safe Haven. My name is _____. How may I help you today?"

If the Marketing Director introduces you to a prospective resident or family member,

- Smile
- Make eye contact
- Shake Hands
- Tell them about the quality of care in your community

Remember, every staff member is part of the marketing team, every staff member has a great story to tell.

Initials _____

UNDERSTANDING THE EXPECTATIONS

EMPLOYMENT EXPECTATIONS

Over the next 30 days, you will learn all the ins and outs of your new job and residents we all serve. To make sure we get off on the right foot, we want to highlight some of the important rules we live by. The remainder of the Employee Manual contains other, equally important, employment related provisions. You also need to carefully review and consistently practice our emphasis on Customer Service and Workplace Safety. If you have questions about any policies or procedures, talk to your supervisor.

Initial Employment Period

All employees are considered to be in an initial employment period during the first 90 days of employment. The purpose of this time is to verify your skills, capabilities and suitability for your new job. We hope this will be a good fit and a long relationship.

During the initial employment period, your supervisor will evaluate your work performance, attendance, rate of learning and job interest. Be sure to let your supervisor know if you are ever uncertain of your job responsibilities or performance standards. At the end of your first 90 days, you may receive a written performance evaluation.

A pay increase is not guaranteed at the end of your 90 days.

Attendance and Schedules

You're on a team and every member counts!

Prompt and regular attendance is an essential job requirement for all employees. Any tardiness or absences causes problems for fellow employees and supervisors. When an employee is absent, others must perform his or her work in addition to their own work. No matter how skilled an employee, if they do not have a good attendance record, they cannot make a full contribution to the Community.

To provide the highest level of care and service to our residents, we depend on regular attendance by all staff. Your supervisor will post a new schedule several days before the start of the new schedule. **All staff members are expected to know their assigned days and shifts.**

If you are unable to work an assigned shift due to illness or emergency, you need to call your supervisor **at least eight hours** before the start of the shift and find a replacement to cover your shift. Your supervisor may ask you to bring a doctor's excuse for the missed time. All absences must be reported to the supervisor on duty directly. **Don't leave a message.**

As an employee, you need to be flexible with days and hours you are able to work. If you are not flexible, you will be limited to the number of shifts you can work. We try to accommodate every employee, but that is not always possible.

Overtime can only be worked with a supervisor's approval.

Initials _____

An employee who does not show up for an assigned shift and does not call before that shift is considered a No Call No Show and may be subject to disciplinary action up to, and including termination of employment. Unemployment benefits may be denied if an employee violates our attendance policy.

Proxy Caregiver

Every employee must become a Proxy Caregiver according to State Rules and Regulations within 30 days of employment. That entails taking all the required training needed at your own time. You **MUST** be in compliance within 30 days of your employment or otherwise you will be terminated for being non-compliant.

Tardiness

You are expected to be ready to work at the beginning of your shift.

We realize that upon occasion emergencies may arise which may cause you to be tardy. However, consistent tardiness may cause for disciplinary action, up to and including termination.

Communication

Confidentiality

Ensuring a resident's privacy is not only our responsibility; it's the law. Resident information should only be shared with the appropriate people when necessary to provide for the resident's care.

Make sure you have a confidential place if you need to discuss care issues with the resident, a family member or other staff.

Never discuss resident concerns in the hallways or common areas.

Communication Log:

Residents' needs change week to week and sometimes even day to day. We all need to know about these changes in order to provide excellent care.

How can you keep up?

The **Communication Log**, which is kept in the Caregiver's Station, is used to record and document information about resident health and safety concerns.

Sharing critical information with each other is one of your most important jobs. Your supervisor will document in the Communication Log any resident care concerns that have arisen on your shift. Remember that the Communication Log is a legal document and can be reviewed by state regulators any time. The Communication Log is **NOT** for personal notes or insignificant issues.

All resident care staff are expected to read and initial the Communication Log every day.

Initials _____

What sort of information is recorded in the Communication Log?

- **Changes in Resident Condition** such as, skin, ability to walk, appetite, appearance, ability to breathe, speech.
- **Information about a new resident** (will often be written by the Resident Care Director or Marketing Director).
- **Changes in a resident's care needs** such as the fact that a resident now needs more assistance at night going to the toilet.
- **Requests from residents, family members** and fellow staff members.

Remember the **Do's and **Don'ts** of Documentation**

- Think before you write. Make sure the message is clear in your head.
- Take time to write neatly.
- Record facts, not opinions, or assumptions.
- Avoid using too much detail. Pay attention to basic information.
- Sign your name.
- Record changes of condition for any residents.

Staff meetings and in-service training

Staff meetings are held once or twice a month on a payday and keep us all informed about community issues and concerns. At least once a month staff will receive additional in-service training on topics related to resident care. These training sessions help us meet state's requirements for on-going training and strengthen our skills and knowledge. ***Attendance at staff meetings is required of all staff members.***

Smoking

To safeguard the health of all residents and staff, smoking is not permitted inside the community. Each community has designated smoking area for staff. Please maintain a clean and safe smoking area. Never throw cigarettes on the ground.

Dress Code

Making a great first impression means looking neat and professional at all times. Resident Assistants should follow the dress code of the community. Colorful scrubs and tennis shoes are welcomed.

All employees should always maintain a conservative, dignified and professional appearance while at the community.

No one should ever wear jeans, leggings, sweat suits, t-shirts, big jewelry, mini skirts, visible tattoos, excessive fingernail length, or body piercings except earrings.

Payroll

Please sign in and out when you come in and leave so that we can record your work hours. If you forget to clock in or out for any reason, tell the supervisor as soon as possible. You must get management approval if you are staying pass your shift.

Overtime is paid at one and a half times your regular pay for any hours beyond the normal 40 hour, 7 day period. Our 7 day week starts on Sunday and ends Saturday.

Paychecks are direct deposited only and paystubs are emailed. Deductions from your paycheck will include those that are mandatory (federal income tax withholding, social security tax and Medicare tax). The company will comply with all laws that pertain to payroll, including garnishments.

You will receive a direct deposit on the 1st and 15th of every month. A payment on the 1st covers work days from 10th to 24th, payment on the 15th covers 25th to 9th. Your hours are calculated based on your time sheets, so please keep accurate records. If we have to mail you your check and it gets lost, you will be charged \$35 cancelation fee. It is your responsibility to maintain a current mailing address with your employer. If you have to pick up your check, please come to 1137 Lynmoor Drive Atlanta 30319 and ask a caregiver on duty for your check. We do direct deposits, and your check stubs will be emailed to you.

Meals and Breaks

You may bring your own food and store it in the refrigerator. Please DO NOT eat at the same time the Residents eat. Breakfast is served at 8:30-9:00 am, lunch at 12:00-1:00 pm and dinner at 5:30-6:30 pm. Feel free to eat your meals any time before or after these hours. When the Resident have down time, feel free to take your break then, but make sure there is someone else watching the Residents in your absence. If there is a Resident that is being loud and being disturbing to other Residents during a meal time, please feed them after or before the rest of the Residents eat.

Resignation or Termination of Employment

If you resign from your position, we request that you provide a letter of resignation to your supervisor. Hourly employees are expected to give two week's notice; salaried employees are expected to give four week's notice.

Moonlighting Or Outside Employment

We recognize and respect your right to accept employment in addition to your job with us. However, if holding another job affects your work performance or commitments, you may be asked to give up the other job.

Personal Property

To reduce the possibility of theft, do not bring valuable personal items or large amount of money to work with you. We are not responsible for loss, damage, or theft of your personal items.

Initials _____

Personnel files and Records

We keep personnel records for all employees and former employees in order to document employment-related decisions, and comply with the government record keeping and reporting requirements.

Should the need ever arise, you may review personnel file by contacting your supervisor. However, we reserve the right to limit the inspection and copying of sensitive or confidential plans or information.

Please let us know whenever there are changes in your address, telephone number, emergency contact, marital status, dependents, military status, beneficiary, and any other pertinent information so that we will have updated information about you.

Jury Duty and Court Appearances

We encourage you to serve on jury panels, and we recognize that you may occasionally be required to appear in court as a witness. However, in either of the above instances, you must notify your supervisor, in advance, of any days that you will absent from work. Please provide your supervisor with a copy of your jury summons or witness subpoena.

Maintaining a Contact Number

It is the responsibility of all staff members to maintain an active contact phone number where they can be reached in event of an emergency. When if the contact phone numbers change, the employee must update his or her phone number with a supervisor.

Performance Reviews or Evaluations

Performance reviews are an excellent opportunity for you to talk with your supervisor about how your job is going, to ask questions, or to make suggestions. You may receive a performance evaluation following completion of the 90-day initial employment period after you are hired, or when you transfer to a new job. You may also receive an annual performance review near the anniversary of your date of hire.

Employment at Will

Employment with Safe Haven is at-will and may be terminated by either party at any time for any reason, so long as it is not in violation of the law.

At will employment means that employees are free to resign with or without notice or reason. Like wise, the managers of the community retain the right to terminate employment at any time, for any reason. This Handbook is not a contract of employment and nothing contained herein or any other document provided to you is intended to be, nor should it be seen as, a guarantee that your employment, or any particular benefit will be continued for any period of time.

Safe Haven maintains the right to direct and control the operation of its business, including the management, assignment, location, scheduling, and direction of its work force. Safe Haven may

change the policies, procedures, benefits and other information referred to in this Handbook without prior notice.

Equal Employment Opportunity

Safe Haven maintains a strict policy of equal employment for all employees and applicants for employment. We recruit, train, promote, assign jobs, transfer, discipline, layoff, terminate, and offer benefits without regard to race, color, religion, sex, national origin, age, marital status, veteran status, or physical or mental disability.

Compliance with Laws

All employees must comply fully with the laws and regulations that apply to their Community. When the application of such laws or regulations is uncertain, employees are required to seek the guidance and advice of their supervisor/manager. No employee should at any time take any action on behalf of the Community which is known or should be known to violate any applicable law or regulation. If an employee learns of potentially unlawful conduct by another employee, it must be promptly reported to his/her supervisor/manager.

Anti Discrimination and Harassment Policy

Safe Haven precludes discrimination or harassment based upon race, color, religion, sex, age, disability, national origin or any other protected category under federal, state or local law applicable to the Company.

You have the right to work in an environment free of discrimination, which includes freedom from harassment. Discrimination will not be tolerated in our community in any form—by supervisors, co-workers, or business contacts.

Harassment can occur in many situations, but it is often viewed as a situation in which an individual in a position to control, influence, or affect your employment, compensation, promotion, or job assignment uses power to coerce or punish you. Harassing conduct includes, but is not limited to, slurs, jokes, or degrading comments concerning sex, age, race, religion, national origin, physical or mental disability, or veteran status.

“No Sexual Harassment” Policy

Sexual harassment does not refer to occasional compliments of a socially acceptable nature or welcomed social relationships. No form of discriminatory or disrespectful conduct by or toward any employee will be tolerated. It is against Safe Haven’s policy for any employee to sexually harass an employee by:

- Subjecting another person to unwelcomed sexual advances or request for sexual favors or other verbal or physical conduct of a sexual nature;
- Making submission to rejection of sexual favors the basis for employment decisions affecting any individual;
- Engaging in conduct which unreasonably interferes with an employee’s work performance; or

-
- Creating an intimidating, hostile or offensive working environment.

If you believe that you have been the subject of sexual harassment, or you have knowledge of sexual harassment at the community, you should report the issue immediately to your supervisor and Director.

No Harassment Based on other Protected Categories

Prohibited harassment based on race, color, gender, religion, national origin, older age or disability occurs:

- Where an individual uses spoken or written words or engages in physical conduct that puts down, ridicules, or shows hostility, hatred or dislike or loathing of an employee or an employee's relatives, friends, or associates: and
- The conduct has the purpose or effect of creating an intimidating, hostile, or offensive working environment of the employee or of unreasonably interfering with the employee's work performance or such conduct otherwise adversely affects an employee's work performance.

Employment Expectations

Examples of such harassment would be using with respect to an employee (even in jokes or in jest) hateful or spiteful or vulgar words or slurs: suggesting by words or acts that persons with the person's characteristics cannot or will not perform work required: engaging in threatening, intimidating, or hostile acts: or placing walls, bulletin boards, or elsewhere in the workplace or circulating in the workplace written or graphic materials of an unlawfully harassing nature.

Reporting Policy

Any employee with concerns about perceived discrimination or harassment in the workplace is encouraged to bring issues to the attention of the Director. Alleged incidents will be investigated with due regard to the privacy of everyone involved, understanding that complete confidentiality is not always possible. Accusations against Safe Haven personnel that are substantiated can result in appropriate disciplinary action. There is no retaliation against any person who in good faith reports his or her concerns about discrimination or participates in the investigation. The totality of the circumstances, the nature of the conduct and the context in which the incident occurred will be investigated.

Again, if you think that harassment has taken place against you or others, or if you have questions about this policy, please speak to your supervisor or your director immediately.

Handicap or Disability Accommodation

Safe Haven will conform to requirements of the American with Disabilities Act and state law as applicable to the community. Qualified individuals with disabilities may be entitled to accommodation in the workplace. If you believe you require an accommodation, please communicate that information to your director. Safe Haven will accommodate your needs

consistent with its work requirements, and the status of the job assignments. If you have any questions regarding the application of these laws to your situation, you may discuss them confidentially.

Information regarding a disability or handicap will be kept confidential and will not be disclosed except on a need-to-know- basis to medical personnel, supervisory personnel, records custodians or appropriate governmental officials.

Background Checks and Security Policy

All employees are expected to reflect the highest levels of professionalism and honesty, as you are entrusted with our resident's well-being and have access to company and individual's property and confidential information. Employees may, at any time, at Safe Haven's request, be subjected to extensive background checks, credit checks, drug and alcohol test, criminal investigations, questioning, and searches. Applicants who falsify their job applications, or employees who furnish misleading information, are subject to immediate termination at the time that the fraud is uncovered.

Drugs and Alcohol

As part of your pre-employment screening, you must complete and pass a drug test. We take this step in order to make sure that our staff is able to provide great resident care as safely as possible. In order to keep our community safe, we reserve the right to conduct random drug screenings at any time. Refusing to participate in a drug test is grounds for termination. Although you are certainly free to live your own life while away from the Community we also need our employees to responsibly use alcohol so that they can properly perform their job duties when they are present at work.

At times the Community offers residents social activities which alcohol is available. Certain staff members are expected to participate in these social activities, and may, if they choose, decide to partake on a very limited basis in the alcoholic beverages served to our residents so long as they can safely, responsibly, and professionally continue to interact with residents and other staff. If you consume alcohol at a resident function you must make arrangements to safely travel after the event has concluded. There is **never** any obligation, requirement or expectation that staff members must participate in drinking during attendance at these events. Except for those limited resident oriented social occasions any employee who uses or sells alcohol, prescription drugs without a prescription for those drugs, or controlled substances on community property is subject to immediate termination from employment.

Coming to work or remaining at work under the influence of alcohol, drugs or controlled substances is grounds for immediate termination from employment.

If we suspect that any employee is unable to properly perform job duties due to use or misuse of drugs or alcohol or is under the influence of a mind-altering substance, we may conduct an investigation. If you are taking a prescribed medication which may affect your job performance, please let us know. We may need to send you home until your drug therapy is completed.

Initials _____

You should notify your supervisor immediately if you suspect that a co-worker is under the influence of drugs or alcohol, or has violated the provisions of this policy regarding the sale, use, or possession of drugs and alcohol.

Confidential Information

Much of the affairs of the Community, including but not limited to, information concerning residents, business records and fellow employees is confidential. Our work is undertaken on behalf of our residents in strict confidence and with an understanding of privacy. Any single incident of disclosure of confidential information will be considered a serious violation of trust. Therefore, the utmost care must be taken by every employee not to discuss or even mention resident or business affairs outside Safe Haven or even inside the company if the person to whom you are giving the information does not have a legitimate need to know information.

During the course of your employment you will also be working with company business systems, future plans, and other information that we consider confidential. Maintaining this confidentiality is important to our ability to achieve financial success and provide employment stability to our employees.

You are required to protect this information by safeguarding it when in use, filing it properly and securely when not being used and discussing it only with those within the company who have a legitimate business to know.

Violations of this policy may result in disciplinary action up to and including a discharge.

Internet Access Policy

Safe Haven may require or permit Internet connection in the performance of your job duties.

The company provides Internet connection for business purposes. Inappropriate use of the Internet is not permitted. **Do not use the Community's computers to access inappropriate or non-business related websites, social networking sites, chat rooms or blogs. You may not use personal laptop computers, phones, or other communication devices to access websites, instant messaging, chat rooms or blogs while you are supposed to be working.** Remember, nothing you do on the Internet is really private, and your internet surfing is easily detected and can subject your computer, and potentially the Company's entire system, to computer malware, viruses or spyware.

Monitoring

Safe Haven reserves the right to enter, search, and monitor telephone calls, voicemails, facsimiles, the computer files or e-mail of any employee without advance notice. The company also reserves the right to monitor, enter, search, intercept, access or disclose the Internet connections of any employee without advance notice. Such action will be taken for business purposes such as investigating theft, disclosure of confidential information, personal abuse of the system, or monitoring workflow, productivity and accuracy.

Social Media

Social media such as Facebook, MySpace, Twitter, You Tube, and blogging are powerful communication tools that allow you to reach a larger audience than has ever been possible before. The Company respects your right to utilize social media, but you must bear in mind that the content you produce may have a profound effect on the Company, its relationships with customers and clients, and its overall well-being. With that in mind, any employee who fails to adhere to any of the Company's expectations with regard to online social media behavior will be subject to discipline up to and including termination.

Our Expectations for Employees' Personal Behavior in On-line Social Media

- **Ethical Behavior.** Always adhere to the Company's guidelines outlined in the Orientation Handbook. The Company has zero tolerance for behavior that is harassing, discriminatory, offensive, illegal, or disparaging of any person or company and that applies in cyberspace the same as it applies in the workplace.
- **Personal Responsibility.** Remember that YOU are responsible for your actions. If you post anything that may tarnish the Company's image, you will be responsible for that act the same as if you had said it. We encourage you to participate in online social media spaces but we urge you to do so while exercising sound judgment and common sense.
- **Protect Privacy.** Do not at any time disclose information that is confidential, including proprietary company information, resident and/or family information, supplier and vendor information, personal employee information, pricing information, and any other information not generally available to the public.
- **Accuracy.** It is against Company Policy to knowingly or recklessly communicate any information about the Company or any of its competitors that is untrue, inaccurate, or deceptive.

Theft

Safe Haven's property is a valuable asset, costly to replace. All employees must protect it from theft, loss, and damage. Safe Haven property includes knowledge and information as well as physical goods.

Computers, files, documents, copiers, and supplies are for Safe Haven's business only and are not to be used for personal matters.

None of the above items are to be removed from the community for other than Safe Haven's business. If it is necessary to use any of these items outside the community, employees must get written permission from their supervisor and be responsible for the item's safekeeping and return.

Any employee who violates this policy is subject to discipline, up to and including immediate dismissal.

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Inspection and Search

The Community discourages the storage of valuables, perishables and other personal items in them. Additionally, the Safe Haven reserves the right to open and inspect and locker, desk, computer, files, cabinets or other property and its contents, at any time, with or without reason, notice or consent. The Company reserves the right to search personnel, Community and personal property and work areas at any time in order to investigate theft or other violations of Company policy and preserve the integrity of the workplace.

Gossip

Safe Haven recognizes that gossip can be extremely detrimental to a workplace. It can damage reputations, hurt morale, and decrease productivity. Therefore, the spreading of gossip that involves sensitive subjects, or harms a co-worker, supervisor, resident, etc. is strictly prohibited.

Employees who are found responsible for disparaging or confidential information will be subject to discipline, up to and including termination. All supervisors and managers are responsible for stopping the spread of gossip when they learn of it, conducting a thorough investigation into the source of a rumor, and disciplining known offenders.

Violence in the Workplace

The safety and security of Safe Haven employees, residents and their families, and the general public are of vital importance. Therefore, acts of violence made by an employee against another person's life, health, well-being, family, or property will not be tolerated. Employees who are guilty of acts or threat of violence will be subject to discipline, up to and including immediate termination. It is a requirement that employees immediately report any incident of workplace violence, any behavior that compromises the Community's ability to maintain a safe work environment, or perceived threat to themselves or another employee which may occur on Community property. All reports will be investigated immediately and kept confidential consistent with conducting a through investigation.

Rate of Pay and Pay Increases

Safe Haven will administer its salary and wage and hour policies in accordance with federal and state labor laws. The Company reserves the right to establish pay plans, based on company earnings, performance and performance appraisals. Safe Haven salary increases are based on attitude, aptitude, performance and responsibilities and the needs of the Community, not seniority. They are not automatic, but based on Supervisors' evaluations of performance results in relation to performance expectations and Community needs. Any type of salary adjustment is at sole discretion of the company and can be altered without prior notification.

When completing your annual review, your supervisor will evaluate your performance based upon such factors as job performance, attendance, reliability, and cooperation. Your job performance during the year preceding your performance evaluation is the primary factor in determining your annual pay increase amount.

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We do not guarantee that you will receive a pay increase at any specific time or any specific amount. Any and all incentive or bonus payments are at the sole discretion of the company and be modified, altered or cancelled at the sole discretion of the employer with or without notice to the affected employees.

Discipline

If at any time your supervisor decides that your work performance is unsatisfactory, or if you violate any rules mentioned in this handbook, he or she will respond with disciplinary action, which may include:

- A verbal warning with written documentation
- A written warning
- Suspension
- Termination of employment

Employee Conduct and Work Rules

We expect you to follow certain work rules and conduct yourself in ways that protect the interest and safety of all employees and Safe Haven.

While it is important to list every action that is unacceptable conduct, the following lists some examples. Employees who break work rules such as these may be subject to disciplinary action, up to an including termination of employment:

- Leaving work without permission before the end of a shift
- Refusing a job assignment
- Loafing or sleeping on the job
- Missing a scheduled work day without calling your Supervisor (No Call/No show)
- Abuse or neglect of residents, or failure to report observed or suspected abuse or neglect
- Participating in a residents finances
- Accepting tips, money or gifts from resident or family or borrowing money from resident or family
- Discourteous or disrespectful conduct to residents, family members, co-workers, supervisors or management
- Eating or lounging during work time or in unauthorized areas
- Theft of any kind. This includes theft from residents, the community or co-workers, or unauthorized use of community property. Notice, our homes are under 24 hour video/audio surveillance. Legal action will be taken if caught. The surveillance could also be used as evidence or to support claims related to your employment with us.
- Falsification of documentation, including but not limited to: one's time sheet, another staff member's time sheet, omitting care information from a resident chart, falsifying medication information, falsifying an application
- If you must stay past your shift, you must get approval from the supervisor. Also, overtime must be approved by supervisor.

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- Bringing any weapon onto Community property
 - Must wash hands when handling each Resident.
 - Violating the drug and alcohol policy. The Community may conduct a random drug test at any time and will terminate any staff member who test positive. Working under the influence of alcohol or illegal drugs.
 - Committing any unlawful act on Community property or engaging in behavior outside the workplace that brings discredit to the Community or affects its normal operation
 - Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
 - Fighting or threatening violence in the workplace
 - Boisterous or disruptive activity in the workplace
 - Negligence or improper conduct leading to damage of employer-owned or customer-owned property
 - Insubordination or other disrespectful conduct including slander
 - Violation of safety or health rules
 - Not using Hoyer Lift on Residents that need help with transfers and/or cannot bear their own weight
 - Talking on own cell phone or texting while working for personal reasons
 - Clocking in early or clocking out later than your shift to obtain more hours. You have plenty of time to complete your tasks efficiently in a timely manner. If you are not able to do so, you will be terminated
 - Smoking in prohibited areas
 - Residents should never be left unattended or neglected. Leaving a Resident soiled is considered neglect.
 - Not answering main phone during your shift
 - Sexual or other unlawful or unwelcome harassment
 - Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
 - Excessive absenteeism or any absence without sufficient notice. Sufficient notice is considered when there is enough time to find a replacement, which is a responsibility of an employee. Tardiness is not allowed. (Note to all employees: Unemployment benefits may be denied to due violation of this rule!)
 - Unauthorized absence from work station during the workday
 - Unauthorized use of telephones, mail system, or other employer-owned equipment
 - Unauthorized disclosure of business "secrets" or confidential information
 - Violation of personnel policies
 - Unsatisfactory performance or conduct
 - Engaging in immoral or indecent conduct on Community property, while on Company paid time or at any time the employee is representing Safe Haven
 - Malicious gossip, or spreading rumors about co-workers
 - Poor attendance, tardiness or unexcused absences
 - Failure to attend mandatory meetings or training sessions
 - Inappropriate dress
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- Making or accepting personal calls during work; use of cell phone during work, or use the community phone to make long distance call
 - Unsatisfactory job performance
 - Blanks or mistakes on MARs
 - Improper disbursement of medications according to State guidelines.
 - Not updating the next shift properly and/or not checking prior shift
 - No long nails, exposed tattoos or piercings are allowed
 - Failure to cooperate with management or co-workers
 - Violating a safety rule or not using safe practices
 - Failure to respond immediately to the emergency call system
 - Calling residents' families without first consulting with supervisor or Administrator.
 - Must become a Proxy Caregiver according to State Rules and Regulations within 30 days of employment. That entails taking all the required training needed at your own time. You MUST be in compliance within 30 days or otherwise you will be terminated for being non-compliant.

Since your employment with Safe Haven and/or it's affiliates is voluntary and at will, you may terminate your employment at any time you want, with or without cause of advance notice. Likewise, Safe Haven may terminate your employment at any rate, with or without cause or advance notice.

The above list is not all-inclusive. When necessary, we will establish additional policies and supervisors may set up specific rules to govern employee actions.

Signature

Print Name

Date

Termination of Employment

Termination occurs when an employee is removed from payroll. An employee who does not report to work or contact his or her supervisor with an acceptable explanation for a period of three days is deemed to have terminated his or her employment. We ask that any employee leaving Safe Haven voluntarily give the Community two weeks advance notice. Any debts owed to Safe Haven can be deducted from a staff member's paychecks(s), including the final paycheck.

Employment with Safe Haven is "at will" and no cause or reason must exist for termination of employment. In some circumstances the company may, in its discretion, provide severance pay to an employee whose services are involuntarily terminated.

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SAFETY FIRST

Responding to Emergencies

Medical Emergencies –Calling 911

If a resident becomes severely ill or is injured and appears to be in need of emergency medical services while you are working, do the following:

- Stay with the resident, remain calm, and call the supervisor or Administrator.
- Call 911 immediately and:
 - Speak clearly and let operator know whether you need medical assistance, police, fire and rescue.
 - Give you name and the name and address of the community.
 - Give the resident's name.
 - Describe the emergency. (What happened? When and where it happened?)
 - Send someone to the front door of the building to meet the emergency personnel.
 - Give a copy of 911 Fact Sheet to EMT. There should be several copies of the Fact Sheet in Resident's file.
- Reassure the resident while you are waiting for help to arrive.
- Provide first aid if necessary.
- Begin CPR if indicated.
- The supervisor or Administrator will call family of responsible party and tell them about the incident.
- Notify the ER that a resident is coming.
- Have a staff member accompany the resident to ER if at all possible.
- The supervisor will complete incident report.

Fire Safety

Do you know how many fires break out in long-term care facilities every year? **3,000**

Knowing how to respond in the event of a fire is incredibly important part of your job. As part of your orientation, you will review the fire evacuation procedure in your community and your role during a fire drill. We practice fire drills once a month in order to be prepared in the event that a fire ever breaks out. Disaster drills are to be done once every two months.

If a fire ever breaks out, evacuate residents who are in immediate danger first. Be sure to close all doors after escorting residents to safety. If a door handle is hot to touch, do not open the door. Wait for help to arrive.

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Our community is wired with smoke detectors in all common area and residents rooms, as well as sprinkler systems which would help extinguish a fire if one ever breaks out. You are a vital part of the fire safety program.

Water Emergencies

Depending on where you live, your community may be vulnerable to tornados, hurricanes, severe thunderstorms or snow storms.

Your main job in the event of a weather emergency is STAY CALM and keep residents calm. Your community has emergency supplies (flashlights, blankets, extra food and water) as well as a first aid kits. Your supervisor will provide you with instructions if a weather emergency ever takes place. If you are working when inclement weather occurs, you will be expected to stay in the community until replacements arrive. If it is necessary for you spend the night in the community due to weather, you will be paid for all hours you spend there.

Elevators (Brookhaven location Only)

In a fire emergency, elevators will go to the nearest floor and shut down. Don't try to use elevator to evacuate residents.

If you get stuck in the elevator, remember that you can call for help. The emergency phone will call front desk.

If you know that an elevator is stuck between floors, go to each floor of the building and call loudly toward the elevator doors to see if anyone is inside the elevator. If you hear a response, reassure the people inside the elevator that help is on the way. Tell your supervisor to make necessary calls to get assistance. If you can't tell whether anyone is in the elevator or not, you may need to do a head count of residents and staff.

Loss of power

Now and then our homes will lose power, usually for a short period of time. Don't worry. All of our homes have a supply of flashlights to use if more light is needed. If the power goes out during severe weather heat or cold, for an extended period of time, your Administrator will make a decision about whether to evacuate residents.

Remember, if the power ever goes off, be sure to check elevators as described above to make sure no one is stuck between floors.

Missing Resident

You came into Mr. Doe's room to assist with a bath first thing in the morning, and the room is empty. What should you do?

- Find your supervisor immediately and explain the situation.

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- The sign-out log should be checked to ensure that the family did not take the resident out of the community.
- The supervisor should call the Director or Supervisor if they are not already in the building.
- The supervisor will organize some staff to do a room search for missing resident, while the other staff search the grounds and parking lot outside the building in addition to the immediate area around the community.
- A staff member will do a driving search of nearby areas.
- If the resident cannot be found, the supervisor will call the resident's family to tell them about the situation.
- The supervisor will then call the police if the resident has not been found within half an hour.
- The supervisor will provide a photograph of the resident along with a description of what the resident was wearing ready for the police when they come.
- The supervisor will explain the situation to the police who help with the search.

Emergency Phone List

Every community has an emergency phone list with names and home numbers of department heads and number for repair services or emergency assistance. You will be shown your community's list during orientation. If an emergency happens while you're at work, and you don't know what to do, use the emergency phone list to call for help.

Resident Abuse

Anyone who suspects or witnesses a resident being abused or neglected is required by law to report that concern to the proper authorities. If you suspect that a resident is being mistreated by a family member, fellow resident or staff member, notify your supervisor immediately. Your supervisor will notify the correct local or state authorities. The reporting process varies from state to state. You will receive copies of the resident rights and abuse reporting laws during your orientation process.

Workplace Safety

Because we value you as a staff member and as a person, we want to help you stay healthy and strong while you're working in our community. No matter what your role is, there are safe and unsafe ways to do every job. Pay attention to the suggestions ahead to make sure you understand how to work safely.

All accidents can be prevented. Take responsibility. Think before you act.

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Good Body Mechanics

Many of our residents will need assistance standing up from chairs or moving from one seat to another, or from a seat to a bed. At some point, almost everyone will need to move a heavy object.

No matter how strong you are, using good body mechanics will help you avoid back strain or injury and will help you feel less tired at the end of a long day.

Remember these steps:

1. Take the time to get ready

- Make sure your hands are empty. **USE BOTH HANDS.**
- As you lift, bend your knees, and keep your back nearly straight. With weight balanced on both feet, lift using your legs, not your back. Keep your feet about 12 inches apart.
- Lift gradually.
- Lift without twisting. Move your feet rather than twisting your hips or shoulders.
- If a person can't bear his own weight, then you **MUST** use a Hoyer lift. If you are caught **NOT** using a Hoyer lift, you will be written up and possibly terminated.

2. Use your brain, not your brawn

- If you're moving objects, use a cart or a dolly or a chair with wheels.

3. Working at a counter

- Keep your body close to the counter top (or sink)
- Don't bend or slouch
- Keep work at waist level

The better your physical health, the safer you will be.

Regular exercise and stretching outside of work will improve your peace of mind **AND** your safety.

Lifting and Transferring Residents

Explain the Process

Before providing transfer assistance, tell the resident what you are about to do. Residents can help you with a lift or transfer when they know what's about to happen. For instance, try "Ms. Smith, I am going to assist you out of bed to your chair using this safety belt to transfer you." Put the belt around the waist over clothing with the buckle in front. Thread the belt through the buckle and through the other two openings to lock it. Tighten it until it has just enough room for two fingers to fit between the belt and the resident.

Stay Close

Face the person you are about to lift and stay as close as possible to him or her. Keep the resident's knees against your knees for stability. Place your feet on either side of the resident's feet.

Use Proper Body Mechanics

Always transfer to a resident's strongest side. Use a rocking and pulling motion when using a belt. Bend your knees and keep your back straight, then lift using your arm and leg muscles. Do not twist your body while moving or transferring a resident, take your time. Let the resident regain his equilibrium.

Small Steps

To turn, take small steps and ask the resident to help by moving his or her feet. Do not twist your back. If you are transferring the resident to another seat, a wheelchair or bed, pivot with the resident slowly with their back to the seat and once turned, bend your hips and knees to squat, lowering the resident to the new seat. Make sure the wheelchair brakes are locked and/or the new seat is secure and leg rests have been moved out of the way. Once resident is safely transferred, remove the transfer belt.

Ask for Help

If you are unsure about a resident's ability to stand or bear weight always check with a supervisor.

Using needles

Use caution when handling needles.

If the syringe is uncapped, use extra caution. Do not stab yourself or a resident by accident.

Never recap a needle after use! Put the uncapped needle immediately into SHARPS container.

Never leave unattended syringes near residents.

Kitchen

Unplug all **electrical appliances** when not in use. Always make sure your hands are dry before touching electrical cords.

Keep **appliance cords** in good condition and safely stored so that **no one will trip** over them.

Clean all spills immediately. Place **WET FLOOR** signs **after mopping** a floor and stay out of areas with wet floors.

If you are using a **knife**, **cut away from your body**. Knives should be stored in a knife holder. Use **gloves** when handling chemicals.

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Housekeeping

Use **gloves** when handling **cleaning material**. Clean spills immediately.

Place **WET FLOOR signs** if you've **mopped** a floor. Ask for help if you need to move something heavy.

Infection Control

Anyone who cares for another person's health needs stands a chance of coming in contact with infectious or contaminated material, such as blood or bodily fluids.

As part of your orientation, you will learn more about bloodborne pathogens, the microorganisms in the blood that can cause disease, and you will be given a quiz to make sure you understand how infections pass from one person to another and what precautions will keep you safe.

Remember,

- **Hand washing** is the **single most important thing that you can do** to prevent the spread of infection.
- **Wear gloves** whenever you think you might come in contact with blood or bodily fluids (for instance, toileting, brushing teeth).
- **Change gloves and wash hands** when moving from one resident to another.

Chemical Safety

During the course of your job, you will probably use a variety of different chemicals—housekeeping cleaners, kitchen cleaners, laundry detergents. All chemicals found in your community can be unsafe if they are used improperly. Be sure you know what chemical is used for what purpose.

Miscellaneous Items and Acknowledgments

Find out which Residents have a DNR. In case of an accident, a caregiver must NOT resuscitate and call 911 or hospice if resident is under hospice care. Learn which residents are insulin dependent and their daily routines. Lastly, know which Residents are at risk of eloping, if any. Please make sure that all exit doors are locked at all times. For the safety of our residents we installed a Key Pad on all exit doors. You must enter a combination within 5 seconds of opening a door to prevent an alarm going off.

Prior starting, you must have the following: 1) Finger Print Check 2) CPR / First Aid Certification 3) Physical and TB Screen 4) References and Resume. You must maintain your

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current certifications up to date, including 16 of continuing education hours per year. * Your CPR/First Aid card MUST state that it's CPR and First Aid. CPR and AED is NOT First Aid.

No nails, exposed tattoos or large jewelry should be worn during your shifts. Levels of professionalism must be maintained at all times.

This is a house, and we are a family. If you see something on the floor clean it up. Please don't wait for someone to tell you to do something. Treat Safe Haven as if it were your home. Don't be loud in front of Residents. Don't discuss your personal matters and issues with other Staff in front of the Residents. Be respectful and courteous.

We are NO DRAMA environment; if you have personal issues and need to take time off, then tell us in advance and we will make an effort to accommodate your absence. If there are work related issues with a co-worker please try to amicably resolve them amongst yourselves. If a resolution is not possible please advise management.

If you need something from a manager and we are not here, you can either call our cell phones Alla at 770.714.6351 or write us a note and leave it in the drop box behind the side door on the main level. Please DO NOT call us at 7 AM telling us you will be 10 minutes late. In case there is maintenance issue that needs to be resolved, please call Alex at 770.331.5251. If you experience a car problem during your drive to work and you do not have AAA, then please call Uber or Lyft and tell them to pick you up and take you to work. It is very important that you get here exactly when your shift starts so the person working the previous shift can be relieved. Please do NOT leave until there is someone to relieve you.

The Residents need to be engaged in activities. We understand that sometimes they are too tired and don't want to do anything, however, keep in mind if it were up to them, they would not do anything all day except lie in bed or their chairs and watch TV. Every resident MUST get at least 30 minutes twice a day for physical therapy. Every Resident must be able to get to the mailbox from the house by themselves in less than 3 minutes. This is very important, please try to reach that goal with each Resident daily.

We have a referral policy, if you were to refer another Resident to our community and they would move in. You would receive a \$1,000 referral fee after 60 days of their move in date. If you refer another caregiver who gets hired, you will get a \$50 referral fee after 90 days of their hired date.

Use of cell phones, personal computers, music playing devices and other electronic gadgets in common areas during work hours are prohibited. Personal gadgets should never be used while attending to residents or carrying out other assignments. In case of an emergency or a personal necessity, excuse yourself and ensure someone is notified before making such calls, in a private manner. Return to your assignment as quickly as possible. If you have to use a cell phone please do not use it in presence of a Resident as it does not look professional.

Fall prevention and safety promotion is the key to an accident free work environment. For safety purposes, only appropriate, non-skid shoes should be worn to work, and through your shift.

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Flip-flops, slip-on and open toe shoes are strictly prohibited. Failure to comply with these rules will lead to disciplinary action up to and including termination of employment. Henceforth, it will be required of you to wear your apron while handling food or preparing meals for our residents. It is unhygienic to walk into the kitchen and start handling open food items without washing your hands and right after assisting residents with their personal care. Aprons are only for use in the kitchen and should never be worn beyond the dining area. Aprons can be found in the kitchen for your use. The use of Hoyer Lift is a **MUST** for all Residents that need assistance with transfers and/or cannot bear their own weight.

We strongly recommend that you wear a hair net or alternative head covering while preparing and dishing food. At other times hair should be kept clean and back in a ponytail or other methods keeping hair out of the face or loose to maintain a professional appearance. Facial hair should be covered accordingly.

Meal times should be dignified. Please endeavor to show respect and courtesy to our residents, family, friends and other visitors by keeping meal times peaceful and enjoyable. It also an occasion for the residents to socialize so allow them time and freedom to chat on any subjects they wish to. Kitchen should be cleaned after there is no one at the dinner table.

Shouting or yelling across the living room and dining area is considered disrespectful to the residents. Our home is not too large for you to walk up to, or discreetly get the attention of anyone with whom you wish to communicate. It is a requirement to maintain a professional and respectful attitude and conduct at all times. Disrespect of any resident, family member, visitor, manager or other employee WILL NOT be tolerated.

No employment verification will be given over the phone, all requests must be faxed to 404.235.4050 Attention Alla. A response will be made within 1 week.

You are to print an extra copy of this packet for your records and use it as reference when needed.

You are fully aware that this position is PART TIME ONLY! No full time positions are available at this time.

You are NOT to call any family members of any Residents unless you were instructed to by Alla. All updates/concerns/suggestions should be addressed to Alla.

Remember that we DO NOT ADMINISTER MEDICATIONS. We only ASSIST residents with medications and other activities of daily living. Once we pull the pills they need to take, they should be able to pick up the pills and put them in his or her mouth. While pulling the pills, we must tell the resident which pill it is. We can assist residents with hand-over-hand for feeding assistance.

At Safe Haven we encourage growth, and as a young community with great potential for growth, we look forward to increased opportunities ahead for all in our care team. However, if your personal or professional growth means a career change or you wish to pursue more opportunities with another entity, we require reasonable advance notice so we can make adequate arrangement

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for coverage. We always want to provide our residents with the best services we can and appreciate your cooperation.

There is NO SMOKING inside our facility. However, smoking is allowed ONLY on the side of our home near our garden. All cigarette buds should be put out and then thrown in the trash immediately.

Signature

Print Name

Date

Nature of Employment

You become an employee of Safe Haven, and/or it's affiliates, voluntarily and your employment is at will. "At will" means that you are free to resign at any time, with or without cause. Likewise, "at will" means that Safe Haven may terminated your employment at any time, with or without cause of advance notice, as long as we do not violate any applicable federal or state laws.

The policies in this manual are not intended to create a contract. The policies should not be construed to constitute contractual obligation of any kind of a contract of employment between Safe Haven and any employee. The provisions in the handbook have been developed at the discretion of management and, except for the policy of employment-at-will, may be amended or cancelled at any time, at the sole discretion of Safe Haven.

These provisions replace all other existing policies and practices and may not be changed or added to without the express written approval of the management of Safe Haven.

Acknowledgement of Review of Orientation Handbook And Employee Manual

By signing this form, I acknowledge that I have read and understood the Orientation Handbook and Employee Manual. This form will remain in my personnel file as long as I am employed by the community.

- I understand that all information pertaining to the residents is confidential and privileged and must never be discussed with visitors or families.
- I agree that I will not discriminate against any employee, resident or other person at the community due to race, creed, gender, religious affiliation or physical disability. I will treat all persons fairly and equally.
- I agree to comply with the policies and procedures of the Company as set forth in the Handbook.

I understand and will abide by the Company's policies including those regarding appropriate conduct and notice of inappropriate conduct, safety and security procedures, use of Company equipment, and inspection and search policy. I acknowledge that any debts owed the Company can be deducted from paychecks(s), including my final paycheck. I acknowledge that the Company's policies and procedures may be changed, interpreted, withdrawn, or added to by the Company at any time at the company's sole option and without prior notice to me and that after I have been advised of such changes, I will be responsible for adhering to any new policies.

Initials _____

SAFE HAVEN AT BROOKHAVEN
1286 KENDRICK ROAD
BROOKHAVEN, GA 30319

SAFE HAVEN AT LENOX PARK
1137 LYNMOOR DRIVE
BROOKHAVEN, GA 30319

I understand that my employment with Safe Haven is not for any fixed period of time. I may resign at any time for any reason, and the Company may terminate my employment for any reason as long as it is not in violation of the law.

Employee Signature _____

Date _____

Initials _____

Monitoring Notice and Consent

I acknowledge that the Company provides telephone lines, voicemail, facsimile machines, computers, computer software, computer files, and the electronic mail (e-mail) system to assist me in completing my job duties as quickly and efficiently as possible. I understand that this equipment and any other informational storage, or retrieval services that the Company provides is to be used for business purposes and that, consequently, all computer pass codes must be available to the Company at all times.

I understand that messages left on Company electronic equipment (such as voicemail, electronic mail, and computer and network files), even when a personal password is required, are subject to monitoring and inspection by the Company. My password is designed to protect my files and messages from access to other personnel. I understand the Company retains the ability to access any electronic or voice file when necessary.

I understand that:

- Obscene, inappropriate, offensive, or harassing messages are forbidden.
- Excessive use of the equipment for non-business related communications is forbidden.
- Use of unauthorized codes or passwords to gain access to the files of others is forbidden.

I understand that the Company provides Internet connection for business purposes and inappropriate use of the Internet is forbidden. I understand that the Company regularly reviews and monitors usage of the Internet via the Company's equipment. I understand that the telephone, voicemail, facsimile usage, computer files, e-mail, and the Internet connections of any employee, without advance notice. Such action will be taken for business purposes such as investigating theft, disclosure of confidential information, personal abuse of the system, or monitoring workflow or productivity.

I have read the above policies, understanding their meaning, and consent to these policies.

Employee Signature _____ Date _____

Initials _____

Sexual Harassment Policy

I understand that sexual harassment is illegal. I understand that no form of discriminatory or disrespectful conduct by or toward any staff member will be tolerated. It is against the policies of Safe Haven for any employee to sexually harass another staff member by:

- A) Subjecting such individual to unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature:
- B) Making submission to or rejection of such conduct the basis for employment decisions affecting such individual:
- C) Engaging in such conduct which unreasonably interferes with an staff member's work performance:
- D) Creating an intimidating, hostile or offensive-working environment.

I understand that anyone who believes he or she has been the subject of sexual harassment should report the alleged offense immediately to his or her immediate supervisor.

I understand that as far as possible, alleged incidents of sexual harassment will be investigated with due regard to the privacy of everyone involved, understanding that complete confidentiality is not always possible.

I understand that allegations which are substantiated will result in disciplinary action, as appropriate, depending on the circumstances. There will be no retaliation against any person who in good faith reports on possible discrimination or participates in any way in the context in which the alleged incident occurred will be investigated.

I understand that violation of this policy is an extremely serious matter and result in termination of employment.

I have read the above policy, understanding its meaning, and will abide by the terms of this policy.

Employee Signature _____ Date _____

Initials _____

JOB TITLE: INSPIRATION CARE MANAGER

TITLE OF IMMEDIATE SUPERVISOR: Administrator

DEPARTMENT: Resident Care

STATEMENT OF JOB: The Inspiration Care Manager is responsible for the over-all care of our Residents. They must complete daily assignments which include assisting with resident care, housekeeping, laundry, serving in the dining room, and facilitating or participating in activities and outings. Also ensuring effective communication with residents and families, and notifying the Administrator of any changes in conditions or concerns in an absolute must. As a leader and a role model in the community, the Inspiration Care Manager is responsible for performing all job requirements in a manner which exemplifies the Safe Haven's Management of principles and service.

Characteristic Duties and Responsibilities

Resident-Focused Care

1. Provide personal, physical care for the residents which may include bathing, grooming, oral hygiene, dressing, toileting and/or nutritional oversight.
2. Provide personalized and appropriate care according to resident preferences.
3. Measure and record temperature, pulse, blood pressure, weight, etc. when requested.
4. Make rounds in community as assigned.
5. Assist in preparing the dining room for meal service and serve residents' meals as assigned.
6. Serve meals when instructed to do so.
7. Participate in and/or lead resident activities.
8. Perform daily housekeeping duties in the community as assigned.
9. Maintain resident dignity, privacy, confidentiality and respect.
10. Use good body mechanics and safe practices in all settings.
11. Must become a Proxy Caregiver according to State Rules and Regulations within 30 days of employment. That entails taking all the required training needed at your own time.

Initials _____

You MUST be in compliance within 30 days or otherwise you will be terminated for being non-compliant.

12. It is a responsibility of an employee to maintain his/her own Continuing Education hours. As required by the State you must have 16 CE credits per year.
13. Must adhere to all Employee Conduct and Work Rules.

Communication

1. Review communication log before every shift for any special instructions.
2. Report information verbally or in writing to oncoming shift to ensure a smooth transition between shifts.
3. Observe resident functioning and report any change in condition or behavior to supervisor.
4. Use Positive Physical Approach (PPA) in interactions with residents/families at all times.
5. Proper updates must be given to a person that is relieving you especially if there is a medication change or a change in resident condition. (Updates must include but not limited to the following: BMs, visitors, family members visits, doctor visits, home health visits or other healthcare professionals, written or verbal medication changes, phone calls, type of activities done during shift, food and fluid intake, etc.)

Community-Focused Care

1. Respond on own initiative to help residents and co-workers with needs or requests for service; anticipate resident needs.
2. Assist in cleaning and upkeep of common areas.
3. Observe and report any unsafe work practice, such as poor body mechanics, or condition to the supervisor.
5. Attend in-service training and staff meetings as scheduled. Maintain compliance with state-required topics and number of in-service hours
6. Follow company policies and procedures in performing all job duties as described in the Employee Manual.
7. Work together with others as a team.

Initials _____

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8. Other duties as assigned.

I have read and understand the job description as stated above and accept that any of the tasks may be modified or changed. I accept responsibility for knowing the modification and/or changes in the job description. I can perform the essential functions of this job without any accommodations.

Signature

Print Name

Date

Initials _____

JOB TITLE: **COOK**

TITLE OF IMMEDIATE SUPERVISOR: Administrator

DEPARTMENT: Kitchen

ACKNOWLEDGEMENT OF DUTIES AND RESPONSIBILITIES

1. Shopping for groceries and within a budget and/or prepare a detailed shopping list to be done by a manager once a week.
2. Get to work at 8 AM sharp, breakfast must be ready when the resident is ready to eat.
3. Prepare a **BALANCE** lunch and dinner. A balance meal consists of the following: Protein, Carbohydrates, Vegetables and desert. Tea, coffee, juice, fruit punch, or other drinks **OTHER** than water should also be offered with **EVERY** meal.
4. You are to serve breakfast and lunch to all Residents. Dinner will be served by caregiver on duty.
5. After breakfast, clear the dining room table of any plates or crumbs.
6. After lunch, clear the dining room table of any plates or crumbs. All dishes should be washed and cleaned after lunch. Kitchen **MUST** be spotless before you leave. Caregivers **SHOULD** not be washing dishes, or cleaning appliances after breakfast or lunch. Nor, should the caregivers be cooking breakfasts.
7. Dinner should be ready and left on a stove or fridge with proper instruction for caregivers to serve. Dinner must be balanced. Caregivers should not be running around trying to figure out what's for dinner. Proper instructions should be provided.
8. You should always be accessible by either a cell phone or a home phone. We **MUST** have a way to contact you. If you changed your number it is your responsibility to update your number on the board and notify managers.
9. After everything is done you can leave. If worked efficiently, you should be able to complete everything by 1:00 pm.
10. Absolutely **NO** packaged or canned meals allowed. Everything **MUST** be prepared fresh.
11. Fresh fruits must be served during breakfast or throughout the day, every day!
12. Meet with new families and come up with dietary plans.
13. When there is a resident that is required to have a special meal, you are to customize a meal plan catered for that resident.
14. Label food in fridge and other tasks as needed
15. Menu for the following day should be written on the board before you leave.
16. Monthly menu should be prepared and posted 1 week before month ends.
17. The days you are off, there should be precise instructions on what caregivers need to cook for all 3 meals.
18. Variety of snacks should be offered at all times throughout a day.
19. Once a week to have a favorite meal day dedicated to a resident.
20. At least once a week have an activity where Residents participate in cooking or making a desert.

Initials _____

-
21. Fridge and all cabinets must be clean and organized at all times.
 22. Kitchen and the kitchen area should always be clean.
 23. No food/produce should smell or be spoiled in pantry or fridge.
 24. Utilize leftovers properly, if any are left.
 25. Your roles should be interchanged between a cook and a caregiver when needed. When a caregiver on duty needs help, it is your responsibility to assist when needed.
 26. You should also be able to feed any resident that needs assistance.
 27. Must always have a smile and good attitude. Be able to greet guests with a smile and family members when visiting.
 28. No cell phones or computer use is allowed.
 29. Proper attire must be worn, no hair should be loose, including facial hair. Apron should be worn all the time.
 30. Always wash hands before handing food and/or residents.
 31. Must become a Proxy Caregiver according to State Rules and Regulations within 30 days of employment. That entails taking all the required training needed at your own time. You MUST be in compliance within 30 days or otherwise you will be terminated for being non-compliant.
 32. It is a responsibility of an employee to maintain his/her own Continuing Education hours. As required by the State you must have 16 CE credits per year.
 33. Must adhere to all Employee Conduct and Work Rules.

Signature _____ Print Name _____ Date _____

Initials _____

PERSONNEL FILE

Available For Inspection

1. _____ A personnel file maintained in the home for each employee
2. _____ Documentation of current certification in emergency first aid (current first aid card with expiration date)
3. _____ Documentation of current certification in CPR (current CPR card with expiration date)
4. _____ Documentation of training in the home's evacuation procedures
5. _____ Documentation of training in the medical, social needs, and characteristics of the residents
6. _____ Signed copy of Resident's Rights form.
7. _____ Documentation of the employees' having received The Long Term Care Abuse Reporting Act
8. _____ Documentation of 16 hours of continuing education each year (from date of hire)
9. _____ Evidence of having received a TB screening and a physical completed by MD stating employee is free of diseases communicable within the scope of employment and is able to work in a PCH
10. _____ Evidence of a satisfactory fingerprint records check for the administrator and on-site manager(s)
11. _____ Evidence of a satisfactory fingerprint records check for the administrator and on-site manager(s)
12. _____ Documentation of employee's employment history
13. _____ Proxy Caregiver Training within 30 days of hire

Initials _____

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Employment Application for Safe Haven at Lenox Park / Safe Haven at Brookhaven

We are an equal opportunity employer, dedicated to a policy of nondiscrimination in employment on any basis including race, color, age, sex religion, disability or national origin.

Date / /

Employment Desired

Position	Date You Can Start	Salary Desired	Type of Employment <i>You are applying for Part Time ONLY</i>
Are you employed now? YES <input type="checkbox"/> NO <input type="checkbox"/> If so may we contact your present employer? YES <input type="checkbox"/> NO <input type="checkbox"/>			
Have you ever applied to this company before? YES <input type="checkbox"/> NO <input type="checkbox"/>		Where?	When?

Personal Information

Last Name	First Name	Middle Name	
Address (Number, Street, City, State, Zip Code)			
Social Security Number	Home/Cell Telephone Number	Date of Birth	Who were you referred by?
How long have you lived in GA? If less than 2 years please provide full address.			
Have you ever had someone related to you work in our community? If so, who?			
Do you know anyone or are you friends with anyone currently working or worked with our company before? If so, who?			
What is your email address?			
Please list 3 people we can call in case of an emergency with their addresses and phone numbers.			

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Education

High School Attended and Location

No. of Years Completed Did you graduate

Yes ☐ No ☐

College Attended and Location

No. of Years Completed Did you graduate

Degree

Yes ☐ No ☐

Trade, Business or Correspondence School Attended and Location

No. of Years Completed Did you graduate

Yes ☐ No ☐

General

Special Courses or Training

Experience/Skills Related to the Position for Which You Are Applying

References – Last 3 Employers

Reference Name	Relationship	Company	Office Phone Number (NO CELL)

Initials _____

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Employment History (list Present or Most Recent Positions First)

Name of Employer

Address (Number, Street, City, State, Zip Code)

Phone

Type of Business

Department

Your Position

Duties

Name and Position of Immediate Supervisor

Date Employed (Day, Month, Year)

Date Left (Day, Month, Year)

Starting Salary

Final Salary

Reason for Leaving

Name of Employer

Address (Number, Street, City, State, Zip Code)

Phone

Type of Business

Department

Your Position

Duties

Name and Position of Immediate Supervisor

Date Employed (Day, Month, Year)

Date Left (Day, Month, Year)

Starting Salary

Final Salary

Reason for Leaving

Name of Employer

Address (Number, Street, City, State, Zip Code)

Phone

Type of Business

Department

Your Position

Duties

Name and Position of Immediate Supervisor

Date Employed (Day, Month, Year)

Date Left (Day, Month, Year)

Starting Salary

Final Salary

Reason for Leaving

Initials _____

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Other Experience

In this section, list any job experience not listed above that most directly relates to the job for which you are now applying.

Name of Employer

Address (Number, Street, City, State, Zip Code)

Phone

Type of Business

Department

Your Position

Duties

Name and Position of Immediate Supervisor

Date Employed (Day, Month, Year)

Date Left (Day, Month, Year)

Starting Salary

Final Salary

Reason for Leaving

I certify that the information provided is true and correct.

Employee Signature _____ Print Name _____ Date: _____

Initials _____

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SAFE HAVEN AT LENOX PARK
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Acknowledgement of Receipt of Forms

I, _____ acknowledge that I have received a copy of the following.

_____ Employment Agreement

_____ Resident Rights

_____ House Rules

_____ Long Term Care Abuse Reporting Act

_____ Evacuation Procedures

_____ Disaster Preparedness

_____ Proxy Caregiver Training

Employee

Date

Facility

Date

Initials _____

Residents' Rights

- (1) As a minimum, the following rights shall be guaranteed and cannot be waived by the residents or the resident's representative or legal surrogate, if any:
- a. Each resident shall receive care, and services which shall be adequate, appropriate, and in compliance with applicable federal and state law and regulations, without discrimination in the quality of service based on age, gender, race, physical or mental disability, religion, sexual orientation, national origin, marital status or the source of payment for the services;
 - b. No resident shall be punished or harassed by the facility, its agents or its employees because of the resident's efforts to enforce his or her rights;
 - c. Each resident shall have the right to:
 - 1. Exercise the constitutional rights guaranteed to citizens of this state and this country including, but not limited to, the right to vote;
 - 2. Choose activities and schedules consistent with the resident's interests and assessments;
 - 3. Interact with members of the community both inside and outside the home and to participate fully in the life of the community; and
 - 4. Make choices about aspects of his or her life in the home that are significant to the resident;
 - d. Each resident shall have the right to enjoy privacy in his or her room; facility personnel and others shall respect this right by knocking on the door before entering the resident's room. Each resident may associate and communicate privately with persons and groups of his or her choice. Residents shall have the right of freedom from eavesdropping and the right to private and uncensored communication with anyone of the resident's choice;
 - e. If a resident is married and the spouse is a resident in the facility, they shall be permitted to share a room, unless they request otherwise;
 - f. Each resident shall be treated with respect and be given privacy in the provision of personal care. Each resident shall be accorded privacy and freedom for the use of bathrooms at all hours;

-
- g. No religious belief or practice shall be imposed upon any resident. Residents must be free to practice their religious beliefs as they choose. Each resident shall have the right to participate in social, religious, and community activities that do not interfere with the rights of other residents'
 - h. Each resident shall have the right to be free from mental, verbal, sexual, and physical abuse, neglect and exploitation. Each resident has the right to be free from actual or threatened physical or chemical restraints and the right to be free from isolation, corporal, or unusual punishment including interference with the daily functions of living, such as eating or sleeping;
 - i. Each resident shall have the right to use, keep and control his or her own personal property and possessions in the immediate living quarters, except to the extent a resident's use of his or her property interferes with the safety or health of other residents. Each resident shall have the right to reasonable safeguards for the protection and security of his personal property and possessions brought into the facility;
 - j. Each resident's mail shall be delivered unopened to the resident on the day it is delivered to the facility. Each resident's outgoing correspondence shall remain unopened;
 - k. Each resident shall have access to a telephone and the right to have a private telephone, at the resident's own expense. Telephones shall be placed in areas to ensure privacy without denying accessibility;
 - l. Each facility must permit immediate access to residents by others who are visiting with the consent of the resident. Residents have the right to have visitors at mutually agreed upon hours. Once the hours are agreed upon, no prior notice is necessary. Each resident shall have the complete right to terminate any visit by any person who has access to the facility;
 - m. Each resident shall have the right to manage his own financial affairs, including the right to keep and spend his own money unless that resident has been adjudicated incompetent by a court of competent jurisdiction. Each resident shall have the right to be free from coercion to assign or transfer to the home money, valuables, benefits, property or anything of value other than payment for services rendered by the facility;
 - n. Each resident shall have the right to a personal needs allowance for the free use of the resident in the amount of five dollars per week to be distributed by the

administrator, on-site manager, or a responsible staff person in the home. The following conditions shall be met regarding the personal needs allowance;

1. The personal needs allowance shall be included as a charge for services to each resident's account which a resident or a resident's representative or legal surrogate, if any, may waive by signing a written waiver upon admission or anytime thereafter. No allowance charge may be assessed where a resident or a resident's representative or legal surrogate, if any, has signed a written waiver of the personal needs allowance. Such a waiver shall be kept in a resident's file;
 2. Where no waiver has been signed, the personal needs allowance shall be tendered to each resident, in cash, on the same day each week; and
 3. The personal needs allowance shall not be intended or needed for purchasing necessary goods such as toilet paper and light bulbs which the home ordinarily supplies, and shall in no way relieve the home of the obligation to ensure that such necessary goods are available to the resident;
- o. Each resident shall also have the right to receive or reject medical care, dental care, or other services except as required by law or regulations;
- p. Each resident shall have the right to choose and retain the services of a personal physician and any other health care professional or service. No facility shall interfere with the resident's right to receive from the resident's attending physician complete and current information concerning the resident's diagnosis, treatment and prognosis. Each resident and his or her representative or legal surrogate, if any, shall have the right to be fully informed about care and of any changes in that care and the right of access to all information in medical records;
- q. Each resident shall have the right to fully participate in the planning of his or her care. Case discussion, consultation and examination shall be confidential and conducted discreetly. A person who is not directly involved in the resident's care may be present when care is being rendered only if he or she has the resident's permission;
- r. Each resident shall have the right to inspect his or her records on request. Each resident shall have the right to make a copy of all records pertaining to the resident. Each resident has a right to confidential treatment of personal information in the resident file;
- s. Each resident who has not been committed to the facility by court order or who does not have a representative or legal surrogate with specific written authority to admit, transfer or discharge, may discharge or transfer himself or herself upon

notification to the home in conformance with the home's policies and procedures;
and

- t. Each resident shall have the right to access to the State Long-Term Care Ombudsman Program O.C.G.A. 31-8-50 et. seq. and the name, address, and telephone number of the ombudsman and the county inspector assigned to the home shall be posted in a common area of the home;
 - u. Residents shall have the right to form a Resident Council and have meetings in the home outside the presence of owners, management or staff members of the home.
- (2) Each resident shall be provided, at the time of admission to the home, with a copy of the Resident's Bill of Rights, as provided in 290-5-35-.18 which shall include provisions for protecting the personal and civil rights of each resident. In the even that a resident is unable to read the Resident's Bill of Rights the manger shall take special steps to assure communication of its contents to the resident.

***** DETACH AND PLACE IN RESIDENT'S OR EMPLOYEE'S FILE *****

By signature below, I _____,

resident _____ or employee _____ of _____

Personal Care Home, acknowledge that I have received a copy of the Residents' Rights
and that these rights have been fully explained to me.

Signature

Date

Initials _____

Article 4
Reporting Abuse or Exploitation of Residents
in Long-Term Care Facilities

31-8-80. Short title.

This article shall be known as the **“Long-term Care Facility Resident Abuse Reporting Act.”**

31-8-81. Definitions.

As used in this article, the term:

(1) “Abuse” means any intentional or grossly negligent act or series of acts or intentional or grossly negligent omission to act which causes injury to a resident, including, but not limited to, assault or battery, failure to provide treatment or care, or sexual harassment of the resident.

(2) “Exploitation” means an unjust or improper use of another person or his/her property for one’s own profit or advantage.

(3) “Long-term care facility” or “facility” means any skilled nursing home, intermediate care home, or personal care home now or hereafter subject to regulation and licensure by the department.

(4) “Resident” means any person receiving treatment or care in a long-term care facility.

31-8-82. Reporting abuse or exploitation; records.

(a) Any:

(1) Administrator, manager, physician, nurse, nurse’s aide, orderly, or other employee in a hospital or facility;

(2) Medical examiner, dentist, osteopath, optometrist, chiropractor, podiatrist, social worker, coroner, clergyman, policy officer, pharmacist, physical therapist, or psychologist; or

(3) Employee of a public or private agency engaged in professional services to residents or responsible for inspection of long-term care facilities who has knowledge that any resident or immediately make a report as described in subsection (c) of this code section by telephone or in person to the department. In the event that an immediate report to the department is not possible the person shall make the report to the appropriate law enforcement agency. Such person shall also make a written report to the Department of Human Resource within 24 hours after making the initial report.

(b) Any other person who has knowledge that a resident or former resident has been abused or exploited while residing in a facility may report or cause a report to be made to the department or the appropriate law enforcement agency.

(c) A report of suspected abuse or exploitation shall include the following:

(1) The name and address of the person making the report unless such person is required to make a report;

(2) The name and address of the resident or former resident;

(3) The name and address of the facility;

(4) The nature and extent of any injuries or the condition resulting from the suspected abuse or exploitation;

(5) The suspected cause of the abuse or exploitation; and

(6) Any other information which the reporter believes might be helpful in determining the cause of the resident's injuries or condition and in determining the identity of the person or persons responsible for the abuse or exploitation.

(d) Upon receipt of a report of abuse or exploitation, the department may notify the appropriate law enforcement agency. In the event a report is made directly to a law enforcement agency, under subsection (a) or (b) of this Code section, that agency shall immediately notify the department.

(e) The department shall maintain accurate records which shall include all reports of abuse or exploitation, the results of all investigations and administrative or judicial proceedings, and a summary of actions taken to assist the resident.

31-8-83. Investigations.

(a) The department shall immediately initiate an investigation after the receipt of any report. The department shall direct and conduct all investigations; however, it may delegate the conduct of investigations to local police authorities or other appropriate agencies. If such delegation occurs, the agency to which authority has been delegated must report the results of its investigation to the department immediately upon completion.

(b) The investigation shall determine the nature, cause, and extent of the reported abuse or exploitation, an assessment of the current condition of the resident, and an assessment of needed action and services. Where appropriate, the investigations shall include a prompt visit to the resident.

(c) The investigating agency shall collect and preserve all evidence relating to the suspected abuse or exploitation.

(d) All state, county, and municipal law enforcement agencies, employees of long-term care facilities, and other appropriate persons shall cooperate with the department or investigating agency in the administration of this article.

31-8-84. Evaluation of results of investigation; protection of resident.

(a) Upon the receipt of the results of an investigation, the department, in cooperation with the investigating agency, shall immediately evaluate such results to determine what actions shall be taken to assist the resident.

(b) The department or an agency designated by the department shall assist and prevent further harm to a resident who has been abused or exploited. The department may also take appropriate legal actions to assure the safety and welfare of all other residents of the facility where necessary.

(c) Within a reasonable time not to exceed 30 days after it has initiated action to assist a resident, the department shall determine the current condition of the resident, whether the abuse or exploitation has been abated, and whether continued assistance is necessary.

(d) If as a result of an investigation a determination is made that a resident has been abused or exploited, the department shall contact the appropriate prosecuting authority and provide all information and evidence to such prosecuting authority.

31-8-85. Immunity for liability.

(a) Any agency or person who in good faith makes a report or provides information or evidence pursuant to this article shall be immune from liability for such actions.

(b) Neither the department nor its employees, when acting in good faith and with reasonable diligence, shall have any liability for defamation, invasion of privacy, negligence, or any other claim in connection with the collection or release of information pursuant to this article and neither shall be subject to suit based upon any such claims.

31-8-86. Confidentiality.

The identities of the resident, the alleged perpetrator and persons making a report or providing information or evidence shall not be disclosed to the public unless required to be revealed in court proceedings or upon the written consent of the person whose identity is to be revealed or as otherwise required by law. Upon the resident's or his/her representative's request, the department shall make information obtained in an abuse report or complaint and an investigation available to an allegedly abused or exploited resident or his/her representative for inspection or duplication, except that such disclosure shall be made without revealing the identity of any other resident, the person making the report, or persons providing information by name or inference. For the purpose of this code section, the term "representative" shall include any person authorized in writing by the resident or appointed by an appropriate court to act upon the resident's behalf. The term "representative" also shall include a family member of a deceased or physically or mentally impaired resident unable to grant authorization; provided however, such family members who do not have written or court authorization shall not be authorized by this Code section to receive the resident's health record as defined in Code Section 31-33-1.

31-8-87. Retaliation prohibited.

No person or facility shall discriminate or retaliate in any manner against any person for making a report or providing information pursuant to this article or against any resident who is the subject of a report. Nothing in this Code section shall be construed to prohibit the termination of the relationship between the facility and the resident for reasons other than that the facility has been made the subject of a report, that such a report has been made, or that information has been provided pursuant to this article.

31-8-88. Notice of requirements of article.

The department shall prepare a written notice describing the reporting requirements set forth in this article. Such notice shall be distributed to all long-term care facilities and hospitals in the state and copies thereof be posted in conspicuous locations within facilities and hospitals. [See O.C.G.A. Section 31-8-50 et. seq.]

***** DETACH AND PLACE IN RESIDENT'S OR EMPLOYEE'S FILE *****

By signature below, I _____,

resident _____ or employee _____ of _____

Personal Care Home, acknowledge that I have received a copy of the Residents' Rights and that these rights have been fully explained to me.

Signature

Date

Initials _____

Check-Sheet For Orientation Training

Employee Name _____

Date of Employment _____

Employee will initial each item upon receipt of procedures and training in reference to the following:

1. _____ Policies & Procedures
2. _____ Job Descriptions
3. _____ Resident Rights and Responsibilities (copy provided)
4. _____ Procedure for Reporting Exposure to TB and/or Hepatitis
5. _____ Method for Handling Resident complaint and Ongoing Monitoring
Quality of Care
6. _____ Reporting Resident condition Change (progress or decline)
7. _____ Reporting Medical Emergency/Incident
8. _____ Reporting Medication Error
9. _____ Proxy Caregiver
10. _____ Infection Control and Blood borne Pathogens

Initials _____

CHECK SHEET FOR INSERVICE TRAINING

EMPLOYEE NAME _____

DATE OF EMPLOYMENT _____

TRAINING REQUIRED WITHIN THE FIRST (60) SIXTY DAYS

- _____ 1. Current certification in emergency first-aid
- _____ 2. Current certification in CPR
- _____ 3. Emergency evacuation procedures including fire, building, equipment, and lighting safety
- _____ 4. Medical and social needs and characteristics of the resident population
- _____ 5. Resident's rights
- _____ 6. Verification that the employee has received a copy of the Long-Term Care Abuse Reporting Act, O.C.G.A. Section 31-8-50 et. seq.
- _____ 7. Understanding vulnerable older individuals
- _____ 8. Blood borne pathogens including universal precautions and infection control
- _____ 9. Disaster preparedness
- _____ 10. Rules and regulations and policies and procedures for facility
- _____ 11. Housekeeping and pest control
- _____ 12. Basic management, administration, and organization skills
- _____ 13. Dietary Management including food safety and nutrition

Initials _____

ELECTIVE INSERVICE TRAINING

- _____ 1. Assistance with ambulation
- _____ 2. Assistance with transfers
- _____ 3. Working with residents who have signs of dementia, memory loss or other cognitive impairments
- _____ 4. How to monitor and assist with self-administered medications
- _____ 5. Working with social and recreational activities
- _____ 6. Working with legal issues
- _____ 7. Preparing for a new resident
- _____ 8. How to take vital signs
- _____ 9. Time management
- _____ 10. Working with the elderly
- _____ 11. Working with the mentally-ill and/or mentally retarded resident
- _____ 12. Proxy Caregivers

Initials _____

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New Employee Training
(First 12 Months of Employment – 40 Hours)

Name: _____

Date of Hire: _____

Date	Hours	Subject	Instructor
		Orientation to Community Care Program & Regulations	
		Orientation to home, residents, duties,	
		CPR	
		First Aide	
		Bloodborne Pathogens	
		Administrative Notebook	
		A. Infection Control	
		B. Disaster Plan – all types	
		Staffing Schedule	
		Cooking - Nutrition	
		Observation and Assessment of Resident	
		Personal Hygiene	
		Bathing the Resident	
		Body Mechanics – Transferring and Lifting	
		Previous Training and/or Experience	

Signature of Employee

Date

Initials _____

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On-Going Inservice Training
(16 Hours Yearly Required)

Name: _____

Date	Hours	Subject	Instructor

Signature of Employee

Date

Initials _____

CONTRACTOR/EMPLOYEE/EXTERN/VOLUNTEER NON-COMPETE AGREEMENT

For good and valuable consideration, continued employment/continued retention of contractor's services and as an inducement for *Safe Haven At Lenox Park, or it's affiliate, Safe Haven At Brookhaven* (the "Company") to employ/contract _____ (the "Contractor/Employee/Extern/Volunteer"), the undersigned Contractor/Employee/Extern/Volunteer hereby agrees not to directly or indirectly compete with the business of the Company and its successors and assigns during the period of the contract/employment/externship/volunteering and for a period of 1 (one) year following termination of the contract/employment/externship/volunteering and notwithstanding the cause of reason for termination.

The term "not compete" as used herein shall mean that the Contractor/Employee/Extern/Volunteer shall not own, manage, operate, or consult in a business substantially similar to, or competitive with, the present business of the Company or such other business activity in which the company may substantially engage during the term of the contract/employment/externship/volunteering.

The Contractor/Employee/Extern/Volunteer acknowledges that the Company shall or may in reliance of this agreement provide Contractor/Employee/Extern/Volunteer access to trade secrets, customers and other confidential data and good will. Contractor/Employee/Extern/Volunteer agrees to retain said information as confidential and not to use said information on his or her own behalf or disclose same to any third-party.

This non-compete agreement shall extend only for a radius of 50 (fifty) miles from the present location of the Company and shall be in full force and effect for 1 (one) year, commencing with the date of employment termination.

This agreement shall be binding upon and inure to the benefit of the parties, their successors, assigns, and personal representatives.

In the event of breach of this agreement by the Contractor/Employee/Extern/Volunteer, Contractor/Employee/Extern/Volunteer shall be responsible for all reasonable attorney's fees and costs incurred in enforcing this agreement, whether incurred as a result of suit or otherwise.

In the event the Court finds any terms herein unenforceable at law, then the Court shall have the authority to substitute those terms that are unenforceable at law, with terms that as closely as possible effectuate the parties intents.

Contractor/Employee/Extern/Volunteer

Date

Company Signature

Date

Initials _____

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NOTICE TO 1099 CONTRACTORS

I, (insert your name) _____, am aware that I am a 1099 Contractor providing services for Safe Haven At Lenox Park or it's affiliate Safe Haven At Brookhaven, starting on (insert starting date) _____. I am also fully aware that I am solely responsible for filing my own taxes with the IRS and that is NOT the responsibility of the Company.

Contractor's Signature _____

Contractor's Printed Name _____

Date _____

Initials _____

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EMPLOYEE
HEALTH EXAMINATION

Name of Facility: Safe Haven At Lenox Park or it's affiliate Safe Haven At Brookhaven

TO BE FILLED OUT BY EMPLOYEE'S PHYSICIAN

NAME OF EMPLOYEE

Mr. _____
Ms. _____
Mrs. _____ Last Name First Name Middle
Miss. _____

Has been offered a position of a Part-Time Caregiver taking care of 6 disabled older adults. The position requires heavy lifting, housekeeping, incontinence management and meal preparation.

The hired Part-Time Caregiver must NOT have any back issues, food/dust allergies or any other physical conditions that would prevent him/her from performing duties detailed above.

Further, I have found no indication of any condition which might represent a possible hazard to the health of patients or other employees in the facility.

The individual HAS HAS NOT received screening for TB and the individual HAS
DOES NOT HAVE signs and/or symptoms of infectious diseases which are likely to be
transmitted to other residents or staff.

TB SCREENING INFORMATION: Date: _____ Results: _____

Date: _____

Signature: _____

Address: _____

STAMP

Initials _____

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Disciplinary Notice

Written Warning __ Final Warning __

Employee Name: _____

First Middle Last

Department: _____

1. Statement of Problem:

2. Prior discussion or warning on this subject, whether oral or written:

3. Company Policy on this subject:

4. Summary of corrective actions to be taken by the Company and/or employee:

5. Consequences of failure to improve performance or corrective behavior:

6. Employee statement:

Employee Signature: _____ Date: _____

Management Approval: _____ Date: _____

Distribution: One copy to Employee, one copy to Supervisor, and original to Personnel File.

Initials _____

POST HIRE QUESTIONNAIRE

Employee Name: _____

First

Middle

Last

1. Do you have a back injury now? _____
2. Have you ever hurt your back while working? _____
3. Have you ever had a back injury? _____
4. Have you ever had a back surgery? _____
If so when? _____
5. Do you have carpal tunnel? _____
6. Have you ever had surgery for carpal tunnel surgery? _____
If so when? _____
7. Are you comfortable transferring? _____

Employee Signature: _____ Date: _____

Witness Signature: _____ Date: _____

Initials _____

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Direct Deposit Agreement Form

Authorization Agreement

I hereby authorize **Safe Haven At Lenox Park or it's affiliate Safe Haven At Brookhaven** ("The Company") to initiate automatic deposits to my account at the financial institution named below. I also authorize The Company to make withdrawals from this account in the event that a credit entry is made in error.

Further, I agree not to hold The Company responsible for any delay or loss of funds due to incorrect or incomplete information supplied by me or by my financial institution or due to an error on the part of my financial institution in depositing funds to my account.

This agreement will remain in effect until The Company receives a written notice of cancellation from me or my financial institution, or until I submit a new direct deposit form to the Payroll Department.

Account Information

Name of Financial Institution: _____

Routing Number: _____

Account Number: _____

Checking
☐

Savings
☐

Signature

Authorized Signature (Primary): _____ Date: _____

Authorized Signature (Joint): _____ Date: _____

Please attach a voided check.

*****OFFICE USE ONLY*****

Hire Date: _____

This Manual is updated June 11, 2021

Notes:

Initials _____