DIRECT CARE WORKER EMPLOYEE HANDBOOK

Attendant Care Services

Revised August, 2026

Arizona Consumer Direct Personal Care, LLC
doing business as Consumer Direct Care Network Arizona (CDCN)
50 N. Alvernon Way
Tucson, AZ 85711

Phone: 888-398-8409
Fax: 877-398-8413
infoCDAZ@consumerdirectcare.com

This Handbook is property of the Consumer Direct Care Network (CDCN) and may not be duplicated in any form without express permission from CDCN.

Changes to Your Hours

Benefits are offered to caregivers based on their average hours worked each week. If you experience a change in your regular hours, and the change is expected to last for **more than 3 months**, please let us know! You only need to inform us of the change if your hours will switch **between** these categories:

- Full-time (30+ hours/week)
- Part-time (10-29 hours/week)
- Less than 10 hours/week

Examples of when to contact Consumer Direct:

1) You have been working about 15 hours/week. You picked up a new permanent client and will now be averaging around 32 hours/week for the foreseeable future.

2) You have been working around 20 hours/week, but are switching over to a back-up caregiver.

3) One of your clients discharges from services, reducing your weekly hours from 38 to 22, and you are not interested in picking up a new client.

Examples of when you do **NOT** need to contact Consumer Direct:

1) Your hours have increased from 16 hours/week to 25 hours/week. Since you are not switching between benefit categories, no action is required.

2) You have been working about 20-25 hours/week, but have been working more for the past few weeks to cover for another caregiver. Since this change is not expected to last for more than 3 months, no action is required.

3) You typically work 32 hours/week, but your client has been admitted to the hospital. This is not a permanent change, so no action is required.

4) One of your clients discharges from services, reducing your weekly hours from 38 to 22. You find another client 2 months later, and your hours return to 38 hours/week. The change did not last more than 3 months, so no action is required.

You may experience a change in your hours that was supposed to be temporary, but ends up lasting longer than 3 months. In these instances, please contact us to let us know your new weekly hours.

TABLE OF CONTENTS

IMPORTANT NOTICE TO EMPLOYEES 1
OVERVIEW OF HUMAN RESOURCES STANDARDS & DEFINITIONS. 2
NON-DISCRIMINATION IN EMPLOYMENT 2
EQUAL OPPORTUNITY EMPLOYMENT 2
HIRING REQUIREMENTS 2
COMMUNICABLE DISEASES 2
HARASSMENT/SEXUAL HARASSMENT 3
RETALIATION 3
FIRST AID AND CPR TRAINING 3
PROBATIONARY PERIOD 3
EXEMPT / NON-EXEMPT STATUS 4
REGULAR FULL-TIME EMPLOYEE. 4
REGULAR PART-TIME EMPLOYEE 4
CASUAL EMPLOYEE 4
WAGE AND SALARY 4
PAY PERIOD / PAY DAY 4
HOURS OF WORK 4
RESIGNATION 5
LAYOFF / REDUCTION IN STAFF 5
PAY DAYS AND FINAL PAY 5
PAYROLL REPORT REQUESTS 5
MEAL PERIODS 6
TARDINESS 6
ATTENDANCE / ABSENTEEISM 6
INFORMATIONAL MEETINGS 6
PERSONNEL INFORMATION 6
TIME REPORTING 7
OVERTIME 7
DEDUCTIONS 7
EDUCATION 7
DISCIPLINE / TERMINATION 7
INTERNAL GRIEVANCE PROCEDURE 8
DRESS CODE - DCWS 8
EMPLOYEE BENEFITS 9
HEALTH INSURANCE 9
FAMILY AND MEDICAL LEAVE ACT OF 1993 10
MILITARY LEAVE 10
MATERNITY LEAVE 10

LEAVES OF ABSENCE 10
FUNERAL LEAVE / EMERGENCY LEAVE 11
JURY DUTY / WITNESS 11
ILLNESS / DISEASE 11
PAID SICK LEAVE 11
HOLIDAY PAY 12
SAFETY & INJURY REPORTING 13
HAZARDOUS MATERIALS 13
THREATS AND VIOLENCE IN THE WORK ENVIRONMENT 13
WEAPONS 13
EMERGENCY PROCEDURES 14
MEMBER ACCIDENT OR INJURY – INCIDENT REPORTING 14
DCW INJURY REPORTING 14
NON WORK-RELATED INJURIES 14
EARLY RETURN TO WORK PROGRAM 14
GENERAL POLICIES AND PROCEDURES 16
NON-SOLICITATION 16
PRIVATE PAY POSITIONS 16
FINANCIAL RESPONSIBILITY 16
EQUIPMENT FAILURE / DAMAGE 16
VEHICLE USE 16
MEMBER CONFIDENTIALITY 17
MEMBER RELATIONS 17
COMPANY CONFIDENTIALITY. 17
THEFT OF DRUGS OR MEMBER PROPERTY 17
ALCOHOL / DRUGS 17
STANDARDS OF CONDUCT 19
POLICY 19
PROTOCOLS 19
CONFLICTS OF INTEREST 20
PUBLIC CONDUCT 21
FRAUD 22
CORPORATE COMPLIANCE 23

IMPORTANT NOTICE TO EMPLOYEES

The policies, procedures and programs outlined in this Handbook are designed to serve as guidelines to acquaint employees with information regarding their employment.

No policy or provision in this Handbook is intended to create an express or implied contract binding the employee or Consumer Direct Care Network Arizona (CDCN) to an agreement of employment for a specific period of time. Either the employee or the employer can terminate at any time during the probationary period (first 180 days) for any reason, with or without cause or notice.

CDCN reserves the right, in its sole discretion, to supersede, modify, revoke, suspend, terminate, revise, or deviate from the policies, procedures, guidelines and programs and information in this Handbook as circumstances or situations warrant, in whole or in part, at any time with or without cause.

No representative or agent other than the State Director or Human Resources Director can authorize or sign an employment agreement contrary to the above terms or otherwise make any binding offer of employment for a specific term. To be effective, any agreement altering the terms and provisions of this Handbook must be in writing and signed by the State Director or Human Resources Director.

Employees are expected to accept responsibility for familiarizing themselves with the information in this Handbook and to seek verification or clarification of its terms or guidance when necessary. Employees should consult their Service Coordinator or Program Manager if they have any questions that are not answered in this Handbook. This Handbook supersedes and replaces all previous versions.

OVERVIEW OF HUMAN RESOURCES STANDARDS & DEFINITIONS

NON-DISCRIMINATION IN EMPLOYMENT

CDCN complies with federal and state laws regarding non-discrimination in employment. Applicants are considered for employment and hired without discrimination because of race, color, religion, gender, national origin, age, marital status, military status, physical or mental disability/handicap, or any other characteristic protected by law.

EQUAL OPPORTUNITY EMPLOYMENT

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at CDCN will be based on merit, qualifications, skills and abilities. CDCN does not discriminate in employment opportunities or practices on the basis of race, color, religion, gender, national origin, age, marital status, military status, physical or mental disability/handicap, or any other characteristic protected by law.

Pursuant to the Americans With Disabilities Act, CDCN will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, advancement, discipline, termination, training and access to benefits.

Applicants or employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their Service Coordinator or the Human Resources Manager. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

HIRING REQUIREMENTS

- Completed Application/Paperwork
- Valid Identification (I-9 requirement)
- Criminal History Background Check
- DCW Training
- First Aid Certification
- CPR Certification

COMMUNICABLE DISEASES

Communicable diseases are regarded as physical disabilities. CDCN will not discriminate against any applicant or employee who has a communicable disease; however, reasonable demands of a job/position may render an applicant or employee ineligible for employment. CDCN will evaluate all factors after obtaining the reasonable medical judgment of health officials, and will evaluate the nature, duration, and severity of the risk of any communicable disease to determine if an individual is qualified for employment.

HARASSMENT/SEXUAL HARASSMENT

All forms of harassment, including any degrading work assignments, words, or actions toward an individual or an individual's race, color, religion, gender, age, or national origin, are prohibited. It is specifically emphasized that sexual harassment in any form is expressly prohibited. It is your responsibility to report **any** harassing behavior to your Service Coordinator immediately.
If the employee has any reason to feel that they cannot report the harassment to their Service Coordinator, they may take their concerns directly to the Human Resources Manager. Such reports can be made without fear of reprisal. All reports of harassment shall be investigated promptly. Sexual harassment includes unwelcome verbal or physical conduct when:

- Submission to the conduct is implicitly or explicitly made a term or condition of employment
- Submission to or rejection of the conduct is used as the basis for an employment decision affecting the individual, or
- The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment also includes:

- Harassment directed toward a person because of gender
- A pattern of favoritism toward sexual partners

Examples of prohibited sexual harassment include, but are not limited to:

- Propositions or pressure to engage in sexual activity
- Sexual assault
- Repeated intentional bodily contact
- Repeated sexual jokes, innuendoes, or comments
- Constant or inappropriate staring or leering
- Inappropriate comments concerning appearance
- Display of magazines, books, or pictures with a sexual connotation

RETALIATION

Neither CDCN nor any employee will retaliate against any applicant, employee, or past employee for opposing unlawful discriminatory practices, filing a discrimination complaint or participating in any other manner in a discrimination proceeding.

FIRST AID and CPR TRAINING

Current First Aid/CPR certification is required to work as a DCW with CDCN. CDCN pays for half of the cost of the training. If it lapses, CDCN may consider you to have effectively suspended from your position.

PROBATIONARY PERIOD

For each new employee and each employee who is promoted and/or moved to a new position or rehired, the first one hundred eighty (180) days are a probationary period. This period is

established as a time of adjustment for you to learn the job requirements and work rules. During this time you may be terminated with or without cause. CDCN reserves the right to extend an employee's probationary period up to an additional ninety days (90), to give the employee an opportunity to achieve satisfactory performance. Any significant absence shall automatically extend a probationary period by the length of the absence.

EXEMPT / NON-EXEMPT STATUS

Each employee is designated as either non-exempt or exempt from federal and state wage and hour laws. Non-exempt employees are entitled to overtime pay under the specific provisions of federal and state laws. Exempt employees are specifically addressed in the provisions of federal and state wage and hour laws. An employee's exempt or non-exempt classification may be changed only upon written notification by CDCN's management.

REGULAR FULL-TIME EMPLOYEE

A regular full-time employee is one who works an annual average of forty (40) hours per week. Additional hours may be required based on the needs of CDCN**.**

REGULAR PART-TIME EMPLOYEE

A regular part-time employee is one who works a minimum of twenty (20) hours per week.

CASUAL EMPLOYEE

A casual employee is one who is employed, full-time or part-time, for a specific job assignment with limited duration, or during certain periods of time, depending upon the demand of work as determined by CDCN.

WAGE AND SALARY

You will receive a rate of pay commensurate with your job position. You will be notified of a wage change thirty days in advance of the change in writing.

PAY PERIOD / PAY DAY

The pay period is biweekly, Sunday through Saturday. See CDCN's Payroll Schedule for a listing of Pay Days. Payroll advances are not available.

HOURS OF WORK

The CDCN office is open from 8 am to 5 pm, Monday through Friday. CDCN's field services run 24 hours a day, seven days a week. Work periods may vary from assignment to assignment and hours are not guaranteed. Each non-exempt employee is required to know his/her work schedule and be in attendance, as assigned. Exempt employees are expected to meet the requirements of their jobs, which may necessitate varied hours of work.

24-HOUR LIVE-IN CARE / PER DIEM SHIFTS

The pay rate for a 24-hour live-in arrangement is stated in the member contract. The following protocols apply:

- DCW does not 'move in' to a member's home.

- DCW will have separate sleeping area.
- DCW is allowed 8 non-consecutive hours for personal time; sleeping, bathing, etc.
- DCW will prepare and eat meals with member. If DCW requires a specific diet the DCW will supply their own food.
- No personal/employee mail should be directed to member's home.

RESIGNATION

A resignation is the voluntary decision of a DCW to terminate employment with CDCN. A written notice of resignation should be given to the employee's Service Coordinator two (2) weeks prior to the anticipated termination date.

LAYOFF / REDUCTION IN STAFF

If a reduction in staff becomes necessary, CDCN will give full consideration to skills, aptitudes, and past work performance in determining work force adjustments. All rehired employees will be classified as new hires.

PAY DAYS AND FINAL PAY

The pay period is bi-weekly. When you voluntarily terminate (resign) your employment with CDCN, your final pay will be issued on the next regularly scheduled payday. If you are terminated by CDCN from your position, your final pay will be issued on the next scheduled payday or within seven (7) days from the date of the actual separation, whichever occurs first.

Note: All CDCN property must be returned at the time of separation.

PAYROLL REPORT REQUESTS

Employees are responsible for keeping all paystubs provided to them by CDCN. If payroll information is needed and the stub cannot be found, the employee must make a written request to:

Consumer Direct Care Network
50 N. Alvernon Way
Tucson, AZ 85711
ATTN: Program Manager

Emails and/or phone calls are not acceptable.

Processing payroll requests through the Payroll Department may take up to 30 days. Results of the request will be sent to the appropriate 'branch' office. Only the employee making the request will be allowed to pick up the request response at the branch office, and will be required to sign that they received the requested information. The CDCN corporate office will monitor all payroll requests and employees who continually make such requests will be counseled by their Service Coordinator, which could result in disciplinary action.

TIME OFF REQUESTS

Requests for time off (vacation, etc) must be made two weeks in advance and need Service Coordinator approval. This allows for sufficient time to find another DCW to work the member's shift.

MEAL PERIODS

There is no federal or state law requiring employers to furnish employees with breaks. An unpaid meal period may be provided for employees who work eight (8) hour periods and will be at or near the middle of the work period. Meal periods, which require any attention to work assignments, will be counted as working time.

TARDINESS

Reporting to work on time is required. "On-time" is defined as being properly dressed and prepared to begin work at the start of the scheduled work period. There will be no compensation for tardiness for non-exempt employees. Excessive tardiness is cause for disciplinary action. Excessive tardiness is defined as two (2) times in a calendar month or six (6) times in any part of a twelve (12) month period.

ATTENDANCE / ABSENTEEISM

Regular attendance is required. When it is necessary to be absent, you must notify your Service Coordinator as far in advance as possible, or at least 2 hours prior to a scheduled work period. Irregular attendance, unexcused or unreported absences cause disruption to CDCN and are unacceptable. An unexcused absence is one in which an employee requests, but is not granted, time away from their assigned work schedule or fails to report to work. All nurses and caregivers are required to notify CDCN in the event they will be absent. One (1) unexcused absence or an unreported absence for a period of 2 consecutive hours may be considered a voluntary resignation.

If a caregiver is off work due to serious illness or non-work related injury, they will need a full release from their doctor before they can return to work. In some cases, a PT screening will also be required.

INFORMATIONAL MEETINGS

On certain occasions you may be required to attend meetings to receive information regarding workplace policies, safety procedures, product and business information, or other pertinent information.

PERSONNEL INFORMATION

For accurate administration of your wages and benefits, and for compliance with federal and state regulations, it is necessary that current and accurate personnel records be maintained. This information is also imperative in the event you must be reached for an emergency or available work. If there are changes, or if you observe or are aware of any errors in your personnel records, please notify your Service Coordinator immediately. Falsification of any personnel information is cause for termination.

TIME REPORTING

DCWs must use an approved Electronic Visit Verification (EVV) method to clock-in and clock-out for each shift worked. This is federal law under the 21st Century Cures Act. In Arizona, approved EVV methods include the HHAeXchange mobile app, member's landline or HHAeXchange alternative device located at the member's home.

Each shift has to be approved by the member or their representative using the EVV device when the employee clocks-out. If there is a device malfunction or an employee forgets to clock in or out, please call CDCN as soon as possible to resolve the error and ensure work shifts are properly recorded. All corrections and approvals must be done with 10 days of the date of service or your pay may be affected.

Remember:

- You will not be paid for working more hours than approved on the Approved Tasks and Hours form.
- You are only paid for performing approved tasks.
- You cannot work hours and will not be paid for working when the member is in the hospital or at any location other than the member's residence.
- Falsification of time worked is considered Medicaid Fraud and may result in termination and/or prosecution.

OVERTIME

DCWs will be paid overtime per state law. A Service Coordinator must approve all overtime in advance. Excessive logging of overtime, particularly unapproved overtime, will be cause for disciplinary action, up to and including termination.

DEDUCTIONS

Each paycheck will have certain deductions from the gross pay:

1. Those required by law.
    a. State and Federal withholding taxes
    b. Social Security contributions (FICA)
    c. Court-mandated withholdings
2. Optional: Those authorized by the employee and approved by management.

EDUCATION

Each employee is responsible for continuing education. DCWs are responsible for completing 6 continuing education credits a year. You can contact your Service Coordinator about continuing education opportunities.

DISCIPLINE / TERMINATION

The initial step in any CDCN disciplinary action is counseling with the employee. The counseling will be handled by your Service Coordinator, depending on the seriousness of the circumstances. Employees will be given an opportunity to improve their behavior or performance. If the

unacceptable behavior or poor job performance continues, the Program Manager and/or the Human Resources Department will become involved. More serious action may be taken, up to and including termination. CDCN has an Internal Grievance process for employees who disagree with any disciplinary action taken against them.

INTERNAL GRIEVANCE PROCEDURE

If an employee has a problem or complaint that cannot be resolved with their immediate Service Coordinator, the employee may present a written statement of their complaint, problem, suggestion, or grievance to a Program Manager. The Program Manager will consider the written statement and take such action as deemed appropriate.

If an employee wishes to appeal discharge, layoff, or a change in working conditions, they must present a written statement to the State Director within ten (10) days after the employee is informed of the discharge or change in the working condition. The written statement should contain the facts the employee believes should be considered and shall state the resolution the employee believes is appropriate. The State Director will involve the Human Resources Director if necessary, and shall consider and advise the employee or former employee of the final decision regarding the employee's complaint or grievance within ninety (90) days of the employee initiating the process.

DRESS CODE - DCWs

It is the policy of CDCN to set guidelines for appropriate attire for all DCWs in order to present a professional image to members, families, and other professionals. While the DCW may be a family member of the member, the DCW is an employee of CDCN and must adhere to the following guidelines:

- DCWs shall wear clothing that allows them to perform required work tasks.
- DCW's shall not wear clothing that is revealing or offensive. This includes low rise pants, mini-skirts, tank tops, T-shirts with profane slogans or logos, etc.
- If the member is not comfortable with the DCW's presentation, he or she can ask the DCW to change presentation. For example, if the member is uncomfortable with a tattoo on the DCWs arm, the member can ask the caregiver to wear a t-shirt to cover it.
- Caregivers should avoid wearing long necklaces or dangling earrings or bracelets (safety issue for staff as well as members, and is especially important when dealing with anyone who could become immediately combative, such as dementia member).
- Fingernails should be kept at appropriate length in order to avoid potential injury to members during personal care, transfers, etc. (nails are too long if they appear over the tips of fingers when looking at the palm of the hand). Hair should be neatly combed and clean--if working with a combative member or one who has the potential to become so, hair should be worn "up" so it's out of harm's way.
- Footwear must be clean and professional. No sandals, flip-flops, or any beach type footwear. Athletic shoes may only be worn if they remain **clean** and in good repair.

Any employee, if circumstances warrant, may be sent home (without pay) to correct unacceptable appearance.

EMPLOYEE BENEFITS

Various employee benefits may be available to you, including vacation, holidays, and optional insurance programs. Eligibility is dependent upon job classification and plan requirements.

HEALTH INSURANCE

Direct Care Workers working 30 hours per week or more are eligible for health insurance on the first of the month following/coinciding with a 30-day waiting period. Notice of eligibility and enrollment information will be mailed or emailed to DCWs meeting the eligibility requirements.

If you participate in the Consumer Direct Health Plan, you are entitled to receive certain information about our benefits as required by the Employee Retirement Income Security Act of 1974 ("ERISA"). Consumer Direct intends to provide this information to you via electronic delivery. The information sent electronically will include, but may not be limited to:

- Summary Plans
- Summaries of Material Modification
- Summaries of Benefits and Coverage
- Summary Annual Reports
- Annual Notices

These documents will be furnished to you as an attachment to an email sent to the email address you specify to us. The attachment will be in PDF format. To access the email and attached document, you must have: (1) a computer or smartphone with internet access; (2) a program installed on that computer or smartphone allowing you to send and receive emails (such as Internet Explorer or Google Chrome); and (3) Adobe Acrobat Reader installed on your computer or smartphone allowing you to open and read the document. Please keep a copy of the email and any attached documents for future use. You must be able to either (1) print a copy on a printer attached or linked to the computer or smartphone; or (2) save a copy in electronic form to your computer's or smartphone's hard drive, or on an external drive (e.g., on a flash drive).

NOTE: If any of these requirements or delivery methods change in a way that creates a material risk that you may no longer be able to access and retain electronically transmitted documents, we will furnish you with notice and a request that you provide a new consent.

You have a right to receive a paper version of any electronically transmitted document at no charge. Please contact Consumer Direct Human Resources at InfoBenefits@consumerdirectcare.com or 844.360.4747 to obtain a paper copy.

To update your email address, you must notify Human Resources in writing at Consumer Direct, 100 Consumer Direct Way, Missoula, MT 59808 or via email at InfoBenefits@consumerdirectcare.com with "Change in Email Address for Electronic Disclosure" in the subject matter line.

FAMILY AND MEDICAL LEAVE ACT OF 1993

The Family and Medical Leave Act ("FMLA") became effective August 5, 1993. It applies to employers with 50 or more employees within a 75-mile radius. The policy of CDCN is to balance the demands of the workplace with the needs of families of employees by allowing an eligible employee to take reasonable leave for legitimate medical reasons, as stated in the FMLA regulations.

Eligibility Requirements:

- The employee must have been employed by CDCN for at least twelve (12) months.
- The employee must have worked at least 1250 hours with CDCN during the previous 12-month period.

Leave Requirements: FMLA provides that an eligible employee (see above) shall be entitled to a total of twelve (12) weeks of leave during any 12-month period for any of the following reasons:

- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; OR
- For a serious health condition that makes the employee unable to perform their job. A medical release from the employee's physician is required to return to work.

The law provides for a 30-day advance notice from the employee (when possible) to the employer when applying for FMLA leave. The law also requires specific forms be completed by both the employee and the employer. A poster explaining your rights under this law is posted on the employee bulletin board in each CDCN office. Please contact your Service Coordinator for specific details regarding eligibility, and/or to get a copy of the form.

MILITARY LEAVE

Military leave shall be governed by Federal law.

MATERNITY LEAVE

Maternity leave shall be governed by State law.

LEAVES OF ABSENCE

After completion of one year of employment, unpaid leaves of absence, not to exceed ten (10) working days, may be granted for bona fide reasons, or for other reasons mutually agreed upon with CDCN. All leave is to be requested in writing to CDCN, stating the start and end dates of the leave of absence.

Upon expiration of the leave, or upon notification by the employee to CDCN of intent to return, the employee will be returned to the next available job opening in their classification. If an employee on leave does not report upon the expiration of the leave, or any extension authorized by CDCN, the employee shall be considered as having voluntarily resigned.

FUNERAL LEAVE / EMERGENCY LEAVE

This is decided on a case-by-case basis. Please submit your request to your immediate Service Coordinator. Every attempt will be made to accommodate employees following the death of an immediate family member.

JURY DUTY / WITNESS

CDCN will follow all local, state, and federal laws to allow employees to serve on juries. If you are excused from duty early, or are not required to be present in court, you are expected to return to work. You shall notify your Service Coordinator as soon as possible after you receive notice of jury duty. If your absence would result in a hardship on CDCN, we may petition the court to excuse you from jury duty.

ILLNESS / DISEASE

There will be no adverse employment action against an employee based solely on their medical condition. Employees with infectious diseases may be reassigned if the safety of co-workers or members is in question. Any employee's refusal to work with an afflicted co-worker may be cause for disciplinary action. A violation of any member or employee confidential health files/medical conditions will be cause for disciplinary action.

PAID SICK LEAVE

Effective July 1, 2017 all employees are entitled to earned paid sick time in Arizona. Under the law, DCWs are entitled to accrue one hour of paid sick time for every 30 hours worked and may accrue or use up to 40 hours of earned paid sick time per year. Paid sick time may be used for the employee themselves or to care for a family member, and may be used for the following purposes:

- Medical care or mental or physical illness, injury, or health condition;
- A public health emergency; and
- Absence due to domestic violence, sexual violence, abuse, or stalking.

Employees will be provided year-to-date balances of sick time on their pay stubs, including the amount available to use, the amount taken, and the amount of pay received from sick time used.

CDCN Sick Time Policy/Procedures for use:

- The yearly maximum accrual and use of up to 40 hours of paid sick leave will be tracked from July 1 to June 30.
- At year end a maximum of 40 unused paid sick leave hours will roll-over to the next year.
- Upon termination of employment unused paid sick leave hours are not paid to employee.
- DCWs are eligible to use accrued paid sick time 90 calendar days after their initial hire date.
- Paid sick time can only be claimed for a regularly scheduled shift.
- Paid sick time will be paid at the same hourly rate of pay as the regularly scheduled shift.
- Requests to use earned sick time should be made to the employees immediate supervisor or scheduler. Requests may be made orally, in writing or by electronic means.

- **For a "foreseeable" situation**, such as a doctor's appointment, **CDCN requires that the employee notify their supervisor two weeks in** advance of the shift for which the employee is requesting Paid Sick Time.
- **For an "unforeseeable" situation**, such as a sudden illness**, CDCN requires the request for Paid Sick Time be made at least two (2) hours prior to the scheduled shift**. When possible, the employee's request shall include the expected duration of the absence. Failure to provide at least two hours-notice may result in the denial of earned paid sick time and may result in corrective action.

- Employees shall use a paper timesheet to claim available sick time hours.
- Employees are not required to find a replacement worker for their time off during the sick time leave.

HOLIDAY PAY

DCWs will receive holiday pay for **regular hours worked** on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Holiday pay will be paid at a rate of time-and-one-half of regular wages. Not applicable to DCWs who are related to the Member they serve.

SAFETY & INJURY REPORTING

CDCN is committed to safety in all areas of the Company and its goal is to comply with the Occupational Safety & Health Act of 1970. This Act requires that employers provide a safe and healthful working environment and that employees comply with occupational safety and health standards and all rules, regulations and orders contained within the Act which are applicable to their own actions and conduct.

We believe that safety must function as an integral part of, and in no manner separated from, the operation of the Company. In recognition of this and in the interest of prudent management practices, CDCN's goal is to:

- Maintain a safe and healthful working environment.
- Consistently adhere to proper operating practices and procedures which are designed to prevent injury, illness and loss of assets.
- Comply with the requirements of federal, state, and local safety and health codes to ensure the well-being and safety of all employees.

In order to achieve these goals, DCWs shall receive training on the use of equipment, proper and safe operating procedures, and site/task-specific job functions. Periodic safety training sessions will be conducted, as needed, to maintain employee awareness.

All employees are responsible for exercising maximum care, good judgment, and shall comply with established safety and accident prevention procedures. Unsafe conditions, equipment or practices must be reported to the Service Coordinator immediately. Each employee is expected to abide by all safety rules and procedures and shall wear any and all personal protective equipment required and provided by the employer, when appropriate.

Our safety rules have been written with you in mind. Please follow the rules and help CDCN ensure a safe working environment.

HAZARDOUS MATERIALS

The hazards of all chemical materials present in the workplace shall be communicated to all potentially exposed DCWs.

THREATS AND VIOLENCE IN THE WORK ENVIRONMENT

Threats, threatening behavior, intimidation, and acts of violence are prohibited. Such behavior directed toward members, DCWs, vendors, visitors, guests, or other individuals will not be tolerated. Such actions may result in disciplinary action, up to and including termination.

WEAPONS

Possession of firearms, handguns or any potentially dangerous items or materials while performing job duties or while on CDCN premises, is prohibited. Violation of this policy may lead to disciplinary action up to and including termination.

EMERGENCY PROCEDURES

Employees should always familiarize themselves with the emergency exit/evacuation plans and procedures for the local CDCN office and for each member's residence in which they work.

MEMBER ACCIDENT OR INJURY – INCIDENT REPORTING

If the Member is injured or suffers an accident while the DCW is present, the DCW **SHALL REPORT THE ACCIDENT BY CONTACTING CDCN IMMEDIATELY, and then complete an Incident Report.** If warranted, the DCW should request emergency services, i.e. an ambulance. **CDCN employees should not use their vehicles to transport members needing emergency services.**

DCW INJURY REPORTING

DCWs injured on the job MUST report their injuries immediately. CDCN is very concerned about any workplace injury that may occur, and has an active Early Return to Work program for injured workers. If an employee is injured at work or develops a workplace related illness, they should follow these steps:

1. **If needed, get medical help.**
   - If the injury is serious and life-threatening: Someone should call 911 or take the injured worker to the nearest emergency room.
   - If the injury is not life-threatening but requires medical treatment the injured worker should go to an urgent care clinic or doctor's office; if neither is available, utilize the emergency room.

2. **Call the Injury Hotline to report the injury/illness immediately upon occurrence, whether or not the injury seems serious at the time.**
   - CDCN has set up a toll free phone line to receive all injury reports.
   - CDCN's Injury Hotline phone number is: **1-877-532-8542**, and is available 24 hours a day, 7 days a week to report an injury.

NON WORK-RELATED INJURIES

Non work-related injuries should be reported to your Service Coordinator or local CDCN office. It is one of CDCN's responsibilities to monitor an injured worker's Return to Work to ensure they can safely provide services and to protect the employee from aggravating the injury.

EARLY RETURN TO WORK PROGRAM

Because it is important for an injured employee to stay active while recovering from their injury, CDCN has established an Early Return To Work program. When an injured employee's doctor releases the employee to work, but only under certain conditions/restrictions, the Risk Manager will contact the employee's Service Coordinator to determine what "light/modified" work is available. The injured employee is offered a light duty/modified duty position where they can work until released to full duty by their doctor. These light duty positions are only temporary and can be discontinued if the injured worker is not improving.

WORKERS' COMPENSATION

All CDCN employees are covered by workers' compensation insurance. This means that if an employee sustains a work-related injury or illness, CDCN's workers' compensation insurance carrier will provide oversight and appropriate compensation. Compensation can be in the form of paid medical expenses and/or compensation for work missed due to the work-related injury or illness.

- The injured employee must report the injury or illness immediately to the Risk Manager to ensure coverage under State law.
- The Risk Manager will complete a First Report of Injury or Illness form and send it to the work comp insurance carrier. This initiates the work comp "claim" process.
- Work comp claims are then assigned to work comp adjusters who monitor the claims, provide on-going information to the injured employee and work closely with the medical providers to ensure the injured employee is receiving appropriate treatment.

GENERAL POLICIES AND PROCEDURES

NON-SOLICITATION

All CDCN members must sign a contract in order to receive services through CDCN. The contract provides that during the term of service with CDCN, and for a period of 6 months following termination of services, the member cannot hire or otherwise utilize services of any person previously provided by CDCN, except through a contract with CDCN. If the member violates these provisions, they will be subject to financial penalties.

PRIVATE PAY POSITIONS

It is the policy of CDCN that an employee cannot care for a CDCN member, while caring for the same member under a separate Private Pay employment situation.

FINANCIAL RESPONSIBILITY

You may be held financially responsible for any breakage, loss, or damage you may cause to CDCN's or member's property or equipment if the same shall have been caused willfully through negligence or disregard for the property of CDCN or member.

EQUIPMENT FAILURE / DAMAGE

Damage or needed repair to CDCN or member equipment must be reported immediately to your Service Coordinator. Violation of this requirement is cause for disciplinary action up to and including termination.

USE OF MEMBER'S HOUSEHOLD ITEMS

The member is involved in orienting the DCW to his or her home. The member, with the assistance of the Service Coordinator, gives the DCW a tour of their home, identify house rules, and what property the DCW can use. For example, if the member is okay with the DCW using the microwave to warm lunch.

VEHICLE USE

An employee who operates a motor vehicle while on CDCN business, must comply with CDCN's Safe Driving Policy. If a personal vehicle is used for company business, proof of insurance with appropriate statutory limits shall be required.

Failure to maintain an unrestricted, appropriate driver's license or vehicle insurability, if driving a private vehicle, may be cause for disciplinary action, up to and including termination. Driving-related services do not include member transport. The DCW cannot transport the member in any vehicle.

Accidents and/or traffic violations while on CDCN business must be reported immediately to CDCN's Risk Manager. Failure to report accidents and/or traffic violations is cause for disciplinary action, up to and including termination. Fines and/or penalties resulting from accidents or traffic violations due to the employee's negligence are solely the employee's responsibility and will not be paid by CDCN.

MEMBER CONFIDENTIALITY

You are not to discuss or otherwise divulge any information concerning the business affairs of any member or CDCN. Any action or expression by an employee considered objectionable by members, prospective members or your Service Coordinator may be cause for disciplinary action up to and including termination.

MEMBER RELATIONS

To preserve and foster the public's trust and confidence in CDCN, it is imperative that all employees act with complete honesty and fairness. You are expected to be knowledgeable about your job and applicable laws and regulations pertaining to your job. Whenever you have a question relating to applicable laws or regulations, you should seek out appropriate advice before acting. In dealing with the public, you are expected to exercise good judgment and common sense. Commitments to others should be made only if such commitments realistically can be met. In this regard, the products and services of CDCN should be presented accurately and fairly.

If you should become aware of actual or potential problems in any area of the business of CDCN, you are expected to inform your Service Coordinator immediately. If you are aware of improvements to policies, procedures, products and/or possible business opportunities that will contribute to customer satisfaction and enhance CDCN, you are urged to bring those improvements to the attention of your Service Coordinator.

COMPANY CONFIDENTIALITY

You may have access to records and/or other information about CDCN and/or other workers. This includes proprietary information, operational procedures, trade secrets and intellectual property. You are not to discuss this information with anyone else without proper authority.

Anything CDCN does to design, produce or market their products is treated as proprietary information, sometimes called trade secrets. Any information that would damage the business of CDCN if it became public knowledge or was disclosed to a competitor is considered a trade secret. This includes, but is not limited to, information relating to operations, service, sales, financial matters, members or employees.

You are not to discuss member or company information with any person from outside CDCN or with other employees in any public place where it is possible to be overheard. Should you leave CDCN for any reason, the obligation not to disclose confidential information continues indefinitely.

THEFT OF DRUGS OR MEMBER PROPERTY

A Police Report is filed whenever medications or personal property are reported missing from a member's residence. If a CDCN employee is formally charged or implicated in any theft of member or CDCN property, they will be subject to disciplinary action, up to and including termination.

ALCOHOL / DRUGS

Personal use, sale, purchase, transfer, or possession of alcohol or any illegal drug, or the presence of such, in any detectable amount, while performing job duties is strictly prohibited. Violation of

this policy is cause for disciplinary action, up to and including termination. CDCN requires that each employee be fit for duty as described in each job description.

A copy of CDCN's Fitness for Duty, Drug Free Workplace Policy is in the Appendix of this handbook.

STANDARDS OF CONDUCT

POLICY

Employees must follow standards of conduct. Violations of these common sense rules of conduct will subject the offender to appropriate corrective action. When misconduct occurs, managers will take such corrective action as deemed appropriate for the committed offense.

PROTOCOLS

1. Employees will arrive on time.
2. Employees will not use their personal cell phones during member visits except for EVV use and in emergency situations.
3. Employees will not give out their personal phone numbers to members.
4. Employees will not use the member's phone at any time, except for EVV use or emergency and member-related needs.
5. Employees will not arrive at the member's home with other people or pets.
6. Employees will not borrow any member belongings or money.
7. Employees will not leave a member's home before the scheduled time without being authorized by the Service Coordinator.
8. Employees will report any concerns or problems regarding the delivery of services or tasks to the Service Coordinator, as soon as possible.
9. Employees will not change their scheduled hours of service without notifying the Service Coordinator.
10. Employees will provide the member with a receipt and the appropriate change when asked to shop without the member being present.
11. Employees will not provide unauthorized services or time.
12. Employees will have the member or representative approve each work shift when clocking out with an approved EVV device.
13. The following acts are specifically prohibited:
    - Working for or with a member who has terminated services with CDCN within six months of leaving the Company. If this happens, the employee will lose their position with CDCN permanently.
    - Neglect of duty, loitering or leaving place of work during working hours without proper authorization.
    - Smoking or use of smokeless tobacco on CDCN's premises, in the member's home, or while on company business.
    - Selling to or soliciting by employees any goods or services, subscriptions, memberships or the like, enlisting participation in special activities, or collecting contributions during working time, unless permitted by CDCN Management.
    - Removing CDCN property, or any property other than one's own, from the premises without proper authorization.
    - Sleeping on the job during working hours.

- Reporting for work or being on the premises during scheduled working hours unfit for duty due to the influence of alcoholic beverages or illegal drugs, or possessing or promoting the use of alcoholic beverages or illegal drugs.
- Violating safety rules or safety practices or causing injury to another employee by violating a safety rule.
- Abusive, immoral, or obscene language or indecent conduct toward any employee or Service Coordinator at any time.
- Any unauthorized disclosure of confidential information in violation of HIPAA standard, or divulging confidential information regarding a fellow employee or member to other CDCN members, employees, friends or family.
- Spreading false or malicious rumors concerning CDCN products or employees.
- Deliberately curtailing or hampering operations by willfully or negligently misusing, or destroying or damaging any CDCN property.
- Possession of firearms, explosives or other deadly weapons on CDCN premises.

Violations of the above-listed standards will result in immediate disciplinary action, up to and including termination.

CONFLICTS OF INTEREST

Relationships with Suppliers, Customers and Competitors

If you hold any position of employment, or own or acquire, directly or indirectly, a beneficial interest in any concern you have reason to believe may supply goods or services to, or purchases from, or competes with CDCN, you are required to disclose the full details concerning such interest or relationship. In such circumstances, a conflict may arise if you are in a position to influence decisions with respect to any of CDCN's transactions and if your interest or relationship is such that it might bring into question your continued ability to make independent and impartial judgments that are in the best interests of CDCN.

Gifts or Favors

Acceptance of money, gifts, or favors from any individual or concern which you have reason to believe may transact business, or may seek to transact business, with CDCN will constitute a violation of this policy, unless such gift or favor involves no more than an ordinary social amenity. All offers of gifts or favors of more than nominal value should be immediately reported to your Service Coordinator.

Proprietary and Other Confidential Information

Unless duly authorized, you may not provide information to any outside organization or individual about bids, specifications, financial data or transactions, product features, process details or other matters (including computer-generated information of any nature), where such disclosure involves confidential or proprietary information or might otherwise be contrary to the best interests of CDCN.

Use of Company Assets and Resources

You may not engage in activities during work time, use, or cause to be used, without prior written approval from Management, any of CDCN's facilities, equipment, (including any computer resources), materials or supplies for your personal convenience or profit; nor may you take advantage in this manner of outside individuals or organizations doing business, or seeking business, with CDCN. CDCN resources also may not be utilized for non-profit organizations such as trade or professional associations without appropriate Management approval.

PUBLIC CONDUCT

Employees should always be mindful of the position of CDCN in the community. Good reputation and success require continuing adherence to high standards.

Language

All employees are required to refrain from using slang, profanity, and/or offensive remarks including but not limited to age, sex, race, religion, marital status, disability and national origin.

Attire

Each employee reflects the image of CDCN and is required to comply with CDCN's dress code. Disciplinary action, up to and including termination may result if employees refuse to follow this requirement.

Hygiene

All employees must maintain personal grooming habits that reflect a presentable image for CDCN.

Criminal/Civil/Professional Investigation

Due to the nature of CDCN's business, any employee who is subject to any investigation of a civil, criminal, or professional nature, including a DUI, may be reassigned. Other options may be utilized to ensure the safety of members and the employee, and to protect the interests of CDCN during the investigation period. Depending on the nature of a conviction, termination may result.

Cultural Awareness

CDCN employees are expected to always show respect for other cultural and ethnic groups and to provide quality care and services to everyone, equally, without regard to cultural or ethnic differences.

FRAUD

Fraud is intentional deception or misrepresentation that could result in any unauthorized benefit. Fraud is illegal and carries heavy penalties including misdemeanor or felony convictions, large fines, jail sentences and loss of employment. Federal and State governmental agencies are responsible for identifying, investigating, and referring cases of suspected fraud to law enforcement officials. Because Medicare and Medicaid reimburse CDCN for services we provide to many of our members, we are a mandatory reporter of any suspected Medicare or Medicaid fraud. Therefore, any employee, member, guardian, or legal representative who participates in any of the following activities will be reported to the appropriate government authority and subject to possible termination or discharge from CDCN.

Fraudulent Activity includes, but is not limited to:

- Improper use of Electronic Visit Verification in a way that records more time than was actually worked.
- Reporting completion of tasks and procedures not performed.
- Accepting pay for time not worked.
- Altering other people's paperwork.
- Forging other employee or member signatures.
- Knowingly billing false time or tasks.
- Failure to meet federal or state licensure or certification requirements.
- Presenting, or causing to be presented for payment, any false or fraudulent claim for services or supplies.
- Submitting, or causing to be submitted, false information for the purpose of obtaining greater compensation than that to which the person is legally entitled.
- Failing to provide and maintain quality services to Medicare or Medicaid members within accepted medical community standards.
- Engaging in a course of conduct or performing an act considered improper or abusive of the Medicare or Medicaid programs, or continuing that conduct following notification that it should cease.
- Over-using the Medicare or Medicaid program by inducing or otherwise causing a member to receive services or supplies not required or requested by the member.
- Rebating or accepting a fee or portion of a fee or charge for a Medicare or Medicaid member referral.
- Violating any laws, regulation or code of ethics governing the conduct of occupations, professions or regulated industries.

Immediately report suspected Medicaid fraud to CDCN or to the appropriate authority. Reporting contact information is available on our website under the Resources/Fraud Prevention tab.

Summaries of the **Federal False Claims Act** and applicable Arizona statutes are included in the Appendix of this Handbook. Comprehensive training, using "An Overview of the False Claims Act and Federal Health Care Programs" training material, is conducted with all managers and staff.

CORPORATE COMPLIANCE

It is policy to obey federal, state, and local laws pertaining to the services provided to our members. All field and office employees, department managers, and their designees are directly responsible for ensuring that the provision of services and routine operations are compliant with all applicable laws. If you suspect fraudulent or illegal activity is occurring either in an isolated incident or on an on-going basis, you have a duty and responsibility to report the suspect activity to the Corporate Compliance Officer, who is Mickey Ogg. In the Corporate Compliance Officer's absence, the Risk Manager is an alternate contact. Examples of non-compliance activities include, but are not limited to, the areas of fraud listed above.

A copy of the Corporate Compliance Policy is in the Appendix.