

- k. Availability form
- l. NC New Hire form
- m. Orientation Instruction page
- n. Conflict of Interest form
- o. Confidentiality Statement signed
- p. Signed HIPAA Privacy Statement
- q. Incident Statement signed
- r. Signed Do's & Don'ts (direct service staff)

* ** I-9 form is a mandatory on-hire form required to establish that the employee is authorized to work in this country. You have the option to E-Verify. For more information about E-Verify, go to the following webpage: <https://www.uscis.gov/e-verify>

I-9 forms, and the documents that support them, may be kept on paper or electronically and must be made available to government officials for inspection within 3 days of the request.

Agencies will maintain employees I-9 forms for the later of the following: 3 years from the date of hire or 1 year past employees termination date.

3. HEALTH INFORMATION

Employee health records are kept separate from the general personnel file documents and are marked *CONFIDENTIAL* and will include:

- a. TB testing: on hire (see Personnel Policy on 'TB: Employee Testing Requirements' for details)
- b. Hepatitis B: acceptance or declination (offered to direct service staff)
- c. Health statement on hire certifying 'free from communicable disease'

4. CRIMINAL BACKGROUND CHECK:

All criminal background checks/history information will be filed separately from the general personnel file, inside a sealed manila envelope, in the employee's *CONFIDENTIAL* personnel file. Criminal Background Check must be returned prior to direct client contact.

5. OTHER CHECKS:

OIG Fraud Check (see Criminal Background Check policy)

6. ORIENTATION/PROBATIONARY PERIOD

- a. Orientation is required for all new hires and will incorporate a skills competence checklist.
- b. There is a 90 day probationary period for all new hires where the new hire's work ethics, dependability and reliability shall be verified before a full case load will be assigned. During this time, the field employee shall be increasing their hours until their desired availability is achieved.

7. CONFIDENTIALITY OF INFORMATION:

a. Employee information is protected and maintained in a *confidential* "need to know" filing system within Signal Health Group of Raleigh. Agency shall maintain confidentiality of employee information on a "need to know" basis. Staff with potential "need to know" rights include:

- i. Agency Manager/designee
- ii. HR Coordinator
- iii. Direct employee supervisors
- iv. Executives of the Agency

b. Personnel files are housed so that health and Criminal background check (only accessible by Agency Manager /HR Managers or designee) information is separate from the general HR information. Information pertaining to employees is NOT given out without the expressed permission of the employee. Possible exceptions include:

- i. Legal subpoena of employee information by an authorized court
- ii. Agency appeals to unemployment filings during the hearing phase
- iii. Other potential situations as advised by Signal Health Group of Raleigh's legal counsel

Information requests related to reference checks of potential employers may only include dates of hire and date of termination of employment. No information is given regarding the conditions of termination (voluntary or involuntary) etc.

8. Illegal Drug Use/Alcohol Abuse

Signal Health Group of Raleigh has a drug and alcohol free environment for employees. This policy is implemented because we believe that the impairment of any of our Agency's employees, due to his or her use of illegal drugs or due to alcohol abuse, is likely to result in the risk of injury to clients, other employees, the impaired employee, or to third parties, such as customers or business guests. Moreover illegal drug abuse adversely affects employee morale and productivity.

"Impairment" or "being impaired" means that an employee's normal physical or mental abilities or faculties while at work have been detrimentally affected by the use of illegal drugs or alcohol.

The employee who begins work while impaired or who becomes impaired while at work is guilty of a major violation of company rules and is subject to severe disciplinary action. Severe disciplinary action can include suspension without pay, dismissal or any other penalty appropriate under the circumstances. Likewise the use, possession, transfer or sale of any illegal drugs on company premises or in any Agency storage area or job site is prohibited. Employees who violate this rule are subject to severe disciplinary action including termination. In all instances disciplinary action to be administered shall be at the sole discretion and determination of the company.

When an employee is involved in the use, possession, transfer or sale of illegal drugs in violation of this policy, they will be immediately removed from direct client contact and the company may notify appropriate authorities. Such notice will be given only after such an incident has been investigated and reviewed by the employee's supervisor and the HR director. Our Agency is aware that illegal drug abuse is a complex health problem that has both physical impact and an emotional impact on the employee, his or her family, and social relationships. A drug abuser is a person who uses illegal drugs, as defined above, for non-medical reasons, and this use affects job performance detrimentally or interferes with normal social interaction at work. Illegal drug abuse is both a management and a medical problem.

A supervisor/manager who suspects a drug or alcohol abuse case should discuss the situation immediately with his or her Agency Manager. Because each case is usually different, the handling and referral of the case must be coordinated with the supervisor/manager and the personnel director.

Applicants who have a past history of substance abuse (SA) and who have demonstrated an ability to abstain from the substance, or who can provide medical assurance of acceptable control, may be considered for employment as long as they are otherwise qualified for the position for which they are applying. The Home service setting is more problematic for past/present history of SA as elders frequently have many medications in their home and Home service workers generally are alone in the home with the client increasing the temptation factor. Due to this aspect of our industry, our Agency must have more than the usual "medical assurance of control" over SA. Our Agency will not schedule a worker with a history of SA for 6 months after "medical assurance of control" over SA is received by our office. In this case, the employee enters an unpaid leave of absence status until the 6 month benchmark is achieved. The assignment of cases at this point will occur once a second "continued medical assurance of control" over SA is received by the employee's private MD. Our Agency does not pay for medical service to achieve the status of "medical assurance of control" over SA.

Management has chosen to adopt an alcoholic beverage policy in keeping with the concern for and the risks associated with alcohol use. Alcoholic beverages shall not be served or used on Signal Health Group of Raleigh's premises at any time. Alcoholic beverages shall not be used in conjunction with any company business meeting. Our Agency enforces strict policy related to alcohol and its clients:

1. employee may not purchase alcohol for any client of any age group
2. employee may not engage socially with an Agency client at a function where alcohol is being served
3. employee may never function in the capacity of “designated driver” for a client

Social activities held off-premises and paid for on a personal basis are not affected by this policy. If management considers it appropriate, light alcoholic beverages may be served at company-sponsored events held off-premises and for purely social reasons. The service must be managed in good taste and with good judgment.

The company is concerned with its employee’s privacy, especially when matters regarding medical and personal information are involved. As long as the information is not needed for police or security purposes, the company shall maintain employee medical and personal information in confidence and release this information to authorized company personnel on a “need to know” basis. An exception to this policy is when the employee signs a release for the transfer of such information on forms acceptable to the company to designated persons or agencies.

Nothing contained in this section shall eliminate or modify the company’s right to terminate any employee at any time for any reason.

Signal Health Group of Raleigh does not presently perform routine drug testing on its employees but may do so at its discretion.

Staff are informed and advised on hire & ongoing that they are not to take money or other items/property from any clients place of residence at any time. Staff will sign on the Do’s and Don’ts of Homecare form upon hire that they understand and will follow this policy.

9. EMPLOYEE PERSONNEL FILE ORGANIZATION

EVERY EMPLOYEE MUST COMPLETE AN I-9 form.

The I-9 forms for every employee will be collected and filed alphabetically in one file folder and placed in front of the general personnel files.

Employee information shall be collected and maintained:

General Personnel FILE		<i>CONFIDENTIAL</i> FILE
Application	Professional license copies and verify active	<i>**CONFIDENTIAL**</i>
Resume	Diploma, transcript, attestation of training/education	Filed separately from other file
Pre-employment interview		
Education verification	Job Description- signed	1. All criminal history information (in sealed envelope)
2 reference checks	Signed Do's & Don't form	
Offer letter	HandBook sign off	2. All health info including:
NC 'New Hire' form	Orientation Checklist- per position	On hire health statement 'free from communicables'
Drivers License	Orientation checklist- ALL staff will have this	TB (Mantoux or x-ray)
Statement of Driving Status	Orientation Checklist- Direct Service staff (if applies)	
Proof of Auto Insurance	HIPAA test	Health Questionnaires
OIG Fraud Check results	CPR card- direct service staff	Hep B accept/decline form
Availability Schedule	Signed Privacy Statement	
Conflict of Interest form	Signed Confidentiality Statement	
Direct Deposit Form (if apply)	Signed Incident Statement	
	In-service/CEU record	
Nat'l Sex Offender Registry check	Performance Evaluations At 90 days & annually	
	Any disciplinary Actions	
Exit Interview (termination)		

10. EMPLOYEES VIEWING THEIR PERSONNEL FILE:

Any employee who would like to review their personnel file will advise their supervisor of the request. The supervisor will arrange for the employee requesting the review, access to their personnel file at the Agency office location within 2 business days.

Safety: Employee

Policy Number: NMP: 11

Effective Date: 06/2025

POLICY:

Personal Safety in the Community:

It is important that our staff is safe at all times. To maximize the personal safety of our staff working in the community and home setting, the following guidelines have been established.

The following precautions should be taken before making visits:

- Wear name badges and appropriate agency dress code that clearly identify you are from our Agency .

It is recommended:

- Call clients in advance and alert them to the approximate time of your visit. If needed, ask the client/ caregiver for further directions to the residence.
- Request that pets be properly secured before making visits.
- If pets are known to be menacing, back away, never run from animals.
- Walk slowly around animals so that you do not frighten them.
- Keep change for a phone call on your person.
- It is recommended that staff not carry a purse.
- Before leaving Signal Health Group of Raleigh, lock your purse in the trunk of your car or cover it with a blanket if it will be visible.
- Consider use/advantages of a personal cell phone.

When traveling by personal or company vehicle:

- Keep your vehicle in good working order with plenty of gas.
- Store a blanket in your vehicle in the winter and a bottle of cool water in the summer.
- Keep a snack in the glove compartment.
- Turn on emergency flashers **and wait for the police** if you have car trouble.
- Keep your car locked when parked or driving.
- Keep windows rolled up if possible.
- Park in full view of the client's residence. (Avoid parking in the alleys or deserted side streets.)
- Know your routes.
- If you got lost, look for a safe place to get additional directions or view your map.

When Walking To Clients Home:

- Have your visit bag/equipment ready when exiting from the vehicle. Keep one arm free.
- Walk directly to the client's residence in a professional and businesslike manner.
- Cross to the other side of the street, as appropriate, if passing a group of strangers.
- Carry car keys in your hand when leaving the client's residence. (The pointed ends of keys between fingers may make an effective weapon.)

General Instructions for All Staff:

- Use common walkways in buildings; Avoid isolated stairs.
- Always knock on the door before entering a client's home.
- If relatives or neighbors become a safety problem: Make joint visits or arrange for escort services. Schedule visit time when they are gone.
- Request escort services as appropriate; consider working in teams of two in high crime areas.