



GOOD FAMILY SUPPORT SERVICES INC.

Aide Handbook

Published: March 31, 2024

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1. INTRODUCTION

1.1 Handbook Disclaimer

The contents of this employee handbook are guidelines only and supersede any prior employee handbook. Neither this employee handbook, nor any other company guidelines, policies, or practices, creates an employment contract. Good Family Support Services Inc. ("Company") has the right, with or without notice, in an individual case or generally, to change any of the policies in this handbook, or any of its guidelines, policies, practices, working conditions or benefits at any time. No one is authorized to provide any employee with an employment contract or special arrangement concerning terms or conditions of employment unless the contract or arrangement is in writing and signed by the Executive Director.

This notice applies to all employees regardless of date of hire.

1.2 Welcome Message

Dear Valued Employee,

Welcome to Good Family Support Services Inc.! We are pleased to have you on our team.

Good Family Support Services Inc. is committed to providing superior quality and unparalleled customer service in all aspects of our business. We believe each employee contributes to the success and growth of the Company.

This employee handbook contains general information on our policies, practices, and benefits. Please read it carefully. If you have questions regarding the handbook, please discuss them with your supervisor or Human Resources.

Welcome aboard. We look forward to working with you!

Sincerely,

Human Resources

2. GENERAL EMPLOYMENT

2.1 Immigration Law Compliance

In compliance with the Federal Immigration Reform and Control Act of 1986 (IRCA), as amended, our organization is committed to employing only individuals who are authorized to work in the United States. Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. If an employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the organization.

2.2 Equal Employment Opportunity

Good Family Support Services Inc. provides equal employment opportunities for everyone without regard to race, religion, sex, pregnancy, childbirth or related medical conditions, national origin, age, veteran status, disability, genetic information, or any other characteristic protected by law. This Equal Employment

Opportunity policy governs all aspects of employment, including, but not limited to, recruitment, hiring, selection, job assignment, promotions, transfers, compensation, discipline, termination, layoff, access to benefits and training, and all other conditions and privileges of employment. Any employee with questions or concerns about any type of perceived conduct in the workplace in violation of this policy is encouraged to promptly bring these issues to the attention of the employee's immediate supervisor, or any other manager with whom they feel comfortable. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of conduct in violation of this policy will be subject to disciplinary action, up to and including termination of employment.

2.3 Reasonable Accommodation/Job Modification

Good Family Support Services Inc. complies with applicable federal, state and local laws providing for nondiscrimination in employment against individuals with disabilities and will provide reasonable accommodation for such individuals, where appropriate, who are able to perform the essential functions of their position with or without reasonable accommodation. Qualified individuals with disabilities are treated in a nondiscriminatory manner in the pre-employment process and treated in a nondiscriminatory manner in all other terms, conditions, and privileges of employment.

Under the Americans with Disabilities Act (ADA) and applicable state law, Good Family Support Services Inc. must provide job modification/reasonable accommodation to otherwise qualified applicants or employees with disabilities, including employees experiencing a pregnancy-related impairment, unless to do so would cause undue hardship. Good Family Support Services Inc. is committed to providing job modifications/reasonable accommodations so that qualified individuals with disabilities enjoy equal employment opportunities. Good Family Support Services Inc. provides job modifications/reasonable accommodations in the following circumstances:

- when applicants with disabilities need modifications/accommodations to be considered for jobs;
- when employees with disabilities need modifications/accommodations to enable them to perform the essential functions of jobs or to gain access to the workplace; and
- when employees with disabilities need modifications/accommodations to enjoy equal benefits and privileges of employment.

Good Family Support Services Inc. will process requests for job modification/reasonable accommodation and, where appropriate, provide job modifications/reasonable accommodations in a prompt, fair, and efficient manner. Below is the process employees or managers should follow to initiate job modifications/reasonable accommodations, the circumstances where employees may be asked to provide medical documentation to support requests for job modification/reasonable accommodation, and procedures employees may follow if they are dissatisfied with Good Family Support Services Inc.'s decision concerning a request for job modification/reasonable accommodation.

- Any applicant or employee who believes he or she needs a job modification/reasonable accommodation of a disability should contact the Human Resource Department or the employee's supervisor or manager. Human Resources or the employee's supervisor/manager will process requests. Employees and applicants may request job modifications/reasonable accommodations either orally or in writing.

- Good Family Support Services Inc. also may initiate the job modification/reasonable accommodation process whenever it reasonably believes that a physical or mental impairment may be limiting an employee's ability to perform essential job functions safely or successfully.
- Good Family Support Services Inc. is committed to maintaining a safe and healthy work environment. Good Family Support Services Inc. will, based upon valid and objective evidence, determine whether any individual's health condition poses a direct threat to the health or safety to himself/herself or others and will take appropriate measures to eliminate or minimize such risk. Accordingly, no one may refuse to work with, refuse to cooperate with, or otherwise harass co-workers because of a known or suspected disability. Anyone with legitimate concerns is encouraged to discuss these with their immediate supervisor, Human Resources, or any other manager with whom the employee feels comfortable. Good Family Support Services Inc. will treat all medical information relating to disabilities and diseases confidentially as required by law.

Any applicant or employee who believes he or she needs a reasonable accommodation of a disability should discuss the need for a possible accommodation with his or her supervisor or the Human Resources Department. If you have additional questions regarding this policy, please contact Human Resources.

A Note on Genetic Information. Federal law prohibits employers from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by the law(s). We respect your medical privacy and take our responsibility to comply with these laws seriously. Good Family Support Services Inc. will not request or require you to provide genetic information except in those limited circumstances allowed by law. If you have any questions about this policy, please speak to your supervisor or the Human Resources Department. If you believe there has been a violation of this policy, please follow the procedure set forth in the Good Family Support Services Inc.'s Anti-Harassment policy.

2.4 Religious Accommodation

Good Family Support Services Inc. will attempt to make reasonable accommodations for an employee's religious beliefs in accordance with applicable law. Employees may make such requests through their Supervisor, the Office Administrator, or Human Resources.

2.5 Anti-Harassment Policy

Good Family Support Services Inc. is committed to a workplace free of harassment and/or any conduct in violation of this policy. Harassment of any employee by another employee, supervisor/manager or third party for any reason, including but not limited to race, color, religion, sex (including pregnancy, childbirth, and related conditions), national origin, age, disability, military/veteran status, genetic information, or any other characteristic protected under federal, state, or local law is strictly prohibited. Harassment of third parties by our employees is also prohibited.

- **Harassment.** Examples of harassment include verbal (including improper joking or teasing) or physical conduct that denigrates or shows hostility or aversion towards an individual because of any protected characteristic, and that: (1) has the purpose or effect of creating an intimidating, hostile, or offensive working environment as defined by law; or (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.

- **Sexual Harassment.** Examples of sexual harassment include unwelcome or unsolicited sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:
 - submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment; or
 - submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual; or
 - such conduct has the purpose or effect of substantially or unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive environment.

Other examples of sexual harassment include: unwelcome sexual advances, requests for sexual favors, obscene gestures, visual harassment such as derogatory cartoons, posters and drawings, sexually explicit email, texting, or voice mail and other verbal or physical conduct of a sexual nature such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, prohibited conduct can also include sexual joking, vulgar or offensive conversation or jokes, commenting about an individual's physical appearance, conversation about an individual's own or someone else's sex life, teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment. It may range from inappropriate sexual suggestions to coerced sexual relations. The harasser may be the individual's employer, supervisor, co-worker, or other third party.

- **Reporting.** In the event that any perceived harassment or other conduct in violation of this policy based on matters protected under applicable federal, state, or local law occurs, or other conduct interferes with any employee's work performance, employees are encouraged to immediately report the matter to the Executive Director, Human Resources, their supervisor/manager or any other supervisor/manager with whom the employee feels comfortable. Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. Good Family Support Services Inc. will protect the confidentiality of harassment complaints to the extent possible, within the constraints of applicable law and the need to conduct a thorough investigation.
 - Violation of this policy will result in disciplinary action, up to and including discharge for any employee who violates this policy.
- **Retaliation Prohibited.** Good Family Support Services Inc. prohibits any form of retaliation by any individual against individuals who report conduct perceived to be in violation of this policy or who cooperate in the investigation of such reports in accordance with this policy and Good Family Support Services Inc. will take appropriate disciplinary action for any such retaliation.

2.6 Employee Grievances

It is the policy of Good Family Support Services Inc. to maintain a harmonious workplace environment. Good Family Support Services Inc. encourages its employees to express concerns about work-related issues, including workplace communication, interpersonal conflict, and other working conditions.

Employees are encouraged to raise concerns with their supervisors. If not resolved at this level, an employee may submit, in writing, a signed grievance to Human Resources.

After receiving a written grievance, Good Family Support Services Inc. may hold a meeting with the employee, the immediate supervisor, and any other individuals who may assist in the investigation or resolution of the issue. All discussions related to the grievance will be limited to those involved with, and who can assist with, resolving the issue.

Complaints involving alleged discriminatory practices shall be processed in accordance with Good Family Support Services Inc.'s Anti-Harassment Policy.

Good Family Support Services Inc. assures that all employees filing a grievance or complaint can do so without fear of retaliation or reprisal.

2.7 Internal Communication

Effective and ongoing communication within Good Family Support Services Inc. is essential. As such, Good Family Support Services Inc. maintains systems through which important information can be shared among employees and management.

Bulletin boards are posted in designated areas of the workplace to display important information and announcements. In addition, Good Family Support Services Inc. uses the Intranet and email to facilitate communication and share access to documents. For information on appropriate email and Internet usage, employees may refer to the Computer, Email, and Internet Usage policy.

All employees are responsible for checking internal communications on a frequent and regular basis. Employees should consult their supervisor with any questions or concerns on information disseminated.

2.8 Outside Employment

Employees may hold outside jobs as long as the employee meets the performance standards of their position with Good Family Support Services Inc.

Unless an alternative work schedule has been approved by Good Family Support Services Inc., employees will be subject to the Good Family Support Services Inc.'s scheduling demands, regardless of any existing outside work assignments; this includes availability for overtime when necessary.

Good Family Support Services Inc.'s property, office space, equipment, materials, trade secrets, and any other confidential information may not be used for any purposes relating to outside employment.

2.9 Anti-Retaliation and Whistleblower Policy

This policy is designed to protect employees and address Good Family Support Services Inc.'s commitment to integrity and ethical behavior. In accordance with anti-retaliation and whistleblower protection regulations, Good Family Support Services Inc. will not tolerate any retaliation against an employee who:

- Makes a good faith complaint, or threatens to make a good faith complaint, regarding the Company and/or an employee's violations of the law, including discriminatory or other unfair employment practices;

- Makes a good faith complaint, or threatens to make a good faith complaint, regarding accounting, internal accounting controls, or auditing matters that may lead to incorrect, or misrepresentations in, financial accounting;
- Makes a good faith report, or threatens to make a good faith report, of a violation that endangers the health or safety of an employee, patient, client or customer, environment or general public;
- Objects to, or refuses to participate in, any activity, policy or practice, which the employee reasonably believes is a violation of the law;
- Provides information to assist in an investigation regarding violations of the law; **or**
- Files, testifies, participates or assists in a proceeding, action or hearing in relation to alleged violations of the law.

Retaliation is defined as any adverse employment action against an employee, including, but not limited to, refusal to hire, failure to promote, demotion, suspension, harassment, denial of training opportunities, termination, or discrimination in any manner in the terms and conditions of employment.

Anyone found to have engaged in retaliation or in violation of law, policy or practice will be subject to discipline, up to and including termination of employment. Employees who knowingly make a false report of a violation will be subject to disciplinary action, up to and including termination.

Employees who wish to report a violation should contact their supervisor or Human Resources directly. Employees should also review their state and local requirements for any additional reporting guidelines.

Good Family Support Services Inc. will promptly and thoroughly investigate and, if necessary, address any reported violation.

Employees who have any questions or concerns regarding this policy and related reporting requirements should contact their supervisor, Human Resources or any state or local agency responsible for investigating alleged violations.

3. EMPLOYMENT STATUS & RECORDKEEPING

3.1 Employment Classifications

Good Family Support Services Inc. places employees into one of two classifications, based on their job duties, responsibilities, position, and wages/salary. These are determinations made under applicable federal and state wage and hour laws.

- **Nonexempt Employees:** Those employees who are paid on an hourly basis and who are required to be paid overtime pay for all hours worked over 40 in any workweek in accordance with applicable federal and state wage and hour laws.
- **Exempt Employees:** Those employees deemed to be exempt from overtime payment eligibility in accordance with applicable federal and state wage and hour laws, and are paid on a salary basis intended to compensate them for all hours worked. Exempt employees may be required to work additional hours or days during their workweek.

3.2 Position Classification

At Good Family Support Services Inc., positions are also separated into three categories based on the number of hours an employee is assigned to work during a typical workweek, and on the continuity of the position. The classification within which your position is placed will establish eligibility for certain benefits. The number of hours worked actually worked does not in itself determine classification.

- **Full-Time:** Full-time employees are regularly scheduled to work greater than or equal to 40 hours per week. Generally, regular full-time employees are eligible for Good Family Support Services Inc.'s benefits, subject to the terms, conditions, and limitations of the benefit plan documents and relevant company policies.
- **Part-Time:** Part-time employees are regularly scheduled to work less than 40 hours per week. Regular part-time employees may be eligible for some Good Family Support Services Inc.'s benefit programs, subject to the terms, conditions, and limitations of the benefit plan documents and relevant company policies.
- **Temporary:** Temporary workers include those occupying temporary positions or contracted on a temporary basis, regardless of the number of hours worked per week. These workers may be scheduled to work either a "part-time" or a "full-time" schedule. Temporary workers are not eligible for health/medical benefits, paid time off, ESL, holiday pay or 403(b) retirement plan, subject to the terms and conditions of the benefit plan documents and the relevant company policies. Temporary employees retain temporary status unless they are notified by Good Family Support Services Inc.'s Management in writing of a change.

If you have any questions about your job classification, you are encouraged to consult with your supervisor or Human Resources.

3.3 Personnel Data Changes

It is the responsibility of each employee to promptly notify their supervisor or the Human Resources Representative of any changes in personnel data. Such changes may affect your eligibility for benefits, the amount you pay for benefit premiums, and your receipt of important company information.

If any of the following have changed or will change in the coming future, contact your supervisor or the Human Resources as soon as possible:

- Legal name
- Mailing address
- Telephone number(s)
- Change of beneficiary
- Exemptions on your tax forms
- Emergency contact(s)
- Training certificates
- Professional licenses

3.4 Expense Reimbursement

Good Family Support Services Inc. reimburses employees for necessary expenditures and reasonable costs incurred in the course of doing their jobs. Expenses incurred by an employee must be approved in advance by Human Resources.

Some expenses that may warrant reimbursement include, but are not limited, to the following: mileage costs, air or ground transportation costs, lodging, meals for the purpose of carrying out company business, and any other reimbursable expenses as required by law. Employees are expected to make a reasonable effort to limit business expenses to economical options.

To be reimbursed, employees must submit expense reports to Human Resources for approval. The report must be accompanied by receipts or other documentation substantiating the expenses. Questions regarding this policy should be directed to your supervisor.

3.5 Separation of Employment

Separation of employment within our organization can occur for several different reasons.

- **Resignation:** Although we hope your employment with us is a mutually rewarding experience, we understand that varying circumstances cause employees to voluntarily resign employment. Resigning employees are encouraged to provide two weeks' notice to their supervisor and Human Resources in writing. Good Family Support Services Inc. reserves the right to provide an employee with two weeks' pay in lieu of notice in situations where job or business needs warrant such action. If an employee provides less notice than requested, the employer may deem the individual to be ineligible for rehire depending upon the circumstances regarding the notice given.
- **Retirement:** Employees who wish to retire are required to notify their manager and Human Resources in writing at least one (1) month prior to the planned retirement date.
- **Job abandonment:** Employees who fail to report to work or contact their supervisor for three (3) consecutive workdays shall be considered to have abandoned the job without notice, effective at the end of their normal shift on the third day. The supervisor shall notify the management committee, including Human Resources, at the expiration of the third workday and initiate the paperwork to terminate the employee. Employees who are separated due to job abandonment are ineligible to receive accrued benefits and are ineligible for rehire.
- **Termination:** Employees of the Good Family Support Services Inc. are employed on an at-will basis, and accordingly, Good Family Support Services Inc. retains the right to terminate an employee at any time, for any reason to the extent that it is not a violation of applicable federal or state law.
- **Return of Company Property:** The separating employee must return all of Good Family Support Services Inc.'s property at the time of separation, including but not limited to: keys, I.D. Cards, company credit cards, company uniforms, cell phones, and laptops. The separating employee shall contact Human Resources as soon as notice of separation and/or termination is given to schedule an exit interview. The interview will be on the employee's last day of work or another day, as mutually agreed upon.

- **Exit Interview:** The purpose of the exit interview is to document the return all of Good Family Support Services Inc.'s company owned property, provide the employee with information regarding any continuation of benefits, determine and document the reason the employee is leaving employment with the company, offer an opportunity to air any unresolved grievances that may exist, and to gain constructive feedback that may help improve Good Family Support Services Inc.'s procedures and culture.

4. WORKING CONDITIONS & HOURS

4.1 Company Hours

Good Family Support Services Inc. is open for business from Monday - Friday 9 AM to 5 PM. This excludes holidays recognized by Good Family Support Services Inc. The standard workweek is 40 hours.

Supervisors will advise employees of their scheduled shift, including starting and ending times. Business needs may necessitate a variation in your starting and ending times as well as in the total hours you may be scheduled to work each day and each week.

4.2 Emergency Closing

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility. The decision to close or delay regular operations will be made by Good Family Support Services Inc.'s management.

When a decision is made to close the office, employees will receive official notification from their supervisor.

4.3 Parking

Good Family Support Services Inc. does not provide parking. Vehicles parked in spaces designated for private use will be towed at the owner's expense.

4.4 Workplace Safety

Good Family Support Services Inc. is committed to providing a clean, safe, and healthful work environment for its employees. Maintaining a safe work environment, however, requires the continuous cooperation of all employees. Good Family Support Services Inc. requires its employees to comply with all occupational safety and health standards and regulations established by the Occupational Safety and Health Act and state and local regulations. In addition, all employees are expected to obey safety rules and exercise caution and common sense in all work activities.

- **Complaint and Reporting Procedure:** Employees should immediately report any unsafe conditions to their supervisor without fear of reprisal. In the case of an accident that results in injury, regardless of how seemingly insignificant the injury may appear, employees must notify their supervisor. If you believe it would be inappropriate to report the matter to your supervisor, you can report it directly to:

Human Resources Supervisor
308 W Cheltenham Avenue
Philadelphia, PA 19122

215-849-4744

Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report or, where appropriate, remedy such situations may be subject to disciplinary action, up to and including termination of employment.

- **Retaliation Prohibited:** Good Family Support Services Inc. expressly prohibits retaliation against anyone who reports unsafe working conditions or work-related accidents, injuries or illnesses. Any form of retaliation will be subject to disciplinary action, up to and including termination of employment.

Questions or concerns regarding this policy should be directed to your supervisor or Human Resources.

4.5 Security

The purpose of Good Family Support Services Inc.'s security policy is to protect its assets and to maintain a safe working environment for all employees.

- **Facility/Client Access:** All assigned Good Family Support Services Inc. employees will be issued a key to gain access to Good Family Support Services Inc.'s facilities or clients' homes. Employees who are issued keys are responsible for their safekeeping. All lost or stolen keys must be reported to your supervisor as soon as possible.

Upon separation from Good Family Support Services Inc., and at any other time upon Good Family Support Services Inc.'s request, all keys must be returned to your supervisor without delay.

- **Closing/Leaving Procedures:** The last employee, or a designated employee, who leaves the office/ client home at the end of the day assumes the responsibility to ensure that: all doors are securely locked; the alarm system is armed if applicable; thermostats are set on appropriate evening and/or weekend setting; and all appliances and lights are turned off with the exception of the lights normally left on for security purposes.

Employees are not permitted on company property or clients home after hours without prior written authorization from Human Resources.

4.6 Meal & Break Periods

In accordance with state and local laws, non-exempt employees will be provided with meal and break periods. Break periods of less than 20 minutes will be paid. Break periods lasting longer than 20 minutes will be unpaid.

Non-exempt employees must be fully relieved of their job responsibilities and are not permitted to work during unpaid break and meal periods of more than 20 minutes. If for any reason a non-exempt employee does not take the applicable meal and rest period that they are provided, the employee must notify his or her supervisor immediately.

Good Family Support Services Inc. will schedule meal and break periods in order to accommodate its operating requirements.

4.7 Break Time for Nursing Mothers

Good Family Support Services Inc. accommodates employees who wish to express breast milk during the workday by providing reasonable break times to do so. Good Family Support Services Inc. will provide a designated room, other than a bathroom, that is shielded from view, free from intrusion from coworkers and the public and is in compliance with all other applicable laws for this purpose.

Employees who use regularly scheduled rest breaks to express breast milk will be paid for the break time. If the lactation break does not run concurrently with the employee's regularly scheduled compensated break, the lactation break time will be unpaid.

For questions related to this policy, please contact Human Resources.

5. EMPLOYEE BENEFITS

5.1 Military Leave

If you are a member of the U.S. armed services and are called for active military duty, other than for training, the Good Family Support Services Inc. will continue your health insurance and other benefits in effect at the time of your leave for the first 30 days of your leave, at no additional cost to you. After the first 30 days of military leave, you have the voluntary option of continuing any health insurance and other benefits in effect at your own expense by paying for the insurance or benefits at the same rates paid by Good Family Support Services Inc., and the insurance coverage shall continue, except for injuries incurred in the line of military duty.

5.2 Jury Duty

Good Family Support Services Inc. encourages employees to fulfill their civic responsibilities when called upon to serve as a juror. Employees must provide their immediate supervisor with a copy of their jury summons, and if possible, an estimate of the amount of time they will be absent from work and provide a daily update as soon as possible so that the supervisor may make arrangements to accommodate their absence. Jury duty is unpaid, in accordance with applicable law. Either Good Family Support Services Inc. or the employee may request an excuse from jury duty if it is determined that the employee's absence would create serious operational difficulties.

5.3 Workers' Compensation

Employees who are injured on the job at Good Family Support Services Inc. are eligible for Workers' Compensation benefits. Such benefits are provided at no cost to employees and cover any injury or illness sustained in the course of employment that requires medical treatment.

Employees who sustain work-related injuries or illnesses must notify their supervisor immediately so that Good Family Support Services Inc. can notify the workers' compensation insurance carrier as soon as possible.

Lost time or medical expenses incurred as a result of an accident or injury which occurred while an employee was on the job will be compensated for in accordance with workers' compensation laws. This protection is paid for in full by Good Family Support Services Inc. No premium is charged for this coverage.

and no individual enrollment is required. Good Family Support Services Inc. will provide medical care and a portion of lost wages through our insurance carrier.

All job-related accidents or illnesses must be reported to an employee's supervisor immediately upon occurrence. Supervisors will then immediately contact Human Resources to obtain the required claim forms and instructions.

5.4 Retirement Plan

Good Family Support Services Inc.'s employees have the opportunity to participate in a company-sponsored retirement plan 1 year. Full-time employees only are eligible to participate in the plan.

This policy provides a summary of the benefits which may be provided at Good Family Support Services Inc.'s discretion. Actual coverage is determined by the express terms of the plan documents. We encourage you to review the plan's Summary Plan Description (SPD) materials carefully.

If there are any conflicts between the handbook or summaries provided and the plan documents, the plan documents will control. Good Family Support Services Inc. reserves the right to amend, interpret, modify or terminate any of its employee benefits programs without prior notice to the extent allowed by law.

For details on the specific retirement plans offered through Good Family Support Services Inc., as well as copies of the plan documents, please contact Human Resources.

5.5 Employee Referral Program

Good Family Support Services Inc. offers an employee referral program to encourage employees to recommend qualified candidates. Our referral program provides employees with a referral bonus for successful hires made based upon an employee's recommendation. If a recommended candidate is hired and completes 60 days of service, the employee who provided the referral will be entitled to a bonus.

All referred candidates will be considered and evaluated based on experience and qualifications and will be subject to the same pre-employment standards as all other candidates.

Questions regarding this policy should be directed to Human Resources.

6. EMPLOYEE CONDUCT

6.1 Standards of Conduct

Good Family Support Services Inc.'s rules and standards of conduct are essential to a productive work environment. As such, employees must familiarize themselves with, and be prepared to follow, the its rules and standards.

While not intended to be an all-inclusive list, the examples below represent behavior that is considered unacceptable in the workplace. Behaviors such as these, as well as other forms of misconduct, may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal/possession of property

- Falsification of timekeeping records
- Possession, distribution, sale, transfer, manufacture or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Making maliciously false statements about co-workers
- Threatening, intimidating, coercing, or otherwise interfering with the job performance of fellow employees or visitors
- Negligence or improper conduct leading to damage of company-owned or customer-owned property
- Violation of safety or health rules
- Smoking in the workplace
- Sexual or other unlawful or unwelcome harassment
- Excessive absenteeism
- Unauthorized use of telephones, computers, or other company-owned equipment on working time. Working time does *not* include break periods, meal times, or other specified periods during the workday when employees are not engaged in performing their work tasks.
- Unauthorized disclosure of any “business secrets” or other confidential or non-public proprietary information relating to Good Family Support Services Inc.’s products, services, customers or processes. *Wages and other conditions of employment are not considered to be confidential information.*

This policy is not intended to restrict an employee’s right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees’ rights under the National Labor Relations Act.

Other forms of misconduct not listed above may also result in disciplinary action, up to and including termination of employment. If you have questions regarding Good Family Support Services Inc.’s standards of conduct, please direct them to your supervisor or the Human Resources Representative.

6.2 Disciplinary Action

Disciplinary action at Good Family Support Services Inc. is intended to fairly and impartially correct behavior and performance problems early on and to prevent reoccurrence.

Disciplinary action may involve any of the following: verbal warning, written warning, suspension with or without pay, and termination of employment, depending on the severity of the problem and the frequency of occurrence. Good Family Support Services Inc. reserves the right to administer disciplinary action at its discretion and based upon the circumstances.

Good Family Support Services Inc. recognizes that certain types of employee behavior are serious enough to justify termination of employment, without observing other disciplinary action first.

These violations include but are not limited to:

- Workplace violence
- Harassment
- Theft of any kind
- Insubordinate behavior
- Vandalism or destruction of company property
- Presence on company property during non-business hours
- Use of company equipment and/or company vehicles without prior authorization
- Indiscretion regarding personal work history, skills, or training
- Divulging GOOD FAMILY SUPPORT SERVICES INC.'s business practices or any other confidential information
- Any misrepresentation of GOOD FAMILY SUPPORT SERVICES INC. to a customer, a prospective customer, the general public, or an employee

In all cases, Good Family Support Services Inc. reserves the right to take any disciplinary action it deems appropriate based on the totality of the circumstances, and is in no way obligated to follow any particular disciplinary process.

6.3 Confidentiality

Good Family Support Services Inc. takes the protection of Confidential Information very seriously. "Confidential Information" includes, but is not limited to, computer processes, computer programs and codes, customer lists, customer preferences, customers' personal information, company financial data, marketing strategies, proprietary production processes, research and development strategies, pricing information, business and marketing plans, vendor information, software, databases, and information concerning the creation, acquisition or disposition of products and services.

Confidential Information also includes Good Family Support Services Inc.'s intellectual property and information that is not otherwise available to the public. Intellectual property includes, but is not limited to, trade secrets, ideas, discoveries, writings, trademarks, and inventions developed through the course of your employment with Good Family Support Services Inc. and as a direct result of your job responsibilities with Good Family Support Services Inc. *Wages and other conditions of employment are not considered to be Confidential Information.*

To protect such information, employees may not disclose any confidential or non-public proprietary information about the Good Family Support Services Inc. to any unauthorized individual. If you receive a request for Confidential Information, you should immediately refer this request to your supervisor.

The unauthorized disclosure of Confidential Information belonging to Good Family Support Services Inc., and not otherwise available to persons or companies outside of Good Family Support Services Inc., may result in disciplinary action, up to and including termination of employment. If you leave Good Family Support Services Inc., you may not disclose or misuse any Confidential Information.

This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees' rights under the National Labor Relations Act.

Questions regarding this policy should be directed to Human Resources.

6.4 Workplace Violence

Good Family Support Services Inc. strictly prohibits workplace violence, including any act of intimidation, threat, harassment, physical violence, verbal abuse, aggression or coercion against a coworker, vendor, customer, or visitor.

Prohibited actions, include, but are not limited to the following examples:

- Physically injuring another person
- Threatening to injure another person
- Engaging in behavior that subjects another person to emotional distress
- Using obscene, abusive or threatening language or gestures
- Bringing an unauthorized firearm or other weapon onto company property
- Threatening to use or using a weapon while on company premises, on company-related business, or during job-related functions
- Intentionally damaging property

All threats or acts of violence should be reported immediately to your supervisor or security personnel. Employees should warn their supervisors or security personnel of any suspicious workplace activity that they observe or that appears problematic. Employee reports made pursuant to this policy will be kept confidential to the maximum extent possible. Good Family Support Services Inc. will not tolerate any form of retaliation against any employee for making a report under this policy.

Good Family Support Services Inc. will take prompt remedial action, up to and including immediate termination, against any employee found to have engaged in threatening behavior or acts of violence.

6.5 Drug & Alcohol Use

Good Family Support Services Inc. is committed to maintaining a workplace free of substance abuse. No employee is allowed to consume, possess, sell, purchase, or be under the influence of alcohol or illegal drugs, as defined by federal law, on any property owned by or leased on behalf of Good Family Support Services Inc., or in any vehicle owned or leased on behalf of Good Family Support Services Inc.

The use of over-the-counter drugs and legally prescribed drugs is permitted as long as they are used in the manner for which they were prescribed and provided that such use does not hinder an employee's ability to safely perform his or her job. Employees should inform their supervisor if they believe their medication will impair their job performance, safety or the safety of others, or if they believe they need a reasonable accommodation when using such medication.

Good Family Support Services Inc. will not tolerate employees who report for duty while impaired by the use of alcohol or drugs. All employees should report evidence of alcohol or drug abuse to their supervisor or the Human Resources Representative immediately. In cases in which the use of alcohol or drugs creates an imminent threat to the safety of persons or property, employees are required to report the violation. Failure to do so may result in disciplinary action, up to and including termination of employment.

As a part of our effort to maintain a workplace free of substance abuse, Good Family Support Services Inc.'s employees may be asked to submit to a medical examination and/or clinical testing for the presence of alcohol and/or drugs. Within the limits of federal, state, and local laws, Good Family Support Services Inc. reserves the right to examine and test for drugs and alcohol at our discretion.

All of Good Family Support Services Inc.'s employees must comply with this Drug & Alcohol Use Policy as a condition of their employment. Be advised that no part of the Drug & Alcohol Use Policy shall be construed to alter or amend the at-will employment relationship between GOOD FAMILY SUPPORT SERVICES INC. and its employees.

Employees found in violation of this policy may be subject to disciplinary action, up to and including termination of employment.

6.6 Telephone Usage

Good Family Support Services Inc.'s telephones are intended for the sole use of conducting company business. Personal phone calls during working time distract employees from their job responsibilities and may be disruptive to coworkers. Employees should, therefore, limit the placing or receiving of personal calls during working time to those required only in emergency situations. Personal cell phones or other similar electronic devices should not be used during working time. Working time is defined as times when employees are supposed to be working and do not include, for example, breaks and lunch times.

Any employees found in violation of this policy will be subject to disciplinary action, up to and including termination of employment.

6.7 Personal Property

Employees should use their discretion when bringing personal property into the workplace. Good Family Support Services Inc. assumes no liability for any loss or damage to an employee's personal property. Additionally, employees may not possess or display any property that may be viewed as inappropriate or offensive on Good Family Support Services Inc.'s premises.

6.8 Use of Company Property and Clients' Homes

Company property refers to anything owned or rented by the company or its clients. Company property and clients' homes may be used for business purposes only.

Clients' homes must be kept in good condition. All appliances and furniture should be returned to their original condition prior to the end of the employee's shift.

Good Family Support Services Inc. has created specific guidelines regarding the use of company equipment. Below is a list of employee responsibilities and limitations with regards to company property.

- **Personal use of company property:** Company property may not be taken from the premises without proper written authority from company management.
- **Company Tools:** All necessary tools are furnished to employees in order to assist them in their required duties. Each employee is, in turn, responsible for these tools.
- **Care of Company Property:** Office areas should be kept neat and orderly and all equipment should be well maintained. The theft, misappropriation, or unauthorized removal, possession, or use of company property or equipment is expressly prohibited.

Any action in contradiction to the guidelines set herein may result in disciplinary action, up to and including termination of employment.

6.9 Smoking

GOOD FAMILY SUPPORT SERVICES INC. provides a smoke-free environment for its employees, customers, and visitors. Smoking is prohibited throughout the workplace including the clients' home. We have adopted this policy because we have a sincere interest in the health of our employees and in maintaining pleasant working conditions.

6.10 Visitors in the Workplace

To ensure the safety and security of Good Family Support Services Inc. and its clients and employees, no visitors are permitted on its premises or in the clients' homes without express written permission.

All office visitors must enter through the main reception area and sign in and out at the front desk. All visitors are also required to wear a "visitor" badge while on Good Family Support Services Inc.'s premises. Authorized visitors will be escorted to their destination and must be accompanied by a representative of Good Family Support Services Inc. at all times.

6.11 Computer, Email & Internet Usage

It is our belief that staying up to date with technology is critical to our success. Therefore, Good Family Support Services Inc. has invested a great deal of money on computers and electronic communications equipment, including e-mail, voice mail and access to the Internet (referred to as "Systems"). Employees must ensure that only business-related information is contained, maintained, and communicated through Good Family Support Services Inc.'s systems or devices, with the exception of e-mail. With respect to email, employees who have been granted access to Good Family Support Services Inc.'s e-mail system in the course of their work, may use its e-mail system for non-business purposes, during nonwork time only, provided that any non-business use during nonwork time complies with the its other existing policies, including the anti-harassment policy outlined herein. Nonwork time is all time that employees are not expected to be working.

The data and information created with, transmitted by and stored on Good Family Support Services Inc.'s Systems is Good Family Support Services Inc.'s property. The use of these Systems by employees implies an understanding of and agreement to this policy.

Good Family Support Services Inc. may, without notice to its users, access and monitor its Systems and obtain the data and communications within the Systems. Good Family Support Services Inc.'s monitoring of its Systems may include, but may not be limited to: accessing, recording, disclosing, inspecting, reviewing, retrieving, and printing communications, logins and other uses of the Systems, as well as keystroke capturing and/or other network sniffing technologies. The reasons for which Good Family Support Services Inc. may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; ensuring that Good Family Support Services Inc.'s operations continue appropriately during an employee's absence; and any other purpose deemed appropriate by Good Family Support Services Inc..

Good Family Support Services Inc. may store data or communications for a period of time after the data communication is created. From time to time, copies of such data or communications may be deleted. To ensure the integrity, confidentiality and security of Good Family Support Services Inc.'s data and communications, employees are prohibited from storing confidential information, as defined in this Handbook, on personal computers or personal storage devices (e.g., flash drives, portable hard drives, etc.).

Upon request, employees must provide management with any access codes or passwords applicable to these Systems. Likewise, because Good Family Support Services Inc. may be monitoring these Systems, employees have no expectation of privacy as it relates to any data or communications created with, transmitted by, or stored on Good Family Support Services Inc.'s Systems.

Good Family Support Services Inc.'s policy prohibiting harassment applies in its entirety to the use of the its Systems. Employees are strictly prohibited from using any technology to view, listen to, or communicate content containing materials that would violate the Anti-Harassment and Anti-Discrimination policies contained in this Handbook.

Unless expressly authorized, other prohibited electronic activity includes: conducting illegal activity, including online gambling; downloading or distributing pirated software or data, entertainment software, music or games; propagating viruses, worms, and related spyware; and copying, destroying, deleting, distorting, removing, concealing, modifying or encrypting messages or files or other data on Good Family Support Services Inc.'s Systems without the permission of an authorized manager. This list is for illustrative purposes only and is not intended to be an exclusive list of prohibited activity.

No one may access, or attempt to obtain access to, another employee's electronic communications without appropriate authorization. In addition, employees must log off of Good Family Support Services Inc.'s Systems when they leave their workstation.

This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees' rights under the National Labor Relations Act.

Violations of this policy may result in disciplinary action, up to and including termination of employment. Questions or concerns related this policy should be directed to your supervisor or Human Resources.

7. PAID SICK LEAVE FOR EMPLOYEES WORKING IN PHILADELPHIA

In conjunction with the PTO/Leave Benefits already provided to Good Family Support Services Inc.'s employees (as delineated in this handbook) all full time and part time employees who work at least 40 hours per year in the City of Philadelphia ("qualifying employees") are also, at a minimum, entitled to paid sick leave, as provided for by the Philadelphia Paid Sick Leave law ("PPSLL").

The PPSLL mandates that all qualifying employers, including Good Family Support Services Inc., shall provide up to five days of paid sick leave each calendar year to qualifying employees (independent contractors, seasonal workers, interns, and employees covered by a bona fide collective bargaining agreement are not "qualifying employees" under this law). Employers such as Good Family Support Services Inc. that already provide employees with as much (or more) paid sick time and for the same purposes and under the same conditions as provided by the ordinance are not required to provide additional paid sick time.

7.1 Accrual and Use

Under the PPSLL, Employees accrue a minimum of 1 hour of sick time for every 40 hours worked in the City of Philadelphia. Employees who are exempt under the Fair Labor Standards Act will be assumed to work 40 hours in each workweek, unless their normal workweek is less than 40 hours, in which case sick time accrues based upon their normal work schedule.

Employees will begin accruing paid sick time on their first day of employment or for those already employed, May 13, 2015. Qualifying employees hired after May 13, 2015 may not use their accrued paid sick time until their 90th day of employment. Qualifying employees hired before May 13, 2015 may use their accrued paid sick time as it is accrued and can utilize their PTO in accordance with the stated PTO/Leave policy delineated in this handbook.

Qualifying Employees may use paid sick time under the PPSLL for:

- an employee's own mental or physical illness, injury, or health condition; an employee's need for medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; an employee's need for preventive medical care;
- the care of a family member (with an expansive definition of "family member") with a mental or physical illness, injury, or health condition; care of a family member who needs medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; care of a family member who needs preventive medical care; or
- absences necessary due to domestic abuse, sexual assault, or stalking, provided the leave is to allow the employee to obtain, for the employee or the employee's family member:
 - medical attention needed to recover from physical or psychological injury or disability caused by domestic or sexual violence or stalking;
 - services from a victim services organization;
 - psychological or other counseling;

- relocation due to the domestic or sexual violence or stalking; or
- legal services or remedies, including preparing for or participating in any civil or criminal legal proceeding related to or resulting from the domestic or sexual violence.

7.2 Requesting and Taking Leave Under the PPSLL

Qualifying Employees may request paid sick time orally or in writing. Additionally, such employees may take paid sick time in minimum increments of one hour. Employees must give advance notice to their employer whenever possible before taking paid sick leave. Additionally, Good Family Support Services Inc. may require the employee to provide reasonable documentation supporting the need for leave of more than two consecutive days. Employees who have exhausted their paid sick time may take unpaid sick time to care for themselves or a family member under certain circumstances related to domestic abuse, sexual assault, or stalking.

8. TIMEKEEPING & PAYROLL

8.1 Attendance & Punctuality

Absenteeism and tardiness place an undue burden on other employees and on Good Family Support Services Inc. Good Family Support Services Inc. expects regular attendance and punctuality from all employees. This means being in the workplace, ready to work, at your scheduled start time each day and completing your entire shift. Employees are also expected to return from scheduled meal and break periods on time.

All time off must be requested in writing, in advance, as outlined in Good Family Support Services Inc.'s Paid Time Off (PTO) policy. If an employee is unexpectedly unable to report for work for any reason, he or she must directly notify their supervisor as early as possible, and preferably prior to their scheduled starting time. It is not acceptable to leave a voicemail message with a supervisor, except in extreme emergencies. In cases that warrant leaving a voicemail message or when an employee's direct supervisor is unavailable, a follow-up call must be made later that day.

If an illness or emergency occurs during work hours, employees should notify their supervisor as soon as possible.

Employees, who are going to be absent for more than one day, should contact their supervisor on each day of their absence. Good Family Support Services Inc. reserves the right to ask for a physician's statement in the event of a long-term illness (three consecutive days), or multiple illnesses or injuries.

If an employee fails to notify their supervisor after three consecutive days of absence, Good Family Support Services Inc. will presume that the employee has voluntarily resigned. Good Family Support Services Inc. will review any extenuating circumstances that may have prevented him or her from calling in before the employee is removed from payroll.

Should undue or recurrent absence and tardiness become apparent, the employee will be subject to disciplinary action, up to and including termination of employment.

This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees' rights under the National Labor Relations Act.

8.2 Paydays

Good Family Support Services Inc.'s employees are paid on a weekly basis. In the event that a regularly scheduled payday falls on a holiday, employees will be paid on the day preceding the holiday, unless otherwise required by state law.

Pay will not, under any circumstances, be given to any person other than the employee without written authorization. Good Family Support Services Inc. has access to free Direct Deposit applications if an employee does not have their own. Employees will receive an itemized statement of wages when Good Family Support Services Inc. makes direct deposits.

In the event of employee termination, the employee will receive their accrued pay in accordance with applicable federal, state and local laws.

9. PERSONNEL RECORDS

Current employees, including those on a leave of absence, and/or an employee's designated agent, are permitted to inspect the employee's personnel file, and take notes during an inspection, but copies of the personnel file are not provided. Inspection may take place at reasonable times during your free time. When sufficient time is available during the regular business day, you may inspect your personnel file during that time where the personnel files are maintained. A representative of Good Family Support Services Inc. will usually be present during the inspection. Personnel files may not be removed from the place where the inspection takes place. If you believe that there is an error in your personnel file, you may place a written statement in your personnel file explaining why you believe there is an error.

To inspect your personnel file, you must submit a written request to do so. In your written request, please indicate the specific date of the requested inspection, and either the purpose for which the inspection is requested or the particular parts of the personnel file that you wish to inspect. If you designate an agent to obtain access to and inspect your personnel file, the name of the individual must be included in the written request, for the purpose of preventing disclosure to persons who should not be given access. Unless there is reasonable cause otherwise, Good Family Support Services Inc. limits personnel file inspection to once every calendar year.

10. EMERGENCY RESPONSE LEAVE

If you are a volunteer firefighter, fire police officer, or volunteer member of an ambulance service or rescue squad, and will miss any work because you responded to a call in the line of duty prior to reporting to work, you must notify your supervisor as soon as you are aware that you will be late to work, or unable to report to work. You must provide your supervisor with a statement from the chief executive officer of the volunteer fire company, ambulance service, or rescue squad, documenting the time of the call and your presence at the scene. Such time off will be unpaid, in accordance with applicable law.

11. ROAD CLOSURE DURING STATE OF EMERGENCY

If you are unable to report to work due to a closure of roads in the county in which you live, or the county in which you work, resulting from a state of emergency declared by the Governor, you must contact your manager, or follow your departmental procedures, as soon as you are aware that you are unable to report to work. Employees will not be disciplined for such absences, but such time off will not be paid, in accordance with applicable law.

12. CRIME VICTIM LEAVE

You are permitted leave if you attend court because you are a victim of a crime, are a witness to a crime, or if a member of your family is a victim of a crime. You must notify your immediate supervisor as soon as you become aware of your need to appear in court. You are to provide your supervisor with documentation of your court appearance and, if possible, an estimate of the amount of time you will be absent from work and provide a daily update. Such leave is unpaid, in accordance with applicable law.

13. FMLA POLICY

Employees may be entitled to a leave of absence under the Family and Medical Leave Act (FMLA). This policy provides employees information concerning FMLA entitlements and obligations employees may have during such leaves. If employees have any questions concerning FMLA leave, they should contact the Human Resources Manager.

14. EMPLOYEES ELIGIBLE FOR FMLA LEAVE

FMLA leave is available to “eligible employees.” To be an “eligible employee,” an employee must: (1) have been employed by Good Family Support Services Inc. for at least 12 months (which need not be consecutive); (2) have been employed by Good Family Support Services Inc. for at least 1,250 hours of service during the 12-month period immediately preceding the commencement of the leave; and (3) be employed at a worksite where 50 or more employees are located within 75 miles of the worksite.

The determination of whether an employee has worked for Good Family Support Services Inc. for at least 1,250 hours in the past 12 months and has been employed by Good Family Support Services Inc. for a total of at least 12 months must be made as of the date the FMLA leave is to start. If employees are on “nonFMLA leave” at the time they meet the FMLA eligibility requirements, only that portion of leave taken for FMLA-qualifying reasons after they meet the FMLA eligibility requirements would be designated as “FMLA leave.”

Whether 50 employees are employed within 75 miles to ascertain an employee’s eligibility for FMLA benefits is determined when the employee gives notice of the need for leave. Whether the leave is to be taken at one time or on an intermittent or reduced leave schedule basis, once an employee is determined eligible for a particular leave, the employee’s eligibility for that specific leave is not affected by any subsequent change in the number of employees employed at or within 75 miles of the employee’s worksite.

When an employee requests FMLA leave, or when Good Family Support Services Inc. acquires knowledge that an employee’s leave may be for an FMLA-qualifying reason, Good Family Support Services Inc. must notify the employee of the employee’s eligibility to take FMLA leave within five business days, absent extenuating circumstances. Employee eligibility is determined (and notice will be provided) at the commencement of the first instance of leave for each FMLA-qualifying reason in the applicable 12-month period. All FMLA absences for the same qualifying reason are considered a single leave and employee eligibility as to that reason for leave does not change during the applicable 12-month period.

15. EMPLOYEE ENTITLEMENTS FOR FMLA LEAVE

As described below, the FMLA provides eligible employees with a right to leave, health insurance benefits and, with some limited exceptions, job restoration, for certain family and medical reasons.

15.1 Basic FMLA Leave Entitlement

The FMLA provides eligible employees up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12-month period. The 12-month period is determined on a calendar year. Leave may be taken for any one, or for a combination, 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, daughter or parent (but not in-law) who has a serious health condition;
- For the employee's own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the employee unable to perform one or more of the essential functions of the employee's job; and/or
- Because of any qualifying exigency arising out of the fact that an employee's spouse, son, daughter or parent is a military member on covered active duty or call to covered active duty status (or has been notified of an impending call or order to covered active duty) in (a) the Reserve component of the Armed Forces for deployment to a foreign country in support of a contingency operation or (b) Regular Armed Forces for deployment to a foreign country.

Entitlement to FMLA leave for the birth of an employee's child expires at the end of the 12-month period beginning on the date of the birth.

When spouses are both employed by Good Family Support Services Inc. and eligible for FMLA leave, they will be limited to a combined total of 12 weeks of leave during any 12-month period if the leave is taken for the birth of the employee's child or to care for the child after birth, for the placement of a child with the employee for adoption or foster care or to care for the child after placement, or to care for the employee's parent with a serious health condition.

A **serious health condition** is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, caring for the parents of the military member on covered active duty, and attending post-deployment reintegration briefings.

15.2 Additional Military Family Leave Entitlement (Injured Servicemember Leave)

An eligible employee who is the spouse, son, daughter, parent or next of kin of a **covered servicemember** is entitled to take up to 26 weeks of leave during a single 12-month period to care for the servicemember

or veteran with a serious injury or illness. Leave to care for a servicemember shall only be available during a single 12-month period and, when combined with other FMLA-qualifying leave, may not exceed 26 weeks during the single 12-month period. The single 12-month period begins on the first day an eligible employee takes leave to care for the injured servicemember.

When, during the “single 12-month period,” leave qualifies as both leave to care for a covered servicemember and leave to care for a family member with a serious health condition, Good Family Support Services Inc. will designate such leave as leave to care for a covered servicemember in the first instance and such leave shall not be designated and counted as both leave to care for a covered servicemember and leave to care for a family member with a serious health condition. As is the case with other FMLA leave, Good Family Support Services Inc. may retroactively designate leave as leave to care for a covered servicemember.

A “**covered servicemember**” is a current member of the United States Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is on the temporary retired list, for a serious injury or illness. These individuals are referred to in this policy as “current members of the Armed Forces.” A covered servicemember also includes a veteran who is discharged or released from military service under condition other than dishonorable at any time during the five (5) year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation or therapy for a serious injury or illness. These individuals are referred to in this policy as “covered veterans.”

The FMLA definitions of a “serious injury or illness” applicable to current Armed Forces members and covered veterans are distinct from the FMLA definition of “serious health condition” applicable to FMLA leave to care for a covered family member.

15.3 Intermittent Leave and Reduced Leave Schedules

FMLA leave usually will be taken for a period of consecutive days, weeks or months. However, employees also are entitled to take FMLA leave intermittently or on a reduced leave schedule when medically necessary due to a serious health condition of the employee or covered family member or the serious injury or illness of a covered servicemember. Qualifying exigency leave also may be taken on an intermittent basis.

15.4 Protection of Group Health Insurance Benefits

During FMLA leave, eligible employees are entitled to receive group health plan coverage on the same terms and conditions as if they had continued to work.

15.5 Restoration of Employment and Benefits

At the end of FMLA leave, subject to some exceptions including situations where job restoration of “key employees” will cause Good Family Support Services Inc. substantial and grievous economic injury, employees generally have a right to return to the same or equivalent positions with equivalent pay, benefits and other employment terms. Good Family Support Services Inc. will notify employees if they qualify as “key employees,” if it intends to deny reinstatement, and of their rights in such instances. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an eligible employee’s FMLA leave.

15.6 Notice of Eligibility for, and Designation of, FMLA Leave

Employees requesting FMLA leave are entitled to receive written notice from Good Family Support Services Inc. telling them whether they are eligible for FMLA leave and, if not eligible, the reasons why they are not eligible. When eligible for FMLA leave, employees are entitled to receive written notice of: 1) their rights and responsibilities in connection with such leave; 2) Good Family Support Services Inc.'s designation of leave as FMLA-qualifying or non-qualifying, if not FMLA-qualifying, the reasons why; and 3) the amount of leave, if known, that will be counted against the employee's leave entitlement.

Good Family Support Services Inc. may retroactively designate leave as FMLA leave with appropriate written notice to employees provided Good Family Support Services Inc.' failure to designate leave as FMLA-qualifying at an earlier date did not cause harm or injury to the employee. In all cases where leaves qualify for FMLA protection, Good Family Support Services Inc. and employee can mutually agree that leave be retroactively designated as FMLA leave.

16. EMPLOYEE FMLA LEAVE OBLIGATIONS

16.1 Provide Notice of the Need for Leave

Employees who take FMLA leave must timely notify Good Family Support Services Inc. of their need for FMLA leave, as described below.

16.2 Content of Employee Notice

To trigger FMLA leave protections, employees must inform Good Family Support Services Inc. of the need for FMLA-qualifying leave and the anticipated timing and duration of the leave, if known. Employees may do this by either requesting FMLA leave specifically, or explaining the reasons for leave so as to allow Good Family Support Services Inc. to determine that the leave is FMLA-qualifying. For example, employees might explain that:

- a medical condition renders them unable to perform the functions of their job;
- they are pregnant or have been hospitalized overnight;
- they or a covered family member are under the continuing care of a health care provider;
- the leave is due to a qualifying exigency caused by a military member being on covered active duty or called to covered active duty status to a foreign country; or
- if the leave is for a family member, that the condition renders the family member unable to perform daily activities or that the family member is a covered servicemember with a serious injury or illness.

Calling in "sick," without providing the reasons for the needed leave, is not sufficient notice under this policy. Employees must respond to the Good Family Support Services Inc.'s questions to determine if absences are potentially FMLA-qualifying.

If employees fail to explain the reasons for FMLA leave, the leave may be delayed or denied. When employees seek leave due to FMLA-qualifying reasons for which Good Family Support Services Inc. has

previously provided FMLA-protected leave, they must specifically reference the qualifying reason for the leave or the need for FMLA leave.

16.3 Timing of Employee Notice

Employees must provide 30 days' advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, or the approximate timing of the need for leave is not foreseeable, employees must provide Good Family Support Services Inc. notice of the need for leave as soon as practicable under the circumstances. Employees who fail to give 30 days' notice for foreseeable leave without a reasonable excuse for the delay, or otherwise fail to satisfy FMLA notice obligations, may have FMLA leave delayed or denied.

Employees must also follow Good Family Support Services Inc.'s usual and customary notice and procedural requirements when requesting FMLA leave, absent unusual circumstances. Those requirements include **using normal call off procedures to call off**. If employees fail to comply with these requirements, and no unusual circumstances justify the failure to comply, FMLA leave may be delayed or denied provided that employees have not otherwise provided timely notice as required by the FMLA regulations.

16.4 Cooperate in the Scheduling of Planned Medical Treatment (Including Accepting Transfers To Alternative Positions) and Intermittent Leave or Reduced Leave

Schedules

When planning medical treatment, employees must consult with Good Family Support Services Inc. and make a reasonable effort to schedule treatment so as not to unduly disrupt Good Family Support Services Inc.'s operations, subject to the approval of an employee's health care provider. Employees must consult with Good Family Support Services Inc. prior to the scheduling of treatment to work out a treatment schedule which best suits the needs of both Good Family Support Services Inc. and the employees. If employees providing notice of the need to take FMLA leave on an intermittent basis for planned medical treatment neglect to fulfill this obligation, Good Family Support Services Inc. may require employees to attempt to make such arrangements, subject to the approval of the employee's health care provider. All such treatment schedules and arrangements are subject to the approval of the employee's health care provider.

When employees take intermittent or reduced work schedule leave for foreseeable planned medical treatment for the employee or a family member, including during a period of recovery from a serious health condition or to care for a covered servicemember, Good Family Support Services Inc. may temporarily transfer employees, during the period that the intermittent or reduced leave schedules are required, to alternative positions with equivalent pay and benefits for which the employees are qualified and which better accommodate recurring periods of leave.

When employees seek intermittent leave or a reduced leave schedule for reasons unrelated to the planning of medical treatment, upon request, employees must advise Good Family Support Services Inc. of the reason why such leave is medically necessary. In such instances, Good Family Support Services Inc. and employee shall attempt to work out a leave schedule that meets the employee's needs without unduly disrupting Good Family Support Services Inc.'s operations, subject to the approval of the employee's health care provider.

16.5 Submit Medical Certifications Supporting Need for FMLA Leave (Unrelated to Requests for Military Family Leave)

Depending on the nature of FMLA leave sought, employees will be required to submit medical certifications supporting their need for FMLA-qualifying leave. As described below, there generally are three types of FMLA medical certifications: an **initial certification**, a **recertification**, and a **return to work/fitness for duty certification**.

It is the employee's responsibility to provide Good Family Support Services Inc. with timely, complete and sufficient medical certifications. Employees must provide FMLA medical certifications within 15 calendar days after Good Family Support Services Inc. requests certification, unless it is not practicable to do so despite an employee's diligent, good faith efforts. Good Family Support Services Inc. will inform employees if submitted medical certifications are incomplete or insufficient and provide employees at least seven calendar days to cure deficiencies. Good Family Support Services Inc. may delay or deny FMLA leave to employees who fail to timely cure deficiencies or otherwise fail to timely submit requested medical certifications.

With the employee's permission, Good Family Support Services Inc. (through individuals other than an employee's direct supervisor) may contact the employee's health care provider to authenticate or clarify completed and sufficient medical certifications. If employees choose not to authorize Good Family Support Services Inc. to clarify or authenticate certifications with health care providers, Good Family Support Services Inc. may deny FMLA leave if certifications are unclear.

Whenever Good Family Support Services Inc. deems it appropriate to do so, it may waive its right to receive timely, complete and/or sufficient FMLA medical certifications.

16.6 Initial Medical Certifications

Employees requesting leave because of their own, or a covered relation's, serious health condition, or to care for a covered servicemember, must supply medical certification supporting the need for such leave from their health care provider or, if applicable, the health care provider of their covered family or service member. If employees provide at least 30 days' notice of medical leave, they should submit the medical certification before leave begins. A new initial medical certification will be required on an annual basis for serious medical conditions lasting beyond a single leave year.

If Good Family Support Services Inc. has reason to doubt initial medical certifications, it may require employees to obtain a second opinion at its expense. If the opinions of the initial and second health care providers differ, Good Family Support Services Inc. may, at its expense, require employees to obtain a third, final and binding certification from a health care provider designated or approved jointly by Good Family Support Services Inc. and the employee.

Good Family Support Services Inc. shall provide employees with copies of second or third medical opinions, upon request by employees. Requested copies shall be provided to employees within five business days unless extenuating circumstances prevent such action.

Good Family Support Services Inc. will reimburse employees or family members for any reasonable out of pocket travel expenses incurred to obtain second or third medical opinions. Except in very rare circumstances, the Good Family Support Services Inc. will not require employees or family members to travel outside normal commuting distance for purposes of obtaining second or third medical opinions.

16.7 Medical Recertifications

Depending on the circumstances and duration of FMLA leave, Good Family Support Services Inc. may require employees to provide recertification of medical conditions giving rise to the need for leave. T Good Family Support Services Inc. will notify employees if recertification is required and will give employees at least 15 calendar days to provide medical recertification.

Generally, Good Family Support Services Inc. may request medical certification no more often than every thirty days and only in connection with an employee's absence. If medical certification indicates the minimum duration of the condition is more than 30 days, Good Family Support Services Inc. will wait until that minimum duration expires before requesting medical recertification. In all cases, Good Family Support Services Inc. may request recertification of a medical condition every six months in connection with an employee's absence.

Good Family Support Services Inc. may request certification in less than 30 days, or before the minimum duration of the condition has elapsed, if: a) employees request extensions of leaves; b) circumstances described by the previous certification have changed significantly (e.g., the duration or frequency of the absence, the nature or severity of the illness, complications, etc.); or c) Good Family Support Services Inc. receives information casting doubt upon an employee's stated reason for the absence or the continuing validity of a certification.

16.8 Return to Work/Fitness for Duty Medical Certifications

Unless notified otherwise, employees returning to work from FMLA leaves that were taken because of their own serious health conditions that made them unable to perform their jobs must provide Good Family Support Services Inc. medical certification confirming they are able to return to work and perform the essential functions of their position, with or without reasonable accommodation. Good Family Support Services Inc. may delay and/or deny job restoration until employees provide return to work/fitness for duty certifications.

16.9 Submit Certifications Supporting Need for Military Family Leave

Upon request, the first time employees seek leave due to qualifying exigencies arising out of the covered active duty or call to covered active duty status of a covered military members, Good Family Support Services Inc. may require employees to provide: 1) a copy of the covered military member's active duty orders or other documentation issued by the military indicating the covered military member is on covered active duty or call to active duty status and the dates of the military member's covered active duty service; and 2) a certification from the employee setting forth information concerning the nature of the qualifying exigency for which leave is requested. Employees shall provide a copy of new active duty orders or other documentation issued by the military for leaves arising out of qualifying exigencies arising out of a different covered active duty or call to covered active duty status of the same or a different covered military member.

When leave is taken to care for a covered servicemember with a serious injury or illness, Good Family Support Services Inc. may require employees to obtain certifications completed by an authorized health care provider of the covered servicemember. In addition, and in accordance with the FMLA regulations, Good Family Support Services Inc. may request that the certification submitted by employees set forth additional information provided by the employee and/or the covered servicemember confirming entitlement to such leave.

16.10 Domestic Violence Leave

If you are the victim of domestic violence, sexual assault or stalking, and anyone with a family or household member who is a victim of domestic violence, sexual assault or stalking, you are entitled to a reasonable amount of leave. Employees will not be disciplined for such absences, but such time off will not be paid, in accordance with applicable law.

17. ROAD CLOSURES DURING A STATE OF EMERGENCY

If you are unable to report to work due to a closure of roads in the county in which you live, or the county in which you work, resulting from a state of emergency declared by the Governor, you must contact Human Resources, a supervisor or a member of the management committee as soon as you are aware that you are unable to report to work. Employees will not be disciplined for such absences, but such time off will not be paid, in accordance with applicable law.

18. RECEIPT OF EMPLOYEE HANDBOOK

This Employee Handbook is an important document intended to help you become acquainted with Good Family Support Services Inc. This document contains management guidelines only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because Good Family Support Services Inc.'s operations may change, the contents of this Handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management, unless otherwise restricted by applicable law.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Employee Handbook.

I have received and read a copy of Good Family Support Services Inc.'s Employee Handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of Good Family Support Services Inc. at any time, unless otherwise restricted by applicable law.

I further understand that my employment is terminable at will, either by myself or Good Family Support Services Inc. regardless of the length of my employment or the granting of benefits of any kind.

I understand that no contract of employment other than "at will" has been expressed or implied, and that no representative of Good Family Support Services Inc. other than the Executive Director is authorized to provide any employee or employees with an employment contract or special arrangement concerning terms or conditions of employment and that any such agreement must be in writing and signed by the president.

I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of Good Family Support Services Inc.'s Employee Handbook.

Employee's Printed Name: _____ Position: Caregiver

Employee's Signature: _____ Date: _____

The signed original copy of this receipt should be given to management - it will be filed in your personnel file.

Family Care Giver Program Training Record

I have been trained in the following areas and understand that I am the responsible to be in compliance with all the rules and policies set forth by the state of Pennsylvania, as well as having the ability to recognize fraud, abuse and exploitation. I have reviewed all training material on the support shell of Good Family Support Service's website.

Affirmations:

I am able to safely care for my client. **(Initial)** _____

I am able to identify the signs of abuse and exploitation, and I'm willing to report any situation. I have access to GFSS trainings **(Initial)** _____

I am able to resolve and report complaints and have been made aware of the resources necessary to do so. I had GFSS training **(Initial)** _____

I am able to identify what critical incidents are and how to report them. **(Initial)** _____

I am able to identify financial fraud and abuse, and I am committed to ensuring I report any and all signs. I had GFSS training **(Initial)** _____

I have been advised by Good Family Support Services and am aware that I must follow all company, local and state laws including those set forth in chapters 1101, 611, 52 of the PA code. I had GFSS training **(Initial)** _____

Good Family Support Services' annual quality management review will encompass statics from any care I produce and how to prevent incidents and complaints. I had GFSS training.
(Initial) _____

I understand if my client no longer receives services with GFSS or does not want me as an aide I must request to attend the next upcoming training to become a Professional Care Aide in writing via email. If this is not done within 21 days, it is to serve as notification to GFSS that I am resigning. _____
(initials)

By signing, I attest to being able to perform the above affirmations, and agree to perform my duties to the best of my ability. I am also aware that additional trainings can be found on Good family Support Services Training portal or by contacting the HR department.

Employee signature: _____ Date: _____

GFSS FCP Code of Conduct Policy

- You cannot start working or increase hours without prior authorization from Good Family Support Services (GFSS) administrative staff.
- You must clock in and out of scheduled shifts reflecting the accurate time the shift was scheduled.
- Falsifying claims of duties or time is grounds for termination
- Criminal background information will be shared with the client if you have a record.
- You MUST immediately report to GFSS if your client goes in the hospital within **12 hours** via phone conversation or email.
- You cannot work any hours while your client is in the Hospital.
- You MUST report all trips the client takes outside the state of Pennsylvania prior to going.
- Aides must treat GFSS administrative with respect at all times
- Aides must treat GFSS clients with respect at all times
- Aides are not authorized to transport GFSS clients.
- Aid must work all designated shift, no subcontracting shifts or duties; changes must be approved by the office prior to shift.
- If an aide is made aware of a status change in a client's service, they must inform GFSS office immediately.

I understand any violation of the any rule above is grounds disciplinary action up to immediate termination.

Name: _____ Date: _____

Signature: _____



Good Family Support Services

Communication Policy

Good Family Support Services fosters the thinking of always do what is in the best interest of the client. As a GFSS Home Health Aide, you will get to know your client and things about them that will uniquely enable you to deliver the ultimate level of care. As Philadelphia's #1 Home health care agency we must continue to go above and beyond the average call of duty for our clients.

This responsibility begins with you being proactive and regularly notifying GFSS home office to report on your client's condition, patterns, and problems and care related issues. You are the eye, ears, and mouth for our clients. GFSS mandates you to always be proactive and report the following :

- Client request a change of schedule
- Any incident requiring emergency medical attention
- Any unexplained behavior or abnormal action
- All incidents requiring follow up action or administrative input from GFSS
- Any issues regarding deviations from regular schedules
- All suspected instances of abuse
- Any unsafe conditions
- Any health concerns
- Any suspected claims or observations of fraud or abuse

1. When I complete any written documentation I will provide the maximum amount of details _____
_____ Initial
2. I will report all patterns, changes, new behaviors, and problems with my client to my supervisor _
_____ Initial
3. I will always report my client condition, problems and issues that can endanger their health even if the client disapproves or does not want me to report the incident _____ Initial
4. I understand that no question or concern about my client is minor _____ Initial
5. I will report all unsafe conditions that I have observed to be harmful to the client to my supervisor immediately. _____ Initial
6. For incidents of a serious nature I will convey the situation verbally as well as in writing immediately or within 1 hours of the incident _____ Initial
7. I am aware all emergency incidents MUST be reported immediately to my supervisor as soon as they happen via phone and written communication. If the emergency is afterhours, I will call (215) 849-4744 x 3 and leave a detailed message. _____ Initial
8. If the aide is notified by the client they cannot work the shift notice must be provided through software application.
9. If the aide is unable to work a shift due to lack of communication with the client they must notify us via phone conversation only.

By signing this you understand lack of compliance with any of the above communication can result in disciplinary actions up to and including termination.

Aide Name: _____ Aide Signature: _____

HHA Client Care Policy

Good Family Support Services is dedicated to providing the best service to our clients. In an effort to do so, we have partnered with HHA Exchange to track each home health aide's time and attendance.

All aides must use approved clock-in and clock-out methods to receive compensation for their shift.

Aides are prohibited from starting or continuing a shift with a client if the client is in a hospital or inpatient medical care facility.

The following are *all* of the approved criteria for **clocking in** to a shift with Good Family Support Services:

- The aide must be in the presence of the client.
- The aide must be within a 500-foot radius of the approved client address.
 - If the aide is not at the approved address during clock-in, they must have GFSS approval prior to their shift starting. Call 215-849-4744 (option 3), and leave a message, or email hr@gfsshomework.com with the new location of the start of the shift and the reason for the change.
- The aide must clock-in within the approved time limits of their shift.
- The aide must use the HHA Exchange mobile application or use the client's approved phone to call 1-866-979-3402
- The aide must provide all necessary information including their identification code and task acknowledgements if applicable.
- The aide must receive confirmation the shift has begun.

The following are *all* the approved criteria for **clocking out** of a shift with Good Family Support Services:

- The aide must be in the presence of the client.
- The aide must be within a 500-foot radius of the approved client address.
 - If the aide is not at the approved address they must have GFSS approval prior to their shift ending. Call 215-849-4744 option 3 and leave a message or email hr@gfsshomework.com with the new location of the start of the shift and the reason for change.
- The aide must clock-out within the approved time limits of their shift.
- The aide must use the HHA Exchange mobile application or use the clients approved phone to call 1-866-979-3402

HHA Client Care Policy

- The aide must accurately record all information relating to task performed with the client if applicable.
- The aide must provide all necessary information including their identification code.
- The aide must receive confirmation the shift has ended.

If you have a problem clocking in or out of your shift please contact HR by phone at 215-849-4744 (option 3) and leave a detailed message if after hours, or by sending a email to HR@gfsshomework.com

All aides must follow the above policy in order to receive compensation for their shift.

By signing below I acknowledge I have read and will be held to the standards outlined in this policy.

Name: _____ Signature: _____