



EMPLOYEE HANDBOOK

Indiana & Tennessee Edition

Effective July 2026

"Give Your Loved Ones Quality Care You Can Trust"

COMPASSION • INTEGRITY • EXCELLENCE
DIGNITY • RELIABILITY

GUIDING ANGELS AT HOME CARE LLC

Management

1-888-462-4497 • guidingangelshomecare.com

Indiana: guidingangels.care@gmail.com • Tennessee: guidingangels.tenn@gmail.com



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This handbook applies to all employees of Guiding Angels at Home Care LLC in Indiana and Tennessee.

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Two States, One Standard of Care

Where a policy differs between Indiana and Tennessee, the difference is stated directly in the relevant section. Where this handbook conflicts with federal law, state law, or a Medicaid program requirement, the law or program requirement controls.



Quick Reference — Important Contacts

Keep this page accessible during every shift. When in doubt, call the office.

Agency Contact	Detail
Office / On-Call (24 hours)	1-888-462-4497
Management	1-888-462-4497
Indiana email	guidingangels.care@gmail.com
Tennessee email	guidingangels.tenn@gmail.com
Website	guidingangelshomecare.com

Emergency & Reporting	Number
Police / Fire / EMS — life-threatening emergency	911
Indiana Adult Protective Services	1-800-992-6978
Tennessee Adult Protective Services	1-888-277-8366
Indiana Department of Child Services hotline	1-800-800-5556
Tennessee Department of Children's Services hotline	1-877-237-0004
Poison Control Center	1-800-222-1222
Suicide & Crisis Lifeline	988

Three Rules That Never Change

1. Follow the care plan — if it is not on the plan, call the office before you act.
2. Clock in and out through EVV from inside the client's home, every visit, every time.
3. Report immediately: suspected abuse or neglect, any injury, any change in the client's condition.



01

SECTION

Welcome & Mission

A Letter from Ownership

Welcome to **Guiding Angels at Home Care LLC**. On behalf of our clients, their families, and our entire care team, thank you for choosing to build your career with us. You have joined an agency that exists for one reason: to make it possible for people to live safely, comfortably, and with dignity in the place they love most — their own home.

Home care is deeply personal work. Every shift you work, you step into someone's home at a moment when they need help the most. The families we serve are trusting us with their mother, their father, their spouse, their child. That trust is the most valuable thing this company owns, and it is earned one visit at a time — by showing up on time, by following the care plan, by listening, and by treating every client the way we would want our own loved ones treated.

This handbook explains what you can expect from us and what we expect from you. It covers pay, scheduling, conduct, credentials, safety, and the compliance rules that govern home care in both **Indiana** and **Tennessee**. Please read it carefully, ask questions about anything that is unclear, and keep it available for reference. Policies here apply to every member of our team — caregivers, schedulers, nurses, and office staff alike.

You will never be penalized for asking a question, reporting a concern, or telling us that something in a client's home does not look right. Speaking up is part of the job. My door, my phone, and my inbox are open to you.

Thank you for the care you give. It matters more than you know.

Management

Owner, Guiding Angels at Home Care LLC
1-888-462-4497

Our Mission

Mission Statement

"Give Your Loved Ones Quality Care You Can Trust."

We deliver dependable, compassionate, person-centered home care that allows our clients to remain independent and safe in their own homes, and that gives their families genuine peace of mind.



Our Vision

To be the most trusted home care agency in the communities we serve across Indiana and Tennessee — known for caregivers who arrive on time, communicate clearly, and treat every client like family; and known as an employer where caregivers are respected, trained, supported, and paid fairly for the essential work they do.

Our Core Values

These five values are the standard against which all of our work is measured. They are used in orientation, in supervisory visits, and in performance reviews.

Value	What It Means in Practice
Compassion	We meet clients where they are. We are patient with confusion, gentle with pain, and kind on hard days. We never rush a person through their own care.
Integrity	We document only what we actually did. We arrive and leave when we say we did. We tell the truth even when it is inconvenient, and we never take what is not ours.
Excellence	We follow the care plan exactly, maintain our credentials, keep learning, and look for the small improvements that make a client's day better.
Dignity	We knock. We ask permission. We protect privacy and modesty during personal care. We speak to adults as adults, never as children.
Reliability	Our clients build their day around us. We show up, on time, every scheduled shift, and we communicate immediately when something changes.

How to Use This Handbook

This handbook is a summary of current policies and general information. It is not a contract of employment and it does not guarantee employment for any specific length of time. Guiding Angels at Home Care LLC may add to, change, suspend, or withdraw any policy in this handbook at any time, with or without prior notice, except for the at-will employment policy, which may only be changed in a written agreement signed by the Owner. Where a policy in this handbook conflicts with federal law, state law, or the requirements of a Medicaid waiver program or payer contract, the law or program requirement controls.

- Read the handbook in full during orientation, then sign the acknowledgement page at the back.
- Keep a copy — digital or printed — where you can find it.
- When a policy affects Indiana and Tennessee differently, the difference is called out directly.
- If you cannot find an answer here, contact the office at 1-888-462-4497 rather than guessing.



02

SECTION

Employment Policies

At-Will Employment

Employment with Guiding Angels at Home Care LLC is **at will**. Both **Indiana** and **Tennessee** are at-will employment states. This means that you may resign at any time, for any reason, with or without notice, and the agency may likewise end the employment relationship at any time, for any lawful reason, with or without cause and with or without notice.

Nothing in this handbook, in any job description, offer letter, orientation material, or verbal statement creates an employment contract, a promise of continued employment, or a guarantee of any particular number of hours or shifts. Only the Owner has authority to alter the at-will relationship, and only in a written document signed by the Owner.

Equal Employment Opportunity

Guiding Angels at Home Care LLC is an **equal opportunity employer**. We recruit, hire, train, assign, schedule, compensate, promote, discipline, and terminate on the basis of qualifications, performance, and the needs of our clients — never on the basis of a protected characteristic.

We prohibit discrimination against any employee or applicant on the basis of race, color, religion, creed, sex, pregnancy or related conditions, sexual orientation, gender identity or expression, national origin or ancestry, age (40 and over), physical or mental disability, genetic information, marital or familial status, veteran or military status, citizenship status, or any other characteristic protected by federal, Indiana, or Tennessee law.

This policy applies to every term and condition of employment, and it applies equally to conduct by supervisors, coworkers, clients, client family members, and other third parties encountered in the course of work.

Client Preference Does Not Override the Law

Clients and families occasionally request that a caregiver of a particular race, religion, or national origin not be assigned to them. Guiding Angels at Home Care LLC does not honor discriminatory staffing requests. Legitimate clinical or personal-care requests — for example, a same-sex caregiver for bathing and toileting assistance — are evaluated and may be accommodated where lawful and appropriate. Report any discriminatory request to the office immediately.



Americans with Disabilities Act (ADA) Compliance

We comply with the Americans with Disabilities Act, as amended (ADAAA), and with all applicable state disability laws. We do not discriminate against qualified individuals with disabilities, and we provide **reasonable accommodation** to enable a qualified employee or applicant to perform the essential functions of the job, unless doing so would create an undue hardship or a direct threat to the health or safety of a client or employee.

Requesting an Accommodation

1. Notify your supervisor or the office that you need an accommodation. A request may be verbal, but written requests are preferred so that we have an accurate record.
2. Describe the job function that is difficult and, if you know, the accommodation that would help.
3. We may ask for documentation from your treating provider confirming the functional limitation and the expected duration.
4. We will engage in a good-faith, confidential interactive discussion with you to identify an effective accommodation.
5. Medical information you provide is kept in a confidential file, separate from your personnel file, and is shared only on a strict need-to-know basis.

Examples of accommodations that may be available in home care include adjusted shift times, reassignment to a client whose care plan does not exceed a documented lifting restriction, use of assistive transfer equipment, additional unpaid leave, or a modified schedule. Because caregiving is physical work, some assignments have essential functions — such as safe transfer of a client — that cannot be eliminated.

Anti-Harassment and Anti-Discrimination Policy

Guiding Angels at Home Care LLC maintains a **zero-tolerance** policy toward harassment and discrimination. Harassment is unwelcome conduct based on a protected characteristic that is severe or pervasive enough to create an intimidating, hostile, or offensive work environment, or that is made a condition of employment or of a work benefit.

Prohibited Conduct Includes

- Slurs, epithets, jokes, or negative stereotyping based on a protected characteristic.
- Unwelcome sexual advances, requests for sexual favors, or conditioning shifts, hours, assignments, or pay on submission to sexual conduct (quid pro quo harassment).
- Unwelcome touching, physical interference with movement, or sexual gestures.
- Displaying, sending, or sharing offensive or sexually explicit images, texts, memes, or messages — including on personal devices and social media.
- Intimidation, bullying, threats, or retaliation against a person who reports a concern or participates in an investigation.



How to Report

Report harassment or discrimination immediately, even if you are not sure the conduct crosses a legal line, and even if you are not the target. You may report to your supervisor, the scheduling office, or directly to the Owner at 1-888-462-4497. If the person you would normally report to is involved in the conduct, report to the Owner instead. Reports may be made verbally or in writing.

No Retaliation

Retaliation against anyone who reports harassment or discrimination in good faith, refuses to participate in unlawful conduct, requests an accommodation, or cooperates in an investigation is strictly prohibited and is itself grounds for immediate termination. If you believe you are being retaliated against, contact the Owner directly at 1-888-462-4497.

All reports are investigated promptly, impartially, and as confidentially as the investigation allows. Employees are expected to cooperate fully and truthfully. Where the investigation substantiates a violation, we take corrective action proportionate to the conduct, up to and including termination of employment and, where applicable, notification of licensing authorities or adult protective services.

Background Check Requirement

Because our employees work unsupervised in the homes of vulnerable adults and children, **a satisfactory criminal background check is a condition of employment and continued employment.** Employment offers are contingent on clearing all required screenings. Rechecks are performed periodically and whenever required by a payer, a waiver program, or state rule.

Requirement	Indiana	Tennessee
Criminal history check	VECHS — Volunteer and Employee Criminal History Check, processed through the Indiana State Police, including national fingerprint-based results.	Fingerprint-based criminal history check through the Tennessee Bureau of Investigation (TBI) and the FBI.
Registry screening	Nurse Aide Registry and applicable state abuse/neglect registry checks; National Sex Offender Public Website.	Tennessee Abuse Registry, Nurse Aide Registry, Department of Health licensure verification, and National Sex Offender Public Website.
Federal exclusion screening	OIG List of Excluded Individuals/Entities (LEIE) and SAM exclusion check.	OIG List of Excluded Individuals/Entities (LEIE) and SAM exclusion check.
Frequency	At hire and on the schedule required by program rules; immediately upon report of a disqualifying event.	At hire and on the schedule required by program rules; immediately upon report of a disqualifying event.



Your Ongoing Duty to Disclose

You must notify the office **within 24 hours** (or on your next business day) if you are arrested for, charged with, or convicted of any criminal offense other than a minor traffic violation; if you are named in a substantiated report of abuse, neglect, or exploitation; if you are placed on any state or federal exclusion registry; or if your professional license or certification is suspended, restricted, or revoked. Failure to disclose is grounds for immediate termination, independent of the underlying event.

Certain offenses are automatically disqualifying under state and federal law — including offenses involving abuse, neglect, exploitation, violence against a person, theft or financial crimes against a vulnerable adult, and certain drug offenses. Employees pending resolution of a disqualifying charge may be removed from the schedule pending outcome.



03

SECTION

Classification of Employees

Every member of our team is assigned an employment classification at hire. Your classification determines how your hours are scheduled, how overtime is calculated, and which benefits, if any, you are eligible for. Your classification is stated in your offer documents. If you are unsure of your classification, ask the office — do not assume.

Employment Status Categories

Classification	Definition & Expectations
Full-Time	Regularly scheduled 30 or more hours per week . Expected to maintain open availability consistent with the assigned client schedule and to accept a reasonable share of weekend or holiday coverage. Eligible for any benefits the agency offers to full-time staff, subject to plan terms.
Part-Time	Regularly scheduled fewer than 30 hours per week . Availability is agreed in advance and must be kept current in the scheduling portal. Generally not eligible for benefits other than those required by law.
Per Diem / PRN	Works as needed with no guaranteed hours. Accepts shifts on a case-by-case basis, typically for call-outs, hospital discharges, or short-term client needs. Must maintain all credentials and training in active status and must respond to shift offers promptly. PRN staff who decline all offered shifts for an extended period may be moved to inactive status.
Introductory Period	The first 90 days of employment for all new hires. Used for orientation, competency validation, and supervised or observed visits. Completion of this period does not change the at-will nature of employment or guarantee continued employment.
Non-Exempt	Nearly all caregiving positions are non-exempt under the Fair Labor Standards Act. Non-exempt employees must record all time worked and are paid overtime after 40 hours in a workweek.
Exempt	Certain administrative, professional, or executive positions that meet the FLSA salary and duties tests. Exempt employees are paid a fixed salary and are not eligible for overtime.

Employee vs. Independent Contractor

Direct care staff of Guiding Angels at Home Care LLC are **W-2 employees**, not independent contractors. As an employee, the agency withholds federal, state, and local taxes and Social Security and Medicare (FICA) contributions from your pay, covers you under workers' compensation and general liability insurance, supervises your work, and controls the schedule and the care plan.



The agency engages independent contractors only for limited, specialized, non-caregiving services — for example, accounting, information technology, or marketing — under a written agreement. Contractors are not eligible for employee benefits, do not accrue employee leave, are responsible for their own taxes and insurance, and are not covered by the agency's workers' compensation policy.

Why This Matters

Misclassifying caregivers as contractors is a serious violation of federal wage-and-hour law and of Medicaid provider requirements. If anyone — including a client or family member — asks you to work “off the books,” as a private contractor, or for direct cash payment while you are assigned by this agency, decline and report it to the office immediately.

Caregiver Classifications

Your caregiver classification is set by your credentials and by the scope of practice authorized in your state. You may only perform tasks that fall within your classification, that appear on the client's written care plan or service plan, and for which you have documented competency. Performing tasks outside your classification puts the client at risk, exposes you to personal liability, and is grounds for immediate termination.

Role	Credential	Typical Scope of Duties
Companion / Homemaker	Agency orientation and training; no state certification required	Companionship, conversation, supervision for safety, light housekeeping, laundry, meal preparation, errands, escort to appointments, medication <i>reminders</i> only.
PCA — Personal Care Attendant / Aide	Agency training and documented competency validation	All companion duties plus hands-on assistance with activities of daily living: bathing, grooming, dressing, toileting, incontinence care, feeding, ambulation, and approved transfers.
HHA — Home Health Aide	State-approved HHA training program and competency evaluation	All PCA duties, performed under the supervision of a registered nurse, plus tasks delegated in the plan of care such as vital signs, simple dressing changes, and range-of-motion exercises as permitted by state rule.
CNA — Certified Nursing Assistant	Active listing in good standing on the state Nurse Aide Registry	All HHA duties within the CNA scope of practice under nurse supervision, plus documentation and observation/reporting responsibilities appropriate to certification.
DSP — Direct Support Professional	Waiver-program-specific training and competencies	Habilitation, skill-building, behavioral supports, and community-integration services for individuals with intellectual and developmental disabilities, delivered per the individual support plan.

**Never Perform These Tasks Unless Specifically Licensed, Delegated, and Documented**

Administering or physically handling medications (beyond approved reminders and setup where permitted); injections; sterile procedures; tube feedings; suctioning; wound care outside your scope; clinical assessment or diagnosis; changing a care plan on your own judgment; or any nursing task not delegated in writing by the supervising nurse. When in doubt, stop and call the office.



04

SECTION

Compensation & Payroll

Pay Periods and Pay Schedule

Guiding Angels at Home Care LLC pays employees on a **bi-weekly** schedule. Each pay period covers fourteen consecutive days beginning Sunday at 12:00 a.m. and ending the second Saturday at 11:59 p.m. Payday is the Friday following the close of the pay period. When a payday falls on a bank holiday, pay is issued on the preceding business day.

Your workweek for overtime purposes is the seven-day period from Sunday through Saturday. Overtime is calculated per workweek, never averaged across the two weeks of a pay period.

Timekeeping Deadlines

- All visits must be verified through EVV at the point of care (see Section 05).
- Paper timesheets, mileage logs, and manual-entry corrections are due to the office no later than **10:00 a.m. on the Monday following the end of the pay period**.
- Late or incomplete documentation may delay payment for those hours to the following pay cycle.
- Falsifying time records — your own or another employee's — is grounds for immediate termination and may constitute Medicaid fraud.

Direct Deposit Enrollment Required

Direct deposit is required for all employees. Complete the authorization form during onboarding and attach a voided check or a bank-issued account verification letter. You may split your net pay across up to two accounts. Employees without a traditional bank account will be enrolled on a payroll card. Notify the office of any change to your banking information at least **ten calendar days** before the payday on which it should take effect; changes submitted later will take effect the following cycle.

Wage Rates and Minimum Wage

Your hourly rate is stated in your offer of employment and may vary by client, program, credential, shift differential, or service type. All employees are paid at or above the applicable minimum wage in every workweek.

State	Minimum Wage	Basis
Indiana	\$7.25 per hour	Indiana follows the federal minimum wage under the FLSA.
Tennessee	\$7.25 per hour	Tennessee has no state minimum wage law; the federal FLSA minimum applies.



Home care agency rates are typically well above the statutory minimum. The minimum wage figures above are stated as the legal floor, not as the agency's pay scale. Under the Department of Labor home care rule, third-party employers such as this agency may not claim the companionship services or live-in domestic service exemptions — which means our caregivers are entitled to minimum wage and overtime protections.

Overtime

Non-exempt employees are paid **time and one-half (1.5×) the regular rate of pay for all hours worked over 40 in a single workweek**, as required by the Fair Labor Standards Act. Neither Indiana nor Tennessee requires daily overtime, so overtime is calculated on the weekly threshold only.

- **Overtime must be approved in advance** by a scheduler or supervisor. Unapproved overtime is still paid as required by law, but working it without approval is a disciplinary matter.
- When you work at two different rates in the same week, overtime is paid on the blended weighted average regular rate.
- Paid time that is not worked — such as jury duty pay or bereavement pay — does not count toward the 40-hour overtime threshold.
- Compensatory time off in place of overtime pay is not permitted for private-sector employees.
- Working "off the clock," skipping recorded breaks, or performing unrecorded visits is prohibited without exception.

Compensable Time

Time you spend on the following is paid: providing client care; required documentation; agency-required training and in-services; agency-required meetings; travel **between** client assignments during a shift; and time waiting at a client's home at the agency's direction. Ordinary home-to-first-client and last-client-to-home commuting is generally not compensable.

Mileage Reimbursement

When you use your personal vehicle for approved agency business — transporting a client, running client errands, or traveling between client homes in the same shift — you are reimbursed at the current IRS standard business mileage rate of **\$0.70 per mile** (2025 rate). The reimbursement rate is reviewed whenever the IRS publishes an update.

Reimbursable	Not Reimbursable
Travel between two client assignments during the same shift	Commuting from home to your first client of the day
Client transportation to medical appointments, pharmacy, or grocery per the care plan	Commuting home from your last client of the day
Approved client errands performed without the client present	Personal detours, meal runs, or side trips



Reimbursable	Not Reimbursable
Travel to a mandatory in-service, meeting, or agency office visit at agency direction	Mileage submitted more than 30 days after the trip date

Mileage Log Requirements

1. Record the date, client initials or ID, starting and ending odometer readings, total miles, and the purpose of each trip.
2. Submit logs with your timesheet by the payroll deadline. Logs submitted more than 30 days after the trip date will not be reimbursed.
3. Reimbursement appears on your paycheck as a non-taxable expense reimbursement, listed separately from wages.
4. Falsified mileage is treated as theft and results in immediate termination.

Pay Stubs, Deductions, and Recordkeeping

An itemized pay statement is issued each payday through the employee portal, showing hours worked, rate(s) of pay, overtime hours, gross wages, each deduction, reimbursements, and net pay. Review every stub when you receive it.

- **Required deductions:** federal income tax, state income tax (Indiana state and county income tax; Tennessee has no state income tax on wages), Social Security and Medicare (FICA), and any court-ordered garnishment or child support withholding.
- **Voluntary deductions:** only those you authorize in writing.
- **Unauthorized deductions:** the agency does not deduct the cost of client damages, cash shortages, or uniforms from wages in a way that would reduce pay below minimum wage or cut into overtime pay.
- **Payroll error:** report any suspected underpayment, overpayment, or improper deduction to the office immediately. Verified errors are corrected promptly, and no employee will be retaliated against for raising a pay concern.
- **Records:** payroll and time records are retained for the periods required by the FLSA, IRS, and applicable Medicaid program rules. You may request a copy of your own records.

Advances, Loans, and Cash from Clients

The agency does not provide pay advances or loans. You may never accept cash, checks, gift cards, or other payment directly from a client or family member for services scheduled through the agency, and you may never solicit or accept private-duty work from an agency client while you are employed here. All billing goes through the office.



05

SECTION

Work Schedule & Attendance

Attendance is the single most important measure of a caregiver's reliability. Our clients depend on us for medication reminders, meals, mobility, and safety. When a caregiver does not arrive, a vulnerable person is left without help. Attendance is therefore treated as an essential function of every caregiving position.

Scheduling Expectations

- Keep your availability current in the scheduling portal. Submit changes to your standing availability at least **two weeks** in advance.
- Schedules are published in advance and may be adjusted as client needs change — hospital admissions, discharges, authorization changes, and family requests all affect assignments.
- You are responsible for checking the portal for schedule changes before every shift.
- Accepting a shift is a commitment. Once you accept, the client and the family plan around you.
- **Employees may not swap, trade, subcontract, or hand off shifts among themselves.** All coverage changes must be made by the scheduling office.
- Never leave a client alone if the relieving caregiver has not arrived, and never leave a client who cannot be left unattended. Call the office and stay until you are released.
- Work only the hours authorized on the client's service plan. Extra hours require prior approval; unauthorized hours may be unbillable and are a compliance problem.

Call-Out and Absence Procedure

Minimum Notice: 2 Hours

If you cannot work a scheduled shift, you must speak with the on-call scheduler at **1-888-462-4497** at least **2 hours before your scheduled start time**. This gives the office a realistic chance to arrange replacement coverage for the client.

1. **Call — do not text, email, or message.** A text or voicemail alone is not an accepted call-out. You must speak with a live person, or follow the on-call instruction you are given.
2. State your name, the client, the shift date and time, the reason, and your expected return date.
3. Do not ask the client, the client's family, or a coworker to call out for you or to arrange your coverage.
4. For absences of three or more consecutive days due to illness, the agency may require a fitness-for-duty note from a health care provider before you return.
5. Repeated call-outs — even with proper notice — are an attendance performance problem and are addressed through progressive discipline.



No-Call / No-Show Policy

A **no-call/no-show** is any scheduled shift you neither work nor properly call out of before the start time. Because it leaves a vulnerable client without care and without warning, it is treated as a severe infraction.

Occurrence	Consequence
First no-call/no-show	Written warning placed in your personnel file; mandatory attendance counseling with a supervisor; possible removal from the affected assignment.
Second no-call/no-show	Termination of employment.

In addition, failure to report for or call out of **three consecutive scheduled shifts** is treated as **job abandonment** and processed as a voluntary resignation, effective the first day of absence. Documented emergencies are reviewed case by case; you are still expected to notify the office as soon as you are physically able.

Punctuality and Late Arrival

- Arrive ready to begin care at your scheduled start time, not at the door at the start time.
- If you will be more than **10 minutes** late, call the office and the client before your start time so the client is not left wondering.
- Arrivals more than 15 minutes past the start time without notice are recorded as tardy. Three recorded tardies in a rolling 90-day period trigger a verbal warning; continued tardiness escalates under the progressive discipline policy.
- Leaving a shift early without office approval is treated the same as a partial no-show and shortens authorized client care.
- Chronic lateness may result in removal from a client assignment at the client's request.

Electronic Visit Verification (EVV)

EVV is mandatory. Under the federal 21st Century Cures Act, all Medicaid-funded personal care and home health visits must be electronically verified in **both Indiana and Tennessee**. EVV captures six required data elements for every visit: the type of service performed, the individual receiving the service, the individual providing the service, the date of service, the location of service delivery, and the exact time the service begins and ends.

EVV Rules

- Clock in **from inside the client's home at the moment care begins**, and clock out from the client's home at the moment care ends.
- Never clock in from your car, from the driveway, on the way to the home, or after you have left.
- Never clock in or out on behalf of another caregiver, and never allow anyone to use your EVV credentials. Your login is your electronic signature.
- Record the tasks you actually performed during the visit. Do not check tasks you did not do.



- If the app fails, the phone has no signal, or the device is lost, call the office **during the visit** to document the visit through the approved backup method. Do not wait until the end of the week.
- Manual edits are audited. Excessive manual entries or corrections trigger review and may delay pay.

EVV and Medicaid Fraud

Clocking in for a visit you did not make, clocking in before arriving or after leaving, inflating visit duration, or documenting tasks you did not perform is **falsification of a Medicaid billing record**. It is grounds for immediate termination and may be referred to the state Medicaid Fraud Control Unit for criminal prosecution and exclusion from federal health care programs.

Clock-In / Clock-Out Procedure

1. Arrive at the client's home and greet the client.
2. Open the agency mobile app, confirm the client and service, and clock in. Verify that the app confirms a successful check-in.
3. Provide care per the written care plan. Note changes in condition as they occur.
4. Before leaving, complete the visit note, document the tasks performed, and record any incident or change in condition.
5. Clock out in the app before you leave the home. Confirm the visit shows as complete.
6. Ensure the client is safe, the environment is secure, and any required client or family signature has been captured.



06

SECTION

Client Care Standards

Everything we do is governed by the client's written care plan (also called a service plan, plan of care, or individual support plan). The care plan is developed by the agency with the client, the family, and where applicable the case manager or supervising nurse. Read it before your first visit, follow it exactly, and report anything that no longer fits the client's needs so it can be formally updated.

Scope of Care

Caregivers MAY	Caregivers MAY NOT
Assist with bathing, grooming, dressing, toileting, incontinence care, and skin observation as authorized	Administer medication, including injections, unless specifically licensed, delegated in writing, and permitted by state rule
Assist with safe transfers, ambulation, positioning, and prescribed range-of-motion within your training	Perform sterile procedures, wound care outside your scope, tube feedings, or suctioning
Provide medication reminders and, where permitted, hand the client a pre-filled container	Fill, sort, crush, or alter medications, or make dosing decisions
Prepare meals per dietary orders, feed the client, and record intake	Change the diet, care plan, or schedule based on your own judgment or a family request
Perform light housekeeping in the client's living areas, laundry, and linen changes	Perform heavy cleaning, yard work, window washing, moving furniture, or care for other household members or their pets
Escort and, when authorized and insured, transport the client to appointments	Transport the client in an uninsured or unsafe vehicle, or transport anyone not on the care plan
Observe, document, and report changes in condition promptly	Diagnose, assess clinically, give medical advice, or interpret test results
Call 911 in an emergency and then notify the office	Sign legal documents, witness a will, manage client finances, or accept power of attorney

The Rule of Thumb

If a task is not on the care plan and within your classification, the answer is **"let me check with my office"** — not "yes." Saying no to an out-of-scope request is not rude; it is professional, and it protects both you and the client.



Dignity and Respect

- Knock and announce yourself before entering any room. Ask permission before beginning personal care.
- Explain what you are about to do, step by step, and give the client choices wherever possible.
- Keep the client covered and screened during bathing, dressing, and toileting.
- Address clients by the name they prefer. Never use “honey,” “sweetie,” or baby talk with an adult.
- Encourage independence — assist with what the client cannot do, not with what they can.
- Respect the client’s home, culture, religion, routines, food preferences, and family structure. You are a guest.
- Never argue with, mock, threaten, ignore, or discuss a client within their hearing as though they were not present.

HIPAA and Confidentiality

Client information is **strictly confidential** and protected by the Health Insurance Portability and Accountability Act (HIPAA). Protected health information includes a client’s name, address, diagnosis, medications, care plan, schedule, photographs, family circumstances, financial details, and the simple fact that they are our client.

Required Practices

- Access client information only as needed to perform your job — the “minimum necessary” standard.
- Never discuss a client with anyone other than authorized agency staff and authorized care team members. That includes your family, your friends, other clients, and other clients’ families.
- Never post about clients, shifts, client homes, or client conditions on social media — not even “anonymously,” without names, or in a private group.
- Never photograph or record a client, a client’s home, or client documents on a personal device. Approved wound or incident photography, where authorized, is done only through agency systems.
- Keep paper documents secured and out of sight; never leave records in your vehicle overnight or in public view.
- Use only agency-approved apps and portals. Do not email or text client information to a personal account.
- Report any suspected privacy breach — lost phone, misdirected message, lost paperwork, overheard conversation — to the office **immediately**, the same day.

Your confidentiality obligation continues **after** your employment ends, permanently. HIPAA violations may result in immediate termination and, under federal law, in personal civil and criminal penalties against the individual employee.



Mandatory Reporting of Abuse, Neglect, and Exploitation

Both Indiana and Tennessee make **every person** a mandatory reporter of suspected abuse, neglect, or exploitation of a vulnerable or endangered adult or of a child. You are legally required to report if you have reason to believe a client is being harmed — whether by a family member, another caregiver, a visitor, or anyone else. You do not need proof, and it is not your job to investigate.

State	Agency	Reporting Number
Indiana	Adult Protective Services	1-800-992-6978
Tennessee	Adult Protective Services	1-888-277-8366
Either state	Emergency — immediate danger to life or safety	911
Indiana	Department of Child Services (child abuse/neglect hotline)	1-800-800-5556
Tennessee	Department of Children's Services (child abuse hotline)	1-877-237-0004

Signs That Must Be Reported

- Unexplained bruises, burns, welts, fractures, pressure injuries, or injuries in various stages of healing.
- Poor hygiene, untreated medical conditions, dehydration, malnutrition, or missing medications.
- Fearfulness around a particular person, withdrawal, sudden behavioral change, or being isolated from visitors.
- Missing money, property, or medications; new names on accounts or documents; pressure to sign papers; unpaid bills despite adequate income.
- Unsafe or unsanitary living conditions, no heat or water, hoarding, or infestation.
- Verbal abuse, threats, intimidation, or humiliation by anyone in the home.

How to Report

1. If the client is in immediate danger, call **911** first and remain with the client if it is safe to do so.
2. Make the report yourself to the appropriate Adult Protective Services number above. Reporting is a personal legal duty; it is not satisfied by telling a supervisor and stopping there.
3. Notify the agency office at 1-888-462-4497 the same day so the agency can complete its own required reporting and follow-up.
4. Document the objective facts you observed — what you saw, heard, and when — without speculation or accusation.
5. Do not confront the suspected abuser, warn them, or discuss the report with anyone outside the reporting process.



Protection for Reporters

Good-faith reports are confidential to the extent the law allows, and reporters are protected from retaliation. Guiding Angels at Home Care LLC will never discipline an employee for making a good-faith report. **Failing** to report suspected abuse, neglect, or exploitation is itself a violation of state law and is grounds for immediate termination.

Incident Reporting

An incident is any unusual, unexpected, or adverse event involving a client, an employee, or the client's home. Report every incident to the office by telephone **before you leave the home** where possible, and submit a written incident report the **same day**.

- Falls, whether or not the client was injured, and whether or not the client asks you not to report.
- Medication errors, refusals, or missed doses; medications found missing.
- Any change in condition: new confusion, chest pain, shortness of breath, fever, bleeding, skin breakdown, or unresponsiveness.
- Injury to yourself or to the client, including needle sticks and exposure to blood or body fluids.
- Client refusal of care, elopement or wandering, hospitalization, or death.
- Property damage, theft allegations, vehicle accidents during a shift, aggressive animals, or unsafe conditions in the home.
- Threats or aggression toward you by a client, family member, or visitor.

Write incident reports in objective, factual language: what you observed, what you did, whom you notified, and when. Quote the client directly where relevant. Do not assign blame, speculate about cause, or leave blanks.

Gifts, Money, and Property

- **Do not accept gifts, tips, cash, gift cards, loans, or bequests from clients or their families.** Politely decline and explain that agency policy prohibits it, then notify the office.
- Do not give gifts or loans to clients, or lend or borrow money, vehicles, or property.
- Do not use a client's vehicle, credit card, phone, computer, food, or supplies for yourself.
- Do not shop, run errands, or make purchases for a client except as authorized in the care plan, and always return itemized receipts and exact change.
- Never accept or hold a client's bank card, PIN, checkbook, or account credentials, and never sign a client's name.
- Never be named in a client's will or as a beneficiary, power of attorney, or guardian. Report any such request immediately.



Professional Boundaries Outside of Work

The caregiver-client relationship is a professional one. Personal relationships with clients outside of scheduled work are prohibited.

- Do not visit or socialize with clients outside of scheduled, authorized shifts.
- Do not accept private-duty or “side” work from an agency client, before or during employment.
- Do not bring your children, partner, friends, or pets to a client’s home.
- Do not connect with clients or their family members on personal social media accounts.
- Do not use a client’s home address as your mailing address or a place to receive packages.
- Romantic or sexual contact with a client is **absolutely prohibited** and is grounds for immediate termination and mandatory reporting.
- Disclose any pre-existing family or personal relationship with a client to the office before accepting the assignment.



07

SECTION

Professional Conduct

Dress Code and Appearance

You represent Guiding Angels at Home Care LLC in every home you enter. Present yourself as a health care professional: clean, neat, identifiable, and dressed to work safely.

- Wear agency-approved scrubs or the uniform issued to you, clean and in good repair.
- Wear your agency photo ID badge visibly at all times during a shift.
- Closed-toe, non-slip, low-heeled shoes are required. No sandals, flip-flops, open backs, or crocs with open holes.
- Fingernails must be short, clean, and smooth. Artificial nails and chipped polish are not permitted for hands-on care.
- Hair must be clean and secured back away from the face during care.
- Jewelry must be minimal — no long or dangling earrings, no bracelets, no long necklaces that could be grabbed or contaminated.
- Avoid perfume, cologne, scented lotion, and strong-smelling products; many clients have respiratory sensitivities.
- No visible offensive tattoos or piercings; body art depicting profanity, nudity, weapons, drugs, or hate symbols must be covered.
- Practice strict personal hygiene, including daily bathing and oral care. Smoke odor on clothing is not acceptable in a client's home.

Cell Phone Policy

- Personal calls, texting, streaming, gaming, and social media use are not permitted during a shift. The client has your attention.
- Keep your phone silenced. Take urgent personal calls only during an approved break and out of the client's presence.
- You must remain reachable by the agency and must answer or promptly return office calls during a shift.
- Never photograph or video a client, a client's home, or client documents with a personal device.
- Never use a client's phone, tablet, computer, or internet account for personal purposes.
- Absolutely no phone use while driving with a client in the vehicle — hands-free or otherwise.
- Do not charge personal devices with a client's electricity or equipment without permission.



Social Media Policy

What you post publicly can identify a client, damage a family's trust, and violate federal privacy law. Assume anything you post is permanent and public.

- Never post client names, initials, photographs, videos, locations, diagnoses, or any story that could identify a client — including in private groups or disappearing stories.
- Never post about your shift, a client's home, or a client's family, even without names.
- Do not use agency logos, uniforms, or branding in personal posts, or speak on behalf of the agency without written authorization.
- Do not accept or send friend/follow requests to clients or their family members.
- Do not post disparaging or threatening content about clients, coworkers, or the agency.
- Nothing in this policy limits your legal right to discuss wages, hours, or working conditions with coworkers, or to report concerns to a government agency.

Confidentiality Agreement

All employees sign a confidentiality agreement at hire. In addition to client protected health information, confidential agency information includes client lists, referral sources, pay rates, contract and payer terms, business plans, personnel information, passwords, and proprietary forms and processes. You may not remove, copy, forward, or retain confidential information for personal use, and you must return all such information when your employment ends. This obligation survives the end of employment.

Professional Boundaries

- Keep conversations client-centered. Do not burden clients with your personal problems, finances, health, or family drama.
- Do not discuss politics, religion, or other divisive subjects, and do not attempt to influence a client's beliefs.
- Do not discuss other clients, coworkers, or agency business with a client or family member.
- Do not accept keys, codes, or access to a client's home other than through the agency-approved process.
- Refer all complaints, billing questions, schedule requests, and care plan change requests to the office rather than making promises.
- Maintain the same standards with the client's family and visitors as with the client.

Prohibited Conduct

The following conduct is prohibited. This list is illustrative, not exhaustive; conduct not listed may still result in discipline up to termination.

- Abuse, neglect, exploitation, or mistreatment of a client in any form — physical, verbal, emotional, sexual, or financial.



- Failing to report suspected abuse, neglect, or exploitation.
- Falsifying any record: time records, EVV entries, visit notes, mileage logs, credentials, applications, or incident reports.
- Theft or unauthorized use of client, coworker, or agency property, money, medication, or information.
- Breach of client confidentiality or HIPAA.
- Working outside your scope of practice or performing undelegated nursing tasks.
- Sleeping on duty (except in an approved and documented live-in or sleep-time arrangement), or leaving a client unattended.
- Insubordination, refusal to follow lawful instruction, or refusal to follow the care plan.
- Harassment, discrimination, bullying, threats, intimidation, or violence.
- Possession, use, sale, or being under the influence of alcohol or illegal drugs while on duty.
- Possession of a weapon while on duty or on a client's property.
- Smoking, vaping, or using tobacco inside a client's home, vehicle, or in the client's presence.
- Bringing unauthorized persons, children, or pets to a client's home.
- Soliciting clients for private work, other businesses, donations, religious causes, or political activity.
- Dishonesty during an agency investigation, or refusing to cooperate.
- Unsafe driving, driving without a valid license or insurance, or transporting a client without authorization.
- Excessive absenteeism, tardiness, or no-call/no-show.
- Any conduct that endangers a client, a coworker, or yourself.

Substance Abuse Policy — Zero Tolerance

Guiding Angels at Home Care LLC maintains a **drug- and alcohol-free workplace**. Caregiving requires clear judgment, steady physical assistance, and safe driving. Impairment on duty puts a vulnerable person's life at risk.

- Being under the influence of alcohol, illegal drugs, or misused prescription or over-the-counter medication while on duty, on call, or driving for the agency is prohibited.
- Possessing, using, selling, distributing, or manufacturing illegal drugs or alcohol on duty, in a client's home, or in a vehicle used for agency business is prohibited.
- Diverting, tampering with, or taking a client's medication is prohibited and will be reported to law enforcement and the applicable licensing board.
- If you take a lawfully prescribed medication that may impair alertness, coordination, or judgment, notify the office before your shift so that safety can be evaluated. You are not required to disclose your diagnosis.



- Marijuana is not legal for recreational use in Indiana or Tennessee, and even lawful use in another state does not permit reporting to work impaired.

Testing

The agency may require drug or alcohol testing pre-employment, on reasonable suspicion of impairment, after a workplace accident or injury, as part of a return-to-duty or follow-up agreement, and where required by a payer or program contract. Refusing to test, failing to appear for a test, or tampering with a specimen is treated as a positive result and leads to immediate termination. Test results are kept confidential.

Weapons Policy — Zero Tolerance

Employees may not possess, carry, store, or use any weapon — including firearms, knives beyond ordinary utility use, clubs, stun devices, chemical sprays used as weapons, or explosives — while on duty, in a client's home, on a client's property, in an agency vehicle, or at any agency facility or agency event. This applies regardless of whether you hold a permit to carry.

If you observe a weapon in a client's home that is unsecured or that makes the environment unsafe, do not touch it. Ensure your own safety, leave if necessary, and contact the office immediately so the environment can be reassessed. If you are threatened with a weapon, leave the premises, call 911, and then call the agency.



08

SECTION

Credentials & Compliance

Home care is a regulated industry. Our ability to bill for your visits, and your ability to be scheduled at all, depends on a complete and current credential file. Credentials are verified at hire and monitored continuously.

Required Credentials

Credential	Requirement	Renewal
CPR / First Aid	Current certification from an approved provider (American Heart Association, American Red Cross, or equivalent) with a hands-on skills component.	Per card expiration — typically every 2 years
TB screening	Negative tuberculosis test or approved screening completed within the past year ; documented clearance for a positive result.	Annually
Government photo ID	Valid state-issued driver's license or state ID card.	Per expiration
Social Security card	Original card for I-9 and payroll verification.	One time
Form I-9 / work authorization	Completed within 3 business days of hire with acceptable documents.	Per document expiration
Professional license or certification	Active, unrestricted CNA registry listing, HHA certificate, LPN/RN license, or DSP credential as applicable to your role.	Per state renewal cycle
Driver's license and auto insurance	Required if you transport clients or drive for the agency; current declarations page on file.	Per policy period
Background checks and registries	VECHS (Indiana) or TBI fingerprint check (Tennessee), abuse registry, nurse aide registry, and OIG exclusion screening.	At hire and per program rule
Immunization records	As required by the client, payer, or program (for example influenza).	Seasonal or per rule



Credential Renewal Is Your Responsibility

Employee Responsibility

It is **your responsibility** to keep every credential current and to deliver documentation to the office **before** the expiration date. The agency will send courtesy reminders, but a missed reminder is not an excuse and does not extend a deadline.

1. Track your own expiration dates. Begin renewal at least **60 days** before expiration.
2. Submit a legible copy of the renewed document to the office as soon as you receive it.
3. Confirm the office has received and filed it. Do not assume.
4. Notify the office immediately if a license or certification is suspended, restricted, lapsed, or under investigation.

Suspension from Scheduling

Any employee whose required credential expires or lapses will be **immediately removed from the schedule** and will not be assigned shifts — and will not be paid for hours not worked — until valid documentation is on file. Extended lapses may be treated as voluntary resignation. Working a visit with an expired credential makes the visit unbillable and may constitute a false claim.

Indiana-Specific Requirements

- The agency operates under the licensure and survey requirements of the **Indiana Department of Health (ISDH)** for personal services and home health agencies.
- **VECHS — Volunteer and Employee Criminal History Check:** a fingerprint-based state and national criminal history check administered through the Indiana State Police for employees who work with children, the elderly, or individuals with disabilities. A cleared VECHS result is required before unsupervised client contact.
- Nurse aides providing HHA or CNA services must be in good standing on the **Indiana Nurse Aide Registry**, with no substantiated finding of abuse, neglect, or misappropriation.
- Employees serving clients on Medicaid **Home and Community-Based Services (HCBS)** waivers must complete all waiver-specific training and documentation requirements before providing service.
- EVV is required for Medicaid personal care and home health services through the state-designated aggregator.
- Client records, service documentation, and personnel credential files must be complete and survey-ready at all times.

Tennessee-Specific Requirements

- The agency operates under the licensure requirements of the **Tennessee Department of Health, Board for Licensing Health Care Facilities**, for home care organizations.



- A fingerprint-based criminal background check through the **Tennessee Bureau of Investigation (TBI)** and the FBI is required, along with a check of the **Tennessee Abuse Registry** and the Department of Health licensure/discipline records.
- Certified nurse aides must hold an active listing on the **Tennessee Nurse Aide Registry** with no disqualifying findings.
- Employees serving **TennCare CHOICES** or Employment and Community First members must complete the program-specific training and competency requirements for their service type.
- EVV is required for TennCare-funded personal care, attendant care, and home health visits.
- Reference checks and verification of prior health care employment are required before unsupervised client contact.

Compliance Program and Fraud Prevention

As a provider billing Medicaid and other payers, the agency maintains a compliance program addressing the federal False Claims Act, the Anti-Kickback Statute, and state Medicaid rules. Every employee is part of that program.

- Document only services you actually delivered, at the time and duration you actually delivered them.
- Never sign a blank or pre-completed timesheet, visit note, or client signature line.
- Never accept or offer anything of value in exchange for client referrals.
- Report suspected fraud, billing irregularities, or falsified documentation to the Owner immediately. Good-faith reports are protected from retaliation by federal law.
- Cooperate fully with internal audits, payer reviews, and state surveys.



09

SECTION

Leave Policies

This section describes time away from work. Because Guiding Angels at Home Care LLC operates in two states, the differences between Indiana and Tennessee law are noted. Regardless of whether leave is paid, you must always follow the call-out procedure in Section 05 and request planned time off in advance.

Paid Sick Leave

State	State-Mandated Paid Sick Leave	What This Means
Indiana	None. Indiana has no state law requiring employers to provide paid sick leave.	Time missed for illness is unpaid unless the agency offers a paid benefit for which you are eligible. Indiana is an at-will state.
Tennessee	None. Tennessee has no state law requiring employers to provide paid sick leave.	Time missed for illness is unpaid unless the agency offers a paid benefit for which you are eligible. Tennessee is an at-will state.

You are expected to stay home when you are contagious. Do not report to a client's home with fever, vomiting, diarrhea, an active respiratory infection, conjunctivitis, an untreated rash, or any condition that could be transmitted to a vulnerable client. Call out following the 2-hour notice procedure. Being sent home from an assignment for illness is not discipline.

Unpaid Leave of Absence

Unpaid leave may be granted at the **discretion of the agency**, based on the reason for the request, the length of leave, your work record, and the impact on client coverage.

- Submit a written request as far in advance as possible — at least **30 days** for foreseeable leave.
- State the reason and the expected start and return dates. Supporting documentation may be required.
- Leave is generally unpaid, and client assignments cannot be guaranteed to be held open.
- Report your status on the schedule you are given during leave, and confirm your return date in advance.
- Credentials must be current on your return; expired credentials will delay your return to the schedule.
- Failure to return on the agreed date without approved extension is treated as voluntary resignation.
- You may not perform work for another employer during an agency-approved medical leave.



Family and Medical Leave Act (FMLA)

The FMLA applies to employers with **50 or more employees** within a 75-mile radius for 20 or more workweeks in the current or preceding calendar year. If and when Guiding Angels at Home Care LLC reaches that threshold, eligible employees will be entitled to FMLA leave and the agency will distribute a full FMLA policy and post the required notices.

Under the FMLA, an eligible employee — one employed at least 12 months with at least 1,250 hours of service in the preceding 12 months — may take up to **12 workweeks** of unpaid, job-protected leave in a 12-month period for the birth or placement of a child, to care for a spouse, child, or parent with a serious health condition, for the employee's own serious health condition, or for qualifying military exigency; and up to **26 workweeks** to care for a covered servicemember. Group health coverage, if any, continues on the same terms during FMLA leave.

Until the agency meets the FMLA coverage threshold, medical and family leave requests are handled under the discretionary unpaid leave policy above and under the ADA reasonable accommodation process in Section 02.

Jury Duty

- Notify the office and submit a copy of your summons **as soon as you receive it** so coverage can be arranged.
- Jury duty leave is unpaid unless otherwise required by law or agency policy; you keep any juror fees paid by the court.
- Provide documentation of your service dates and report to work for any scheduled shift on a day you are released early, where practical.
- Indiana and Tennessee both prohibit employers from terminating, threatening, or otherwise penalizing an employee for responding to a jury summons or serving on a jury. The agency fully complies with these protections.

Bereavement Leave

Employees may take up to **three (3) days** of leave following the death of an **immediate family member**, defined as a spouse or domestic partner, child or stepchild, parent or stepparent, sibling or stepsibling, grandparent, grandchild, or parent-in-law. Leave is unpaid unless the agency has communicated a paid benefit for which you are eligible.

- Notify the office as soon as possible so client coverage can be arranged.
- Additional unpaid days, or leave for the death of another relative or a close friend, may be granted at the agency's discretion.
- Documentation such as an obituary, funeral program, or death certificate may be requested.
- Additional travel time may be approved as unpaid leave for out-of-state services.



Military Leave (USERRA)

Guiding Angels at Home Care LLC complies fully with the **Uniformed Services Employment and Reemployment Rights Act (USERRA)** and with applicable Indiana and Tennessee military leave protections. We support the service of our employees and their families.

- Provide advance written or verbal notice of military service whenever it is not precluded by military necessity.
- Military leave is unpaid; you may use any accrued paid leave you have, but you are not required to.
- Employees returning from qualifying service are reinstated to the position and status they would have attained, with the seniority, rate of pay, and benefits they would have earned, provided they report back within the USERRA timeframe for the length of service.
- Cumulative service protection generally extends up to five years, with statutory exceptions.
- Discrimination or retaliation based on military service or obligations is prohibited.
- Leave is also available for the required annual training and drill obligations of Reserve and National Guard members.

Voting, Holidays, and Other Time Off

- **Voting:** the agency will make reasonable scheduling accommodations so that employees can vote. Request the adjustment in advance.
- **Holidays:** home care is a 365-day business. Clients need care on holidays, and holiday coverage is shared as equitably as possible. Any holiday premium or paid holiday benefit will be communicated separately; holidays are not automatically paid days off.
- **Witness or victim leave, and other statutory leave:** provided as required by applicable Indiana or Tennessee law.
- **Requesting time off:** submit requests through the scheduling portal at least **two weeks** in advance. Approval depends on client coverage; requests are handled first-come, first-served.



10

SECTION

Training & Development

Training protects our clients and builds your career. Attendance at required training is a condition of employment. Time spent in agency-required training is paid at your applicable rate, and training completion is documented in your personnel file for state survey and payer audit purposes.

Orientation Requirements

All new employees complete a paid orientation **before their first unsupervised client visit**. Orientation includes classroom or online instruction plus documented hands-on competency validation of personal care skills.

Orientation Topic	Content
Agency overview	Mission, values, organizational structure, chain of command, on-call procedures, and this handbook.
Client rights and dignity	Client bill of rights, person-centered care, cultural competence, communication with clients who have dementia or hearing loss.
HIPAA and confidentiality	Protected health information, minimum necessary rule, social media, breach reporting.
Abuse, neglect, and exploitation	Recognition, mandatory reporting duties, state hotline numbers, and documentation.
Infection control	Standard/universal precautions, hand hygiene, PPE, bloodborne pathogens, sharps and waste handling.
Safety and emergency	Fall prevention, home safety assessment, fire and severe weather response, emergency evacuation, injury reporting.
Care plan and documentation	Reading the care plan, task documentation, EVV, visit notes, incident reports, and change-of-condition reporting.
Personal care skills	Bathing, grooming, dressing, toileting, incontinence care, feeding, oral care, skin observation, transfers, body mechanics, and gait belt use — with observed competency check-off.
Program-specific rules	Requirements of the Medicaid waiver or payer program serving your assigned clients.



Annual In-Service Training

Every direct care employee completes annual in-service education, at a minimum **12 hours per year** or the greater number required by the applicable state rule, payer, or program. In-service hours are assigned and tracked by the office.

- Core annual topics: infection control and bloodborne pathogens, HIPAA, abuse and neglect reporting, client rights, emergency preparedness, body mechanics and fall prevention, and documentation standards.
- Additional topics assigned based on your caseload: dementia and Alzheimer's care, diabetes support, safe transfers and Hoyer lift use, hospice and end-of-life support, behavioral supports, nutrition and hydration, and de-escalation.
- In-services may be delivered in person, by webinar, or through the online learning portal.
- Completion is due by the assigned deadline. Failure to complete required training by the deadline results in removal from the schedule until it is complete.
- Keep your own copies of certificates; you own your professional record.

CPR and First Aid Renewal

- Maintain current CPR and First Aid certification from an approved provider at all times.
- Online-only courses without a hands-on skills check are not accepted.
- Begin renewal at least 60 days before your card expires and submit the new card to the office immediately.
- The agency periodically hosts group renewal classes; watch for announcements.
- An expired card removes you from the schedule until it is renewed.

Medicaid Waiver and Program-Specific Training

Medicaid waiver programs impose their own training requirements that go beyond general agency orientation. You must complete the training required for a program before you provide services to a client funded by that program.

Indiana — HCBS Waiver Training

- **Home and Community-Based Services (HCBS)** settings rule and person-centered planning principles: community integration, choice, autonomy, privacy, and freedom from coercion and restraint.
- Attendant care, homemaker, and respite service definitions and documentation standards for the applicable Indiana waiver (for example the Health & Wellness and PathWays for Aging programs).
- Individualized support plan implementation, service documentation, and reporting to the case manager.
- Incident and critical-incident reporting requirements specific to the waiver.



- EVV requirements for Indiana Medicaid-funded personal care and attendant care services.
- Rights-restriction, behavioral support, and human rights committee requirements where applicable to DSP roles.

Tennessee — CHOICES Program Training

- **TennCare CHOICES** long-term services and supports overview: eligibility groups, covered services, and the role of the managed care organization care coordinator.
- Personal care visits, attendant care, in-home respite, and homemaker service definitions, with authorized task limits and documentation requirements.
- Person-centered support plan implementation and communication with the CHOICES care coordinator.
- Critical incident identification and reporting timelines under CHOICES.
- Consumer direction principles and the boundary between agency-directed and consumer-directed services.
- EVV requirements for TennCare-funded visits, including the approved backup documentation process.

Career Development

- Tell your supervisor what you want to learn. We promote from within whenever we can — companion to PCA, PCA to HHA or CNA, caregiver to scheduler, trainer, or field supervisor.
- Ask about state or workforce-program funding that may help pay for CNA or nursing coursework.
- Cross-training on additional programs and service types increases your available hours.
- Performance is reviewed periodically, considering attendance, documentation quality, client and family feedback, supervisory visit results, and training compliance.



11

SECTION

Technology & Vehicle Use

Agency Vehicle Use

Where the agency provides a vehicle, it is provided for agency business only and remains agency property. Authorization to drive an agency vehicle requires a valid license, a satisfactory motor vehicle record, and written approval.

- Inspect the vehicle before use — tires, lights, fluids, cleanliness — and report any damage or mechanical concern immediately.
- Seat belts are required for the driver and every passenger, on every trip, without exception.
- No personal use, no unauthorized passengers, no smoking or vaping, no alcohol, and no transporting of animals other than a documented service animal.
- No handheld phone use while driving. Pull over safely to take a necessary call or use the navigation app.
- Fuel, tolls, and parking for agency business are reimbursed with itemized receipts.
- Report any accident, no matter how minor, to the office and to law enforcement immediately, and complete an incident report the same day. Do not admit fault or negotiate with other parties.
- Parking tickets and moving violations are the driver's personal responsibility.
- Return the vehicle clean, fueled, and locked, with keys returned per the office procedure.

Personal Vehicle Use and Client Transportation

You may transport a client in your personal vehicle **only** when transportation is authorized in the client's care plan, you have been approved by the office to drive, and your license and insurance are current and on file.

Requirement	Standard
Driver's license	Valid, unrestricted, and unexpired for the state where you live and work.
Auto insurance	Personal auto liability coverage meeting or exceeding state minimums; current declarations page on file with the office. Notify the office within 24 hours if coverage lapses.
Vehicle condition	Safe, registered, inspected where required, with working seat belts, functioning heat and air conditioning, and a clean interior.
Motor vehicle record	Checked at hire and periodically. DUI, reckless driving, driving on a suspended license, or a pattern of at-fault accidents disqualifies you from transporting clients.



Requirement	Standard
Authorization	Written authorization in the care plan for each client you transport. Never transport a client on a verbal family request alone.
Passengers	Only the client and persons named in the care plan. Never your own family, friends, or children.
Assistance	Assist the client into and out of the vehicle safely; secure mobility devices; never leave a client alone in a vehicle.

Your personal auto insurance is the primary coverage while you drive your own vehicle. Report any accident that occurs during a shift to the office immediately, along with law enforcement, and submit an incident report the same day.

Mileage Log Submission

- Use the agency mileage log form or the mileage function in the app — not a personal spreadsheet or handwritten note.
- Record for each trip: date, client initials or ID, purpose, start and end odometer readings, and total miles.
- Trips must correspond to a verified visit in the EVV record; unmatched mileage will be returned for correction.
- Submit logs with your timesheet by the payroll deadline; anything more than 30 days old will not be reimbursed.
- Reimbursement is paid at the IRS standard business rate of **\$0.70 per mile** (2025) as a non-taxable reimbursement.
- Padded or duplicated mileage is theft and results in immediate termination.

Electronic Devices and Portal Access

- Agency-issued phones, tablets, and login credentials are agency property provided for work purposes and must be returned on separation.
- You have **no expectation of privacy** in anything created, stored, sent, or received on agency systems, devices, email, or portals; the agency may monitor and audit use.
- Your portal login is your electronic signature. Never share your password, and never let anyone else document under your login.
- Use unique, strong passwords, enable multi-factor authentication where offered, and lock your screen when you step away.
- Report a lost or stolen device or a suspected compromised account to the office **immediately**, the same day.
- Do not install unapproved applications on agency devices or disable security software.



Data Security

- Store client information only in approved agency systems. Never on personal cloud storage, personal email, personal notes apps, or personal photo libraries.
- Do not text or email protected health information through unapproved channels; use the agency portal or secure messaging.
- Avoid accessing client information over public or unsecured Wi-Fi. Use cellular data or a secured network.
- Keep printed schedules, care plans, and notes in a closed folder, out of public view, and return or shred them per office instruction — never place them in ordinary household trash.
- Do not discuss client details on speakerphone, in a waiting room, in an elevator, or anywhere they could be overheard.
- Report suspected phishing emails or texts to the office instead of clicking links.
- Any suspected data breach must be reported the same day so the agency can meet its HIPAA breach notification obligations.



12

SECTION

Safety & Emergency Procedures

You work alone, in other people's homes, with people who may be medically fragile. Safety is a shared responsibility: the agency provides training, equipment, and support, and you are responsible for following procedure, using protective equipment, and reporting hazards before someone is hurt.

Universal Precautions and Infection Control

Treat **all** blood and body fluids as potentially infectious, regardless of the client's known diagnosis. Universal (standard) precautions apply on every visit, with every client.

- **Hand hygiene** is the single most effective control. Wash with soap and water for at least 20 seconds on arrival, before and after every client contact, before food handling, after glove removal, after toileting assistance, and before leaving. Use alcohol-based sanitizer only when hands are not visibly soiled.
- Wear gloves for any contact with blood, body fluids, mucous membranes, non-intact skin, or contaminated surfaces. Change gloves between tasks and never wash or reuse gloves.
- Cover your own cuts and abrasions with a waterproof dressing.
- Clean and disinfect surfaces and equipment after use with an approved disinfectant and the required contact time.
- Handle soiled linens away from your body; bag them at the point of use and launder per instruction.
- Never recap, bend, or hand-carry used needles. Dispose of sharps immediately in an approved sharps container — never in household trash.
- Follow respiratory hygiene: cover coughs, offer the client a mask when appropriate, and maintain distance where possible.
- Follow any additional transmission-based precautions specified in the care plan (contact, droplet, or airborne).
- Do not report to work with a fever, vomiting, diarrhea, or an active contagious illness.

Personal Protective Equipment (PPE)

The agency provides required PPE at no cost. You must use it as directed and request resupply before you run out. Never begin a task requiring PPE without it.

PPE Item	When Required
Disposable gloves	All personal care, toileting and incontinence care, contact with body fluids, wound observation, cleaning, and handling soiled items.



PPE Item	When Required
Gown or apron	When splashing or soiling of clothing is likely, or when required by transmission-based precautions.
Face mask	Respiratory illness in the home, client on droplet precautions, or as directed by the care plan or public health guidance.
Eye protection	Any risk of splash or spray to the face.
N95 respirator	Only where specified in the care plan and only after fit testing and training.
Gait belt	Every assisted transfer or ambulation where the client needs physical support.

Body Mechanics and Injury Prevention

- Assess before you lift. If the client cannot bear weight or exceeds what you can safely handle alone, stop and call the office for equipment or a second caregiver.
- Bend at the knees and hips, keep the load close, keep your back straight, and never twist while lifting.
- Use the transfer equipment specified in the care plan — gait belt, slide board, mechanical lift — and only if you have documented training on that device.
- Clear the path first: cords, rugs, pets, clutter, and wet floors cause most falls.
- Never let a client hold onto your neck, and never attempt to catch a falling client. Ease them to the floor, protect the head, and call for help.

Emergency Response

1. **Call 911 first** for any life-threatening emergency: unresponsiveness, chest pain, stroke symptoms, severe bleeding, difficulty breathing, choking, seizure, serious fall, or fire.
2. Provide care within your training — CPR, first aid, bleeding control — until emergency services arrive.
3. Stay with the client. Do not leave until EMS or another responsible person assumes care.
4. Call the agency office at 1-888-462-4497 as soon as the client is stable, and follow the on-call instruction.
5. Notify the emergency contact listed in the care plan as directed by the office.
6. Document everything the same day: times, observations, actions taken, and persons notified.



Key Emergency Numbers

Emergency (police, fire, EMS): 911

Agency office / on-call: **1-888-462-4497**

Poison Control: **1-800-222-1222**

Indiana Adult Protective Services: **1-800-992-6978**

Tennessee Adult Protective Services: **1-888-277-8366**

Suicide & Crisis Lifeline: **988**

Workplace Injury Reporting

Report Immediately

Notify your supervisor immediately — the same day, before the end of your shift — of any work-related injury, illness, needle stick, or exposure to blood or body fluids, no matter how minor it appears. Delayed reporting can jeopardize your workers' compensation claim and your medical treatment.

1. Get emergency medical care first if the injury is serious. Call 911 if needed.
2. Notify the office by phone the same day, before the end of your shift when possible.
3. Complete the agency injury/incident report, describing what happened factually.
4. Use an agency-designated medical provider for evaluation and treatment where the workers' compensation program requires it.
5. Submit all work-status notes and restrictions to the office immediately, and follow them exactly.
6. For blood or body fluid exposure, wash the area immediately, seek evaluation the same day, and report so post-exposure prophylaxis can be considered without delay.

Workers' Compensation

All employees are covered by workers' compensation insurance for injuries and illnesses arising out of and in the course of employment. There is no cost to you for this coverage, and retaliation for filing a claim is illegal and prohibited.

State	Administering Agency	Key Points
Indiana	Worker's Compensation Board of Indiana	Report the injury to the employer as soon as practicable. Authorized medical treatment is provided at no cost to the employee, with wage-replacement benefits available for qualifying lost time as determined by the Board. Statutory notice and filing deadlines apply — report promptly.



State	Administering Agency	Key Points
Tennessee	Tennessee Bureau of Workers' Compensation	Give written notice of the injury to the employer within the statutory deadline (generally 15 days). Medical treatment is provided through the employer's panel of physicians, with wage-replacement benefits available for qualifying lost time. A one-year statute of limitations generally applies.

Severe Weather and Emergency Protocols

- The agency remains open during most weather events because clients still need care. Watch for agency alerts and check the portal before your shift.
- Never drive in conditions you judge unsafe. Call the office — do not simply skip the visit — so replacement coverage or a welfare check can be arranged for the client.
- Clients on the agency's emergency priority list must be reached or accounted for in every event. If you cannot reach an assigned client, call the office immediately.
- **Tornado warning:** move the client to an interior room on the lowest floor, away from windows, and cover with blankets or pillows.
- **Power outage:** check heat, refrigerated medications, and any electricity-dependent medical equipment; call the office and 911 if the client's life-support equipment is affected.
- **Fire:** evacuate the client first, then call 911 from a safe location, then notify the office. Never re-enter a burning structure.
- **Extreme heat or cold:** verify working climate control, monitor hydration, and report unsafe conditions.
- Keep your own emergency kit in your vehicle: water, flashlight, phone charger, blanket, basic first aid supplies, and extra PPE.
- In a declared public health emergency, follow the agency's current screening, PPE, and reporting protocols, which may change rapidly.

Personal Safety in the Field

- Park in a lit area, facing out, and keep your keys and phone accessible.
- Trust your instincts. If a situation feels unsafe — aggression, weapons, drug activity, an uncontrolled animal — leave immediately, get to a safe place, then call the office.
- Never confront an aggressive person. Keep a clear path to the door and put distance between you and the threat.
- Do not carry large amounts of cash or leave valuables visible in your vehicle.
- Tell the office if you will be delayed leaving a home, and keep your phone charged at all times.



13

SECTION

Disciplinary Policy

The purpose of discipline is to correct behavior and to protect our clients. Wherever the conduct allows for correction, the agency uses progressive discipline. However, because employment is at-will, the agency may skip steps, combine steps, or move directly to termination when the seriousness of the conduct warrants it. Nothing in this section creates a contractual right to any particular process.

Progressive Discipline

Step	Action	What Happens
1	Verbal Warning	A documented coaching conversation identifying the problem, the expected standard, and the timeframe for correction. A note is placed in your file confirming the discussion.
2	Written Warning	A formal written notice describing the conduct, prior discussion, the corrective action plan, and the consequence of further violation. You are asked to sign to acknowledge receipt — signing means you received it, not that you agree. You may attach a written response.
3	Suspension	Removal from the schedule, generally unpaid, pending investigation or as a final disciplinary step. You may not perform any work or contact clients during suspension.
4	Termination	End of employment, communicated in a documented meeting or written notice, with instructions for returning agency property and receiving final pay.

Disciplinary records remain in your personnel file permanently, though the agency generally considers active discipline within a rolling **12-month** period when determining the next step. Performance improvement plans may be used in place of, or in addition to, a step above.

Grounds for Immediate Termination

The following conduct may result in termination without prior warning, on the first occurrence:

- Abuse, neglect, exploitation, or mistreatment of a client — physical, verbal, emotional, sexual, or financial.
- Failing to report suspected abuse, neglect, or exploitation.
- Falsification of any record: EVV entries, timesheets, visit notes, mileage logs, credentials, employment application, or incident reports.



- Theft or misappropriation of client, coworker, or agency property, money, or medication, including medication diversion.
- Serious breach of client confidentiality or HIPAA, including posting client information on social media.
- Reporting to work, or being on call, under the influence of alcohol or illegal drugs; refusing or tampering with a required test.
- Possession of a weapon on duty, in a client's home, or on agency property.
- Abandoning a client, leaving a client unattended who cannot be left alone, or sleeping on duty.
- Violence, threats of violence, or credible intimidation of a client, coworker, or family member.
- Harassment or discrimination that violates the agency's zero-tolerance policy.
- Performing tasks clearly outside your scope of practice or licensure, or performing undelegated nursing tasks.
- Second no-call/no-show, or three consecutive unreported absences (job abandonment).
- Working with an expired, suspended, or revoked required credential, or concealing a lapse.
- Failure to disclose an arrest, charge, conviction, registry finding, or license action as required.
- Dishonesty during an agency, payer, or state investigation, or intimidating a witness.
- Retaliation against an employee who reported a concern in good faith.
- Any conduct that places a client's health, safety, or welfare in immediate jeopardy.

Depending on the conduct, the agency may also be legally required to report the incident to adult protective services, law enforcement, the state licensing authority, the nurse aide registry, or the payer.

Investigations and Administrative Leave

- The agency may place an employee on unpaid administrative leave, or remove them from an assignment, pending investigation of a serious allegation. This is not itself a finding of wrongdoing.
- Employees must cooperate fully and truthfully with investigations and must not contact the complainant, the client, or witnesses about the matter.
- Investigations are handled as confidentially as reasonably possible, and findings are documented in writing.

Grievance and Complaint Procedure

If you believe you have been treated unfairly, disciplined in error, shorted on pay, or subjected to conduct that violates policy or law, use this procedure. You will not be retaliated against for raising a concern in good faith.

1. **Talk to your supervisor** within **5 business days** of the event. Many issues are misunderstandings that can be resolved immediately.
2. **Submit a written grievance** to the office if the issue is unresolved, or if the concern involves your supervisor. Include dates, what happened, who was involved, and the outcome you are seeking. Email



it to the appropriate state address or deliver it to the office.

3. **Review:** the agency will acknowledge the grievance, investigate, interview relevant parties, and respond in writing, generally within **10 business days** of receipt.
4. **Escalate to the Owner** at 1-888-462-4497 if you are not satisfied with the response, or at any point if the concern involves harassment, discrimination, retaliation, patient safety, or suspected fraud.

Appeal Process

- You may appeal a written warning, suspension, or termination by submitting a written appeal to the Owner within **10 calendar days** of the disciplinary action.
- State clearly what action you are appealing, why you believe it was incorrect, and any facts, documents, or witnesses that support you.
- The Owner or a designee who was not involved in the original decision will review the record and may request a meeting.
- A written decision is issued, generally within **15 calendar days** of receiving the appeal. The Owner's decision is final within the agency.
- The appeal process does not stay a termination or suspension while under review, and it does not alter the at-will employment relationship.

Your External Rights Are Preserved

Nothing in this policy prevents you from contacting a government agency — including the Equal Employment Opportunity Commission, the U.S. Department of Labor Wage and Hour Division, OSHA, a state civil rights or labor agency, a state licensing board, or adult protective services — at any time. You do not need the agency's permission, and you are protected from retaliation for doing so.



14

SECTION

Termination & Resignation

Voluntary Resignation

We hope you will build a long career here, but we understand that circumstances change. If you decide to leave, **two weeks' (14 days') written notice is strongly preferred**. Notice allows us to transition your clients thoughtfully rather than abruptly — which matters enormously to a person who depends on a familiar caregiver.

- Submit written notice to the office stating your last day of work. Email is acceptable.
- Work your scheduled shifts through your notice period. Resigning and then not working your remaining shifts converts the resignation into job abandonment.
- The agency may accept a resignation effective immediately, or may end the relationship before the notice period expires; in that case you are paid only for hours actually worked.
- Employees who resign with proper notice, return all property, and leave in good standing are eligible for rehire consideration. Those who abandon assignments are generally not.
- An exit conversation may be offered. Your candid feedback about what worked and what did not is genuinely welcome.
- Failure to report for or call out of **three consecutive scheduled shifts** is job abandonment and is processed as a voluntary resignation effective the first day of absence.

Involuntary Termination

Because employment is at-will, the agency may end employment at any time for any lawful reason. Where discipline applies, the process in Section 13 is normally followed. Terminations for conduct listed as grounds for immediate termination may occur without prior warning. Loss of a required credential, failure of a background recheck, or inability to be assigned due to regulatory exclusion also ends employment.

Return of Company Property

All agency property must be returned on or before your last day of work, in good condition. Property includes:

- Photo ID badge, name tag, and any building or lockbox keys, fobs, or access codes.
- Agency-issued phone, tablet, charger, and accessories.
- Uniforms and branded apparel issued to you.
- Unused PPE and supplies, gait belts, thermometers, blood pressure cuffs, and other equipment.
- All client documents: care plans, schedules, visit notes, mileage logs, contact lists — in any form, paper or electronic.



- Any agency vehicle, keys, fuel card, and related documentation.
- Client keys, garage codes, and alarm codes, returned directly to the office — never left with a client or another employee.

Confidentiality Continues After Separation

Your obligation to protect client protected health information and confidential agency information does not end when your employment ends — it continues permanently. You may not retain, copy, share, or use client or agency information after separation. Delete any client information from personal devices and confirm deletion to the office.

Final Paycheck

State	Final Pay Requirement
Indiana	Final wages are due by the next regularly scheduled pay date following separation, for all wages earned through the last day worked, regardless of whether the separation was voluntary or involuntary.
Tennessee	Final wages are due by the next regularly scheduled pay date following separation, for all wages earned through the last day worked, regardless of whether the separation was voluntary or involuntary.

- Final pay is delivered by the same direct deposit method on file. Keep your bank information and mailing address current with the office through your final payday.
- Approved mileage reimbursement is included in final pay if the log was submitted by the payroll deadline.
- Final pay will not be withheld for failure to return property; the agency pursues unreturned property through other lawful means and does not make unlawful deductions from wages.
- You will receive your Form W-2 for the year by the IRS deadline. Confirm your mailing address before you leave.

COBRA and Benefit Continuation

If you are enrolled in an agency-sponsored group health plan and the agency is subject to COBRA (generally employers with 20 or more employees), you and your covered dependents may have the right to continue coverage temporarily at your own expense after a qualifying event such as termination of employment or a reduction in hours.

- The plan administrator will send an election notice describing your rights, the cost, the election deadline, and the maximum continuation period (generally 18 months, longer in certain situations).
- You must elect coverage within the deadline stated in the notice or the right is lost.
- Premiums are paid entirely by you and must be paid on time to keep coverage active.



- If the agency is not subject to COBRA, state continuation options and Health Insurance Marketplace coverage may be available. Loss of job-based coverage is a qualifying event that opens a special enrollment period.
- Keep your address current with the plan administrator so you receive required notices.

References and Verification of Employment

All requests for employment references or verification must be directed to the office. Employees and supervisors may not provide references on behalf of Guiding Angels at Home Care LLC.

- As a standard practice, the agency confirms only dates of employment, position held, and — with your written authorization — rate of pay.
- Where required by law, regulation, a licensing board, or a Medicaid program, the agency will disclose additional information such as substantiated findings of abuse, neglect, exploitation, or misappropriation.
- Requests should be directed to 1-888-462-4497 or to the appropriate state email address on the contacts page of this handbook.

Unemployment Insurance

Separated employees may apply for unemployment insurance benefits through the Indiana Department of Workforce Development or the Tennessee Department of Labor and Workforce Development, as applicable. Eligibility is determined solely by the state agency, not by Guiding Angels at Home Care LLC. The agency responds truthfully and promptly to all state requests for information.



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SECTION

Acknowledgement of Receipt

Please read the statements below, then print, sign, and date this page and return it to the office. A signed copy will be placed in your personnel file and a copy will be provided to you on request.

1. I have received, read, and understand the **Guiding Angels at Home Care LLC Employee Handbook**.
2. I understand that it is my responsibility to read the handbook in full, to comply with all policies and procedures it contains, and to ask my supervisor or the office about anything I do not understand.
3. I understand that my employment is **at will**. Indiana and Tennessee are both at-will employment states. I may resign at any time, with or without notice, and the agency may end my employment at any time, for any lawful reason, with or without cause and with or without notice.
4. I understand that this handbook does not constitute a contract of employment, express or implied, and that it does not guarantee employment for any specific period of time, any number of hours, or any particular assignment.
5. I understand that Guiding Angels at Home Care LLC may add to, modify, suspend, or withdraw any policy, benefit, or practice described in this handbook at any time, with or without prior notice, and that only the Owner may alter the at-will employment relationship, in a signed written agreement.
6. I understand and agree to protect the confidentiality of all client protected health information in accordance with HIPAA and agency policy, both during and permanently after my employment.
7. I understand my duty as a **mandatory reporter** of suspected abuse, neglect, or exploitation, and I know how to contact Adult Protective Services in Indiana (1-800-992-6978) and Tennessee (1-888-277-8366).
8. I understand that maintaining my required credentials — CPR/First Aid, annual TB screening, government photo ID, applicable license or certification, and background check clearance — is **my responsibility**, and that allowing a credential to lapse will result in suspension from scheduling.
9. I understand the agency's zero-tolerance policies on substance abuse, weapons, harassment, discrimination, and client abuse, neglect, or exploitation.
10. I understand that Electronic Visit Verification (EVV) is mandatory for Medicaid-funded services in both Indiana and Tennessee, and that falsifying an EVV record, timesheet, or visit note is grounds for immediate termination and may be reported as Medicaid fraud.

This Handbook Is Not a Contract of Employment

Nothing in this handbook creates a contract of employment or a promise of continued employment. Employment with Guiding Angels at Home Care LLC remains at will. Signing this page confirms only that I have received the handbook and understand my obligation to follow it.



Signature & Acknowledgement

By signing below, I confirm each of the statements on the preceding page, and I confirm that I have received a copy of the Guiding Angels at Home Care LLC Employee Handbook, Indiana & Tennessee Edition, Effective July 2026.

EMPLOYEE PRINTED NAME

EMPLOYEE ID

EMPLOYEE SIGNATURE

DATE

JOB TITLE / CLASSIFICATION

PRIMARY STATE (IN / TN)

Agency Use Only

RECEIVED BY (AGENCY REPRESENTATIVE)

DATE RECEIVED

Questions?

Call the office at **1-888-462-4497** | Indiana: guidingangels.care@gmail.com | Tennessee:
guidingangels.tenn@gmail.com
Web: guidingangelshomecare.com