



# BELLA HOME CARE EMPLOYEE HANDBOOK & TRAINING MANUAL

## Welcome

It is our privilege to welcome you to **BELLA HOME CARE**. We wish you every success in your new job, and we hope that you quickly feel at home. This Handbook was developed to describe some of the expectations we have for all of our employees and what you can expect from us. We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

# Contents

## Introduction

## Part 1 – General Employment Policies and Practices

- 1.1 Equal Employment Opportunity
- 1.2 Your Employment Relationship with the Company
- 1.3 Recruitment and Hiring
- 1.4 Employment Classifications
  - 1.4.a Exempt Employees
  - 1.4.b Non-Exempt Employees
  - 1.4.c Full-Time Employee
  - 1.4.d Part-Time Employee
  - 1.4.e Temporary Employee
- 1.5 Orientation and Training
  - 1.5.a Immigration Law Applicable to All Employees
  - 1.5. b Hours of Work
  - 1.5.c Flex Time and Telecommuting
  - 1.5.d Overtime
  - 1.5.e Attendance and Punctuality
  - 1.5.f Inclement Weather
  - 1.5.g Dress Code and Public Image
  - 1.5.h Work Space
  - 1.5.i Office Equipment
  - 1.5.j Personnel Records
- 1.6 Performance Reviews, Salary Reviews
- 1.7 Internet Access
  - 1.7.a Right to Monitor
  - 1.7.b Responsibilities and Obligations
  - 1.7.c Violation of this Policy
  - 1.7.d Email
  - 1.7.e Confidentiality of Electronic Mail
  - 1.7.f Social Media
- 1.8 Telephones
- 1.9 Smoking
  - 1.9.a Drug-Free Workplace
  - 1.9.b Substance Abuse
- 1.10 Safety and Accident Rules
- 1.11 Workplace Violence Prevention Policy
  - 1.11.a Promotions and Transfers

## **Part 2 – Anti-Discrimination & Harassment**

### **2.A Discrimination Is Prohibited**

### **2.B Americans with Disabilities Act**

### **2.C Disabled Defined**

### **2.D Reasonable Accommodation**

## **2.1 Workplace Harassment**

### **2.1.a Sexual Harassment**

## **2.2 Supervisors' Responsibilities**

## **2.3 Procedures for Reporting and Investigating Harassment**

## **2.4 Penalties for Violation of Anti-Harassment Policy**

## **Part 3 – Compensation**

## **3.1 Payroll Practices**

## **3.2 Salary Deductions and Withholding**

### **3.2.a Taxes**

### **3.2.b Insurance**

### **3.2.c Other Deductions**

## **3.3 Direct Deposit**

## **Part 4 – Benefits**

## **4.1 General**

## **4.2 Medical Insurance**

## **4.3 Employee Contributions**

## **4.4 Long-Term Disability Plan (LTD)**

## **4.5 Life Insurance**

## **4.6 Supplemental Life Insurance**

## **4.7 Workers' Compensation Insurance**

## **4.8 Vacation**

## **4.9 Procedure**

## **4.10 Holiday Pay**

## **4.11 Personal Leave**

### **4.11.a Personal leave may be used for the following:**

### **4.11.b Notification Procedures:**

## **4.12 Bereavement Leave**

## **4.13 Voting**

## **Part 5 – Miscellaneous**

## **5.1 Leaving the Company**

### Introduction

This Employee Handbook (“Handbook”) is a compilation of personnel policies, practices and procedures currently in effect at BELLA HOME (“Company”).

The Handbook is designed to introduce you to our Company, familiarize you with Company policies, provide general guidelines on work rules, benefits and other issues related to your employment, and help answer many of the questions that may arise in connection with your employment.

This Employee Handbook is not a contract. Like most American companies, BELLA HOME CARE generally does not offer individual employees formal employment contracts with the Company. This Handbook does not create a contract, express or implied, guaranteeing you any specific term of employment, nor does it obligate you to continue your employment for a specific period of time. The purpose of the Handbook is simply to provide you with a convenient explanation of present policies and practices at the Company. This Handbook is an overview or a guideline. It cannot cover every matter that might arise in the workplace. For this reason, specific questions regarding the applicability of a particular policy or practice should be addressed to the Human Resources Department.

The Company reserves the right to modify any of our policies and procedures, including those covered in this Handbook, at any time. We will seek to notify you of such changes by email and other appropriate means. However, such a notice is not required for changes to be effective.

## **Part 1 – General Employment Policies and Practices**

### **1.1 Equal Employment Opportunity**

The Company is an equal opportunity employer. We will extend equal opportunity to all individuals without regard to race, religion, color, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local laws. Our policy reflects and affirms the Company's commitment to the principles of fair employment and the elimination of all discriminatory practices. Details of our equal employment opportunity policies are further explained in Part 2 below.

### **1.2 Your Employment Relationship with the Company**

Like most American companies, BELLA HOME CARE generally does not offer individual employees a formal employment contract with the Company. Employment is "at will," meaning that you or the Company may end your employment at any time for any lawful reason.

This Employee Handbook is not a contract. It does not create any agreement, express or implied, guaranteeing you any specific terms or conditions of employment. Nothing contained in this Handbook should be construed as creating a contract guaranteeing employment for any specific duration, nor does the Handbook obligate you to continue your employment for a specific period of time. Unless you have

entered into an employment agreement that supersedes this document, either you or the Company may terminate the employment relationship at any time. The Handbook does not guarantee any prescribed process for discipline and discharge.

No manager or other representative of the Company, other than the President, has the authority to enter into any agreement guaranteeing employment for any specific period.

No such agreement shall be enforceable unless it is in writing and signed by the President and the employee.

### **1.3 Recruitment and Hiring**

The Company's primary goal when recruiting new employees is to fill vacancies with persons who have the best available skills, abilities or experience needed to perform the work. Decisions regarding the recruitment, selection and placement of employees are made on the basis of job-related criteria.

When positions become available, qualified current employees are encouraged and are welcome to apply for the position. As openings occur, notices relating general information about the position are posted. The manager of the department with the opening will arrange interviews with employees who apply. We encourage current employees to recruit new talent for our Company.

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 5 of 23

### **1.4 Employment Classifications**

The following terms will be used to describe employment classifications and status:

#### ***1.4.a Exempt Employees***

Exempt employees are not subject to the overtime pay provisions of the federal Fair Labor Standards Act (FLSA). An exempt employee is one whose specific job duties and salary meet all of the requirements of the U.S. Department of Labor's regulations. In general, an exempt employee is one who is paid on a salary basis at not less than \$455 per week who holds an administrative, professional, or management position. Certain outside salesperson and a few other job categories are also exempt.

#### ***1.4.b Non-Exempt Employees***

Salaried employees who are not administrative, professional, or managerial employees (as defined by the U.S. Department of Labor) and many hourly employees are generally not exempt from the FLSA's overtime provisions.

#### ***1.4.c Full-Time Employee***

Full-time employees are those who are regularly scheduled to work at least [40 hours] per week that are not hired on a temporary basis.

#### ***1.4.d Part-Time Employee***

Part-time employees are those who are regularly scheduled to work fewer than [32 hours] per week that are not hired on a temporary basis. Part-time employees are not eligible for Company paid benefits, with the exception of the 401(k) plan, except as required by law. Any employee who works 1,000 hours per year or more may participate in the 401(k) plan.

#### **1.4.e Temporary Employee**

Employees hired for an interim period of time, usually to fill in for vacations, leaves of absence, or projects of a limited duration. Temporary employees are not eligible for Company paid benefits, except as required by law.

### **1.5 Orientation and Training**

To help you become familiar with the Company and our way of doing things, the Company will provide an orientation and training session within the first few days after you begin work. Some of the content of the session will depend in large part on the nature of your responsibilities, while other parts will be applicable to all employees. In addition, the Company may periodically offer additional training or educational programs. Some programs may be voluntary, while others will be required.

#### **1.5.a Immigration Law Applicable to All Employees**

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 6 of 23

The Company complies with the Immigration Reform and Control Act of 1986 by employing only U.S. citizens and non-citizens who are authorized to work in the United States. All employees are asked on their first day of work to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (Form I-9). If you cannot verify your right to work in the United States within three (3) days of hire, the Company is required by law to terminate your employment.

#### **1.5. b Hours of Work**

The work week will range from Monday through Sunday, with a range of operating and shift hours from 12:00 a.m. to 11:59 p.m., with 30 minutes for lunch.

#### **1.5.c Flex Time and Telecommuting**

The Company recognizes that many employees need flexibility in work schedules in order to meet child care and other needs. Shifts can vary and all employees should arrange accordingly. Within the structure of your scheduled hours, you may schedule your eight (8) hour work day as you choose, if the nature of your job permits such flexibility and your supervisor approves your schedule.

**The Company also offers employees the opportunity to telecommute. Not all jobs are suitable for telecommuting. You may telecommute up to three (3) days per week with the approval of your supervisor.**

### **1.5.d Overtime**

Because of the nature of our business, your job may periodically require overtime work. If the Company requires that you work overtime, we will give you as much advance notice as possible. You should not work overtime hours without prior approval by your immediate supervisor or the designated manager.

### **1.5.e Attendance and Punctuality**

It is important for you to report to work on time and to avoid unnecessary absences. The Company recognizes that illness or other circumstances beyond your control may cause you to be absent from work from time to time. However, frequent absenteeism or tardiness may result in disciplinary action up to and including discharge. Excessive absenteeism or frequent tardiness puts an unnecessary strain on your co-workers and can have a negative impact on the success of the Company.

You are expected to report to work when scheduled. Whenever you know in advance that you are going to be absent, you should notify your immediate supervisor or the designated manager. If your absence is unexpected, you should attempt to reach your immediate supervisor as soon as possible, but in no event later than one hour before you are due at work. In the event your immediate supervisor is unavailable, you must speak with a manager. If you must leave a voicemail, you must provide a number where your supervisor may reach you if need be.

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 7 of 23

Some, but not all, absences are compensated under the Company's leave and benefits policies described in Part 5 below.

You are expected to be at your workstation at the beginning of each business day. If you are delayed, you must call your immediate supervisor to state the reason for the delay. As with absences, you must make every effort to speak directly with a manager. Regular delays in reporting to work will result in disciplinary action up to and including discharge.

### **1.5.f Inclement Weather**

The Company is open for business unless there is a government-declared state of emergency or unless you are advised otherwise by your supervisor. There may be times when we will delay opening, and on rare occasions, we may have to close. Use common sense and your best judgment when traveling to work in inclement weather.

In the event that the Company's facilities are closed by the Company or the government, employees will be paid for the day. If the Company's facilities are open and you are delayed getting to work or cannot get to work at all because of inclement weather, the absence will be charged to (1) personal/sick time, (2) vacation time, or (3) unpaid time off, in that order. You should always use your judgment about your own safety in getting to work.



When severe weather develops or is anticipated to develop during the day and a decision is made by the Company to close before 3:30 p.m., you will be compensated as if you had worked to the end of your regularly scheduled hours for that day. If you elect to leave prior to the time the Company closes, you will be required to use personal/sick time or vacation time in an amount equal to the number of hours between the time you left and the time the office closed.

#### **1.5.g Dress Code and Public Image**

As an employee of the Company, we expect you to present a clean and professional appearance when you represent us, whether you are in or outside of the office. You are, therefore, required to dress in appropriate business attire and to behave in a professional, businesslike manner. It is essential that you act in a professional manner and extend the highest courtesy at all times to co-workers, visitors, customers, vendors and clients. A cheerful and positive attitude is essential to our commitment to extraordinary customer service and exceptional quality.

The current Company dress code is company shirt with jeans and or khakis and a company provided name tag. Please keep in mind, however, that the Company is a professional business office, where clients and others often visit. Generally, clean, neat clothing is acceptable. However, torn jeans or other torn clothing and tee shirts with inappropriate verbiage or pictures are not appropriate casual attire. As always, please use common sense in your choice of business attire.

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 8 of 23

It is the intent of this policy to comply with applicable state, local and federal laws prohibiting discrimination on the basis of color, race, religion, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information and any other status protected under such laws.

#### **1.5.h Work Space**

Employees are responsible for maintaining the workspace assigned to them. A clean, orderly workspace provides an environment conducive to working efficiently. Employees should keep in mind that their workspace is part of a professional environment that portrays the Company's overall dedication to providing quality service to its clients. Therefore, your workspace should be clean, organized and free of items not required to perform your job.

#### **1.5.i Office Equipment**

Certain equipment is assigned to staff depending on the needs of the job, such as a calculator, personal computer, printer and access to our central computers and servers. This equipment is the property of the Company and cannot be removed from the office without prior approval from your supervisor. It is expected that you will treat this equipment with care and report any malfunctions immediately to staff members equipped to diagnose the problem and take corrective action.

### **1.5.j Personnel Records**

It is important that the Company maintain accurate personnel records at all times. **You are responsible for notifying your immediate supervisor or the Human Resources Department of any change in name, home address, telephone number, marital status, number of dependents, immigration status, or any other pertinent information. By promptly notifying the Company of such changes, you will avoid compromise of your benefit eligibility, the return of W-2 forms, or similar inconvenience.**

### **1.6 Performance Reviews, Salary Reviews**

You will have your first performance review at the end of your first [three (3) months] of employment with the Company. Thereafter, performance reviews will normally be conducted annually on or about your anniversary date. All performance reviews will be completed in writing by your supervisor or manager on the form designated by the Company, and reviewed during a conference with you. Factors considered in your review include the quality of your job performance, your attendance, meeting the requirements of your job description, dependability, attitude, cooperation, compliance with Company employment policies, any disciplinary actions, and year-to-year improvement in overall performance. Compensation increases are given by the Company at its discretion in consideration of various factors, including your performance review.

### **1.7 Internet Access**

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 9 of 23

Access to the Internet is given principally for work-related activities or approved educational / training activities. Incidental and occasional personal use and study use is permitted. This privilege should not be abused and must not affect the employee's performance of employment-related activities.

#### **1.7.a Right to Monitor**

The Company email and Internet system is at all times the property of the Company. By accessing the Internet, Intranet and electronic mail services through facilities provided by the Company, you acknowledge that the Company (by itself or through its Internet Service Provider) may from time to time monitor, log and gather statistics on employee Internet activity and may examine all individual connections and communications.

Please note that the Company uses email filters to block spam and computer viruses. These filters may from time to time block legitimate email messages.

#### **1.7.b Responsibilities and Obligations**

Employees may not access, download or distribute material that is illegal, or which others may find offensive or objectionable, such as material that is pornographic, discriminatory, harassing, or an

incitement to violence.

You must respect and comply with copyright laws and intellectual property rights of both the Company and other parties at all times. When using web-based sources, you must provide appropriate attribution and citation of information to the websites.

Software must not be downloaded from the Internet without the prior approval of qualified persons within the Company.

### ***1.7.c Violation of this Policy***

In all circumstances, use of Internet access and email systems must be consistent with the law and Company policies. Violation of this policy is a serious offense and, subject to the requirements of the law, may result in a range of sanctions, from restriction of access to electronic communication facilities to disciplinary action, up to and including termination.

### ***1.7.d Email***

The email system is the property of the Company. All emails are archived on the server in accordance with our records retention policy, and all emails are subject to review by the Company. You may make limited use of our email system for personal business matters, so long as such use is kept to a minimum and does not interfere with your work.

The Company email system is Company property, and as such, is subject to monitoring. System monitoring is done for your protection and the protection of the rights or property of the provider of these

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 10 of 23

services. Please consider this when conducting personal business using Company hardware and software.

Electronic mail is like any other form of Company communication, and may not be used for harassment or other unlawful purposes. Your email account is a Company-provided privilege, and is Company property. Remember that when you send email from the Company domain, you represent the Company whether your message is business-related or personal.

### ***1.7.e Confidentiality of Electronic Mail***

As noted above, electronic mail is subject at all times to monitoring, and the release of specific information is subject to applicable laws and Company rules, policies and procedures on confidentiality. Existing rules, policies and procedures governing the sharing of confidential information also apply to the sharing of information via commercial software.

### ***1.7.f Social Media***

The term "social media" includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal

website, social networking or affinity website, web bulletin board, or a chat room, whether or not associated or affiliated with the Company, as well as any other form of electronic communication. The same principles and guidelines found in the Company rules, policies and procedures apply to an employee's social media activities online.

Any conduct that adversely affects an employee's job performance or the performance of fellow employees, or otherwise adversely affects the Company's legitimate business interests, may result in disciplinary action, up to and including termination. Similarly, inappropriate postings, including but not limited to discriminatory remarks, harassment and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may result in disciplinary action, up to and including termination. However, this restriction will not apply to any postings made in the exercise of any rights granted to an employee by federal law.

## **1.8 Telephones**

Access to the Company telephone system is given principally for work-related activities or approved educational / training activities. Incidental and occasional personal use is permitted. This privilege should not be abused and must not affect the employee's performance of employment-related activities. Telephone usage should be based upon cost-effective practices that support the Company's mission and should comply with applicable rules and regulations.

You should use common sense and your best judgment when making or receiving personal cellular phone calls at work. To the extent possible, employees should make personal cell phone calls during their breaks or lunch times. The use of cameras on cell phones during work hours is prohibited to protect

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 11 of 23

the privacy of the Company as well as of fellow employees. However, this restriction will not apply to any recordings made in the exercise of any rights granted to an employee by federal law.

The Company telephone system is at all times the property of the Company. By accessing the telephone system through facilities provided by the Company, you acknowledge that the Company has the right to monitor its telephone system from time to time to ensure that employees are using the system for its intended purposes.

The Company prohibits the use of hand-held cellular devices while driving. Employees are strongly encouraged to use a hands-free cellular device while driving, should the use become a necessity in the course of employment. Sending and/or receiving text messages is expressly prohibited while operating any vehicle.

## **1.9 Smoking**

In order to provide a safe and comfortable working environment for all employees, smoking is strictly

prohibited at all times inside any Company building. **WHILE ANY EMPLOYEE IS ON DUTY AND OR SERVING A CLIENT THE EMPLOYEE SHOULD NOT ENGAGE IN ANY TYPE OF SMOKING WHILE ON DUTY WITH BELLA HOME CARE OF THE MIDLANDS**

### **1.9.a Drug-Free Workplace**

The Company takes seriously the problem of drug and alcohol abuse, and is committed to providing a substance abuse-free workplace for its employees. Substance abuse of any kind is inconsistent with the behavior expected of our employees, subjects all employees and visitors to our facilities to unacceptable safety risks, and undermines our ability to operate effectively and efficiently. The Company has adopted a formal policy related to substance abuse. A copy of the complete policy is contained in this Handbook.

### **1.9.b Substance Abuse**

The Company recognizes alcohol and drug abuse as potential health, safety and security problems. The Company expects all employees to assist in maintaining a work environment free from the effects of alcohol, drugs or other intoxicating substances.

Compliance with this substance abuse policy is made a condition of employment, and violations of the policy may lead to discipline and/or discharge.

All employees are prohibited from engaging in the unlawful manufacture, possession, use, distribution or purchase of illicit drugs, alcohol or other intoxicants, as well as the misuse of prescription drugs on Company premises or at any time and any place during working hours. While we cannot control your behavior off the premises on your own time, we certainly encourage you to behave responsibly and appropriately at all times. All employees are required to report to their jobs in appropriate mental and physical condition, ready to work.

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 12 of 23

Substance abuse is an illness that can be treated. Employees who have an alcohol or drug abuse problem are encouraged to seek appropriate professional assistance. You may inform your immediate supervisor, designated manager, or Human Resources for assistance in seeking help to address substance abuse, who can also help you determine coverage available under the Company's medical insurance plan.

**When work performance is impaired, admission to or use of a treatment or other program does not preclude appropriate action by the Company.**

**Any violator of this substance abuse policy will be subject to disciplinary action up to and including termination of employment.**

## **1.10 Safety and Accident Rules**

Safety is a joint venture at the Company. We provide a clean, hazard-free, healthy, safe environment in

which to work and make every effort to comply with all relevant federal, state and local occupational health and safety laws, including the federal Occupational Safety and Health Act. As an employee, you have a duty to comply with the safety rules of the Company, and you are expected to take an active part in maintaining this hazard-free environment. You should observe all posted safety rules, adhere to all safety instructions provided by your supervisor and use safety equipment where required. Your workspace should be kept neat, clean and orderly. You are required to report any accidents or injuries – including any breaches of safety – and to promptly report any unsafe equipment, working condition, process or procedure to a supervisor. In addition, if you become ill or get hurt while at work, you must notify your manager immediately.

Failure to do so may result in a loss of benefits under the state workers' compensation law.

Failure to abide by the Company's safety and accident rules may result in disciplinary action, up to and including termination.

## **1.11 Workplace Violence Prevention Policy**

As stated above, the Company is committed to the safety and security of our employees. Workplace violence presents a serious occupational safety hazard to our organization, staff, and clients.

Workplace violence includes any physical assault or act of aggressive behavior occurring where an employee performs any work-related duty in the course of his or her employment including but not limited to an attempt or threat, whether verbal or physical, to inflict physical injury upon an employee; any intentional display of force which would give an employee reason to fear or expect bodily harm; intentional and wrongful physical contact with a person without his or her consent that entails some injury; or stalking an employee with the intent of causing fear of material harm to the physical safety and

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 13 of 23

health of such employee when such stalking has arisen through and in the course of employment.

Acts of violence by or against any of our employees where any work-related duty is performed will be thoroughly investigated and appropriate action will be taken, including involving law enforcement authorities when warranted. All employees are responsible for helping to create an environment of mutual respect for each other as well as clients and visitors, following all policies, procedures and practices, and for assisting in maintaining a safe and secure work environment.

### **1.11.a Promotions and Transfers**

In an effort to match you with the job for which you are most suited and/or to meet the business and operational needs of the Company, you may be transferred from your current job. This may be either at your request or as a result of a decision by the Company.

Reasons for transfer may include, but are not necessarily limited to, fluctuations in department workloads

or production flow; a desire for more efficient utilization of personnel; increased career opportunities; personality conflicts; health; other personal situations; or other business reasons.

Most job openings that are intended to be filled from within the Company will be posted on the *[Insert where postings occur, e.g., company intranet, bulletin board, newsletter]*. The management of the Company does reserve the right, however, to transfer or promote an employee without posting the availability of that position. Temporary transfers may be made at the discretion of the Company management.

You are eligible to request a transfer and to be considered for promotions upon completion of *(six (6) months)* of satisfactory performance in your current job. Your eligibility is also dependent, of course, on your having the needed skills, education, experience and other qualifications that are required for the job. However, a transfer may take place within the first *(six (6) months)* of employment if the management of the Company believes that it is in the best interest of the Company to make an exception to this guideline.

## **Part 2 – Anti-Discrimination & Harassment**

### **2.A Discrimination Is Prohibited**

The Company is an equal opportunity employer and makes all employment decisions without regard to race, religion, color, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local laws. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, benefits, compensation and

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 14 of 23

training. We seek to comply with all applicable federal, state and local laws related to discrimination and will not tolerate the interference with the ability of any of the Company's employees to perform their job duties.

The Company makes decisions concerning employment based strictly on an individual's qualifications and ability to perform the job under consideration, the comparative qualifications and abilities of other applicants or employees, and the individual's past performance within the organization.

If you believe that an employment decision has been made that does not conform with management's commitment to equal opportunity, you should promptly bring the matter to the attention of your immediate supervisor, designated manager, or Human Resources. Your complaint will be promptly, thoroughly and impartially investigated. There will be no retaliation against any employee who files a complaint in good faith, even if the result of the investigation produces insufficient evidence to support the complaint.

## **2.B Americans with Disabilities Act**

The federal Americans with Disabilities Act (ADA) prohibits discrimination against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, fringe benefits, job training and other terms, conditions and privileges of employment. The ADA does not alter the Company's right to hire the best-qualified applicant, but it does prohibit discrimination against a qualified applicant or employee because of his or her disability, or because of a perceived disability. As a matter of Company policy, the Company prohibits discrimination of any kind against people with disabilities.

## **2.C Disabled Defined**

An applicant or employee is considered disabled if he or she (1) has a physical or mental impairment that substantially limits one or more major life activities; (2) has a record or past history of such an impairment; or (3) is regarded or perceived (correctly or incorrectly) as having such impairment.

A qualified employee or applicant with a disability is an individual who satisfies the requisite skill, experience, education and other job-related requirements of the position held or desired, and who, with or without reasonable accommodation, can perform the essential functions of that position.

## **2.D Reasonable Accommodation**

A reasonable accommodation is any change in the work environment (or in the way things are usually done) to help a person with a disability apply for a job, perform the duties of a job, or enjoy the benefits and privileges of employment.

Qualified applicants or employees who are disabled should request reasonable accommodation from the Company in order to allow them to perform a particular job. If you are disabled and you desire such reasonable accommodation, contact your immediate supervisor, designated manager, or Human Resources. On receipt of your request we will meet with you to discuss your disability. We may ask for information from your health care provider(s) regarding the nature of your disability and the nature of

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 15 of 23

your limitations or take other steps necessary to help us determine viable options for reasonable accommodation. We will then work with you to determine whether your disability can be reasonably accommodated, and if it can be accommodated, we will explore alternatives with you and endeavor to implement a mutually agreeable accommodation.

Reasonable accommodation may take many forms and it will vary from one employee to another. Please note that according to the ADA, the Company does not have to provide the exact accommodation you want, and if more than one accommodation works, we may choose which one to provide. Furthermore, the Company does not have to provide an accommodation if doing so would cause undue hardship to the Company.

## **2.1 Workplace Harassment**



The Company is committed to providing a work environment that provides employees equality, respect and dignity. In keeping with this commitment, the Company has adopted a policy of “zero tolerance” with regard to employee harassment. Harassment is defined under federal law as unwelcome conduct that is based on race, color, religion, sex (including pregnancy, sexual orientation and gender identity), national origin, age (40 or older), disability or genetic information. Harassment becomes unlawful where: (1) enduring the offensive conduct becomes a condition of continued employment; or (2) the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.

This policy applies to all terms and conditions of employment. Harassment of any other person, including, without limitation, fellow employees, contractors, visitors, clients or customers, whether at work or outside of work, is grounds for immediate termination.

The Company will make every reasonable effort to ensure that its entire community is familiar with this policy and that all employees are aware that every complaint received will be promptly, thoroughly and impartially investigated and resolved appropriately.

The Company will not tolerate retaliation against anyone who complains of harassment or who participates in an investigation.

### **2.1.a Sexual Harassment**

Sexual harassment is prohibited by federal, state and local laws, and applies equally to men and women. Federal law defines sexual harassment as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when the conduct:

- (1) explicitly or implicitly affects a term or condition of an employee’s employment;
- (2) is used as the basis for employment decisions affecting the employee; or
- (3) unreasonably interferes with an employee’s work performance or creates an intimidating, hostile or offensive working environment.

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Such conduct may include, but is not limited to: subtle or overt pressure for sexual favors; inappropriate touching; lewd, sexually oriented comments or jokes; foul or obscene language; posting of suggestive or sexually explicit posters, calendars, photographs, graffiti, or cartoons; and repeated requests for dates. Company policy further prohibits harassment and discrimination based on sex stereotyping. (Sex stereotyping occurs when one person perceives a man to be unduly effeminate or a woman to be unduly masculine and harasses or discriminates against that person because he or she does not fit the stereotype of being male or female.) The Company encourages reporting of all perceived incidents of sexual harassment, regardless of who the offender may be. Every employee is encouraged to raise any questions or concerns with his or her immediate supervisor, designated manager, or Human Resources.

## **2.2 Supervisors’ Responsibilities**

All managers are expected to ensure a work environment free from sexual and other harassment. They are responsible for the application and communication of this policy within their work area. Managers should:

- Encourage employees to report any violations of this policy before the harassment becomes severe or pervasive.
- Make sure the Human Resources Department is made aware of any inappropriate behavior in the workplace.
- Create a work environment where sexual and other harassment is not

### permitted. **2.3 Procedures for Reporting and Investigating Harassment**

Employees should report incidents of inappropriate behavior or sexual harassment as soon as possible after the occurrence. Employees who believe they have been harassed, regardless of whether the offensive act was committed by a manager, co-worker, vendor, visitor, or client, should promptly notify their immediate supervisor, designated manager, or Human Resources. If the employee's immediate supervisor is involved in the incident, the employee should report the incident to the Human Resources Department. Every claim of harassment will be treated seriously, no matter how trivial it may appear. All complaints of harassment, sexual harassment, or other inappropriate sexual conduct will be promptly, thoroughly and impartially investigated by the Company.

There will be no retaliation for filing or pursuing a harassment claim. To the extent possible, all complaints and related information will remain confidential except to those individuals who need the information to investigate, educate, or take action in response to the complaint.

All employees are expected to cooperate fully with any ongoing investigation regarding a harassment incident. Employees who believe they have been unjustly charged with harassment can defend themselves verbally or in writing at any stage of the investigation.

To protect the privacy of persons involved, confidentiality will be maintained throughout the investigatory process to the extent practicable and appropriate under the circumstances. Investigations may include

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 17 of 23

interviews with the parties involved, and where necessary, individuals who may have observed the alleged conduct or who may have relevant knowledge.

At the conclusion of a harassment investigation, the complainant and the "alleged harasser" shall be informed of the determination. Where appropriate, the "harasser" and the "victim" may be offered mediation or counseling through an employee assistance program (EAP).

### **2.4 Penalties for Violation of Anti-Harassment Policy**

If it is determined that inappropriate conduct has occurred, the Company will act promptly to eliminate

the offending conduct, and take such action as is appropriate under the circumstances. Such action may range from counseling to termination of employment, and may include such other forms of disciplinary action, as the Company deems appropriate under the circumstances and in accordance with applicable law.

## **Part 3 – Compensation**

### **3.1 Payroll Practices**

Our pay period is Saturday- Friday, you will be paid the following Monday. When a payroll date falls on a holiday, employees will, when possible, be paid on the last business day before the holiday. Otherwise, employees will be paid on the first business day following the scheduled payroll date.

### **3.2 Salary Deductions and Withholding**

**The Company will withhold the following from your paycheck:**

#### **3.2.a Taxes**

Federal, state and local taxes, as required by law, as well as the required FICA (Social Security and Medicare) payments.

#### **3.2.b Insurance**

Your contribution to health insurance or other insurance premiums for yourself and any eligible family members or to other contributory benefit programs.

#### **3.3.c Other Deductions**

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 18 of 23

Other deductions which you authorize, including )short-term disability insurance, flexible spending account (FSA) contributions, and 401(k) contributions).

### **3.3 Direct Deposit**

You may have your paycheck deposited directly into your bank account. You will be given the authorization form for deposit by your immediate supervisor, designated manager, or Human Resources.

## **Part 4 – Benefits**

## **4.1 General**

This section describes employee paid benefits provided by the company but paid by the employee/contractor and information on your eligibility for benefits. All employees are eligible to participate in the various insurance programs offered by the Company on their first day of employment.

## **4.2 Medical Insurance**

The Company will visit group or self-pay medical insurance.

## **4.3 Employee Contributions**

The Company's benefit package is contributory; that is, you are responsible for a portion of the premium for your benefits. A portion of the premium, up to a maximum per month, is contributed by the Company. Your contributory cost is deducted from your paycheck.

## **4.4 Long-Term Disability Plan (LTD)**

Long-term disability coverage is a voluntary benefit that may be made available to employees. This benefit would pay a portion of your regular salary for an extended period of time. LTD is employee specific. If you elect this type of coverage, please refer to the LTD Summary Plan Description for an explanation of the plan benefits and limitations.

## **4.5 Life Insurance**

All employees are eligible for and are automatically enrolled in a group term life insurance program. Enrollees may designate or change the beneficiary for this policy at any time. The Company pays the premium for this program. The face value of this benefit is equal to one times the employee's annual salary. For details please refer to the plan SPD.

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 19 of 23

## **4.6 Supplemental Life Insurance**

All employees are eligible to purchase supplemental life insurance for themselves at group rates. Supplemental life insurance is a voluntary benefit and is employee-specific. Enrollees should refer to the plan SPD for eligibility requirements, plan limitations and additional information.

## **4.7 Workers' Compensation Insurance**

To provide for payment of your medical expenses and for partial salary continuation in the event of a

work-related accident or illness, you are covered by workers' compensation insurance, provided by the Company and based on state regulations. The amount of benefits payable, as well as the duration of payments, depends upon the nature of your injury or illness. However, all medical expenses incurred in connection with an on-the-job injury or illness and partial salary payments are paid in accordance with applicable state law. If you are injured or become ill on the job, you must immediately report the injury or illness to your manager and the Human Resources Department. This ensures that the Company can help you obtain appropriate medical treatment. Your failure to follow this procedure may delay your benefits or may even jeopardize your receipt of benefits. Questions regarding workers' compensation insurance should be directed to the Human Resources Department.

#### **4.8 Vacation**

Eligibility:

All full-time employees who have completed their probationary period of 90 days are eligible for paid vacation leave.

Temporary and contract employees are not eligible for paid vacation leave.

Accrual of Vacation Leave:

Full-time employees accrue vacation leave based on their length of service:

- 0-1 year: 3 days (pro-rated based on hire date)
- 1-3 years: 5 days per year
- 3-5+ years: 10 days per year

Vacation leave begins to accrue from the first day after 90 day is completed.

#### **4.9 Procedure**

Scheduling and Approval:

- Employees must submit vacation requests at least 30 days in advance for approval by their supervisor.
- Requests will be approved based on staffing needs, ensuring that adequate coverage is maintained for clients.
- Vacation time may be taken in increments of half-days or full days.
- The agency reserves the right to deny or reschedule vacation requests during peak periods or in case of staffing shortages.

**There are no carryovers or payouts**

Vacation Leave During Probationary Period:

- Employees in their probationary period may not take paid vacation leave. However, unpaid leave may be considered at the discretion of the supervisor.

Notification of Absence:

- Employees are required to notify their supervisor as soon as possible in case of unforeseen circumstances that prevent them from returning to work as scheduled.

Exceptions:

- Any exceptions to this policy must be approved by the agency's management.

Policy Review:

- This policy will be reviewed annually and may be updated as necessary to comply with state laws and the agency's operational needs.

#### **4.10 Holiday Pay**

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 20 of 23

Employee/contractors work on holidays at their own discretion hence the company does NOT provide holiday pay.

#### **4.11 Personal Leave**

##### **4.11.a Personal leave may be used for the following:**

Medical and dental appointments for yourself or family members;

Your personal illness or that of a member of your family; or

Personal business that cannot be tended to outside of work hours, e.g., a house closing.

You are not required to give any specific reason for using your personal/sick time. However, when you do take personal/sick time you should give your immediate supervisor as much advance notice as possible.

##### **4.11.b Notification Procedures:**

When you are absent from work and your absence has not been previously scheduled, you must personally notify your immediate supervisor or manager as soon as you are aware that you will be late or unable to report to work. Leaving a voicemail or message with another staff member does not qualify as notifying your supervisor.

When absence is due to illness, the Company reserves the right to require appropriate medical documentation. Such documentation need only include the employee's name, the date and time the employee was seen, and if applicable, a specific instruction regarding the employee's incapacity to perform his or her job. Excessive absenteeism or tardiness can result in discipline, up to and including discharge. (Also see the section on Family & Medical Leave for extended leave situations.)

If you are absent because of an accident or you are absent for longer than seven (7) days due to illness, compensation is paid under the benefits of the Company's short-term disability plan, provided you are eligible for and participate in that plan.

#### **4.12 Bereavement Leave**

Employees will receive up to (three (3) days) unpaid time off in the event of the death of a member of their immediate family. Immediate family includes spouses, domestic partners, children, parents, parents-in-law, brothers or sisters. You are allowed (one (1) day) of unpaid leave in the event of the death of an extended family member. Extended family includes grandparents, aunts and uncles, and

other more distant relatives.

#### **4.13 Voting**

The Company encourages all employees to vote. Most polling facilities for elections for public office are  
BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 21 of 23

scheduled to accommodate working voters. The Company, therefore, requests that employees schedule their voting for before or after their work shift. An employee who expects a conflict, however, should notify his or her supervisor, in advance, so that schedules can be adjusted if necessary.

## **Part 5 – Miscellaneous**

### **5.1 Leaving the Company**

If you wish to resign your employment with the Company, you are requested to notify your manager of your anticipated departure date at least two (2) weeks in advance. This notice should be in the form of a written note or letter.

The Company asks all employees to participate in an exit interview with their immediate supervisor prior to leaving the Company. This provides an opportunity to return parking passes, keys and other property and to tie up any loose ends. You will receive preliminary information at that time regarding continuation coverage and any other continuation of benefits for which you may be eligible.

If you leave the Company in good standing, you may be considered for reemployment at a later date. However, in the case of rehiring, you may be considered a new employee with respect to vacation time, benefits and seniority.

### **5.2 Dispute Resolution**

In a perfect world, every employment relationship would be smooth and harmonious. However, there are, unfortunately, times when employees and employers disagree. These disagreements often arise in the context of involuntary employment termination, but there may be disagreements regarding the right to a promotion, expense reimbursement, or a parade of other things.

All employees of the Company agree to first seek to mediate any dispute with the Company with a mediator from the American Arbitration Association or similar organization trained and experienced in employment disputes. If mediation is not successful, both the Company and the employee agree to submit their dispute to arbitration. The arbitrator will be chosen from a panel presented by the American Arbitration Association or such other organization as is acceptable to both parties. The cost of the arbitrator will be split between the Company and the employee. Each party will be responsible for its own

attorney or other related fees. Both the Company and the employee acknowledge that by agreeing to arbitrate each gives up its right to litigate their employment dispute in court or to submit it to a jury. The decision of the arbitrator is final and binding.

BELLA HOME CARE EMPLOYEE  
HANDBOOK Rev. 072024

Page 22 of 23

However, either party may seek to have a court of competent jurisdiction enforce an arbitration award. In addition, the Company retains the right to seek injunctive or other relief in the case of misappropriation of trade secrets or other confidential information, or any other action by an employee which might reasonably be expected to lead to irreparable harm to the Company.

## **EMPLOYEE HANDBOOK ACKNOWLEDGEMENT**

This is to acknowledge that I have received a copy of the BELLA HOME CARE Employee Handbook. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the handbook. I agree to discuss with my manager any section of this handbook I do not understand when I attend orientation or within five (5) days of attending orientation. As a condition of employment, I agree to conform to all of the policies, rules, safety rules and regulations of the company, including those contained in the Employee Handbook. I understand that, except for employment at-will status, any and all policies or practices can be changed at any time by the company. All such changes will be communicated through official notices and I understand that revised information may supersede, modify and eliminate existing policies. I understand and agree that, other than Amia Rogers, Agency Director, BELLA HOME CARE, no manager, supervisor or representative of the company has the authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than at-will; only Amia Rogers has the authority to make any such agreement and then only in writing and signed by Amia Rogers.

I understand and agree that nothing in the Employee Handbook creates or is intended to create a promise or representation of continued employment, and that employment at the company is employment at-will; this means that my terms and conditions of employment may be changed, with or without cause and with or without notice, including but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties, and location of work. My signature below certifies that I have received the BELLA HOME CARE Employee Handbook and agree to abide by its provisions during my employment. It supersedes all prior agreements, understanding and representations concerning my employment with BELLA HOME CARE.

\_\_\_\_\_ Employee's Name (Please Print)



\_\_\_\_\_ Employee's Signature

\_\_\_\_\_ Date

**South Carolina is an employment at will state. This means that, absent a written contract guaranteeing employment, employers are free to terminate employees at any time, without notice, for any reason.**