



**CARING**  
*for* People Services®

Employee

Handbook



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## **1. Our History**

CARING FOR PEOPLE SERVICES started in December 2004 in response to the need to provide professional, ethical, and quality non-medical services for people of all ages, now and in the future.

CARING FOR PEOPLE SERVICES' employees, partners in our success, vigorously uphold our mission statement for every assignment. With the entire staff of CARING FOR PEOPLE SERVICES sharing our vision of distinctive quality and unparalleled customer service, we are headed for great success.

## **2. Goals, Values and Beliefs**

Our goal at CARING FOR PEOPLE SERVICES is simple – provide extraordinary customer service while meeting our client's needs in the personal service industry. We accomplish this by relieving our clients of non-medical tasks that they can no longer perform or have difficulty performing; and by partnering with organizations that have the finest reputations for quality.

Our goals are accomplished by a commitment from every employee. Our values and beliefs require that we:

- Create a healthy, invigorating work environment that allows opportunities for employees to offer ways to improve the workplace and our service goals. Treat all employees fairly. CARING FOR PEOPLE SERVICES does not tolerate discrimination of any kind and encourages all managers and supervisors to involve employees in problem solving and the creativity process. When problems arise, the facts should be analyzed to determine ways to avoid similar problems in the future.
- Provide a workplace that is safe for employees and clients by taking a proactive approach to resolving customer service issues, thereby ensuring client satisfaction. Foster an open-door policy which encourages interaction, discussions, and ideas to improve the work environment and increase our productivity.

- Deliver competitive, impeccable service to our customers and, where required, partner our customers with vendors who share our mission vision.
- Make "Do It Right, All the Time" our commitment as a team and our only way of doing business. This commitment will assure continued growth and prosperity.
- Treat all our clients with dignity and respect.
- Maintain the confidentiality and respect the privacy of our clients at all times.

### **3. Employment at Will**

Unless expressly proscribed by statute or contract, your employment is “at will.” All CARING FOR PEOPLE SERVICES’ employees are at will, which means they may be terminated at any time and for any reason, with or without advance notice. Employees are also free to quit at any time. Any employment relationship other than at will must be set out in writing and signed by an officer of CARING FOR PEOPLE SERVICES.

### **4. Equal Opportunity**

Caring for People Services is an Equal Opportunity Employer. This means that we will extend equal opportunity to all individuals without regard for race, religion, color, sex, national origin, age, disability, handicaps, or veteran’s status. This policy affirms CARING FOR PEOPLE SERVICES’ commitment to the principles of fair employment and the elimination of all vestiges of discriminatory practices that might exist. We encourage all employees to take advantage of opportunities for promotion as they occur.

### **5. Personnel Records**

It is important that the personnel records of CARING FOR PEOPLE SERVICES be accurate at all times. In order to avoid issues or compromising your benefit eligibility or having W2’s returned, CARING FOR PEOPLE SERVICES expects that employees will promptly notify an appropriate personnel representative of any change in name, home address, telephone number, marital status, number of dependents or any other pertinent information which may change.

## **6. Attendance**

Employees are expected to arrive at work or at the client's home at the scheduled start time or slightly before and to be productively engaged in CARING FOR PEOPLE SERVICES business within ten (10) minutes of the scheduled start time. At no time is an employee allowed to be accompanied to a client's home by any person that is not an employee of CARING FOR PEOPLE SERVICES, including children. In addition, employees are prohibited from visiting a client's home except for the purposes directly related to the provisions of the contracted services.

All time off must be requested two (2) weeks in advance and submitted verbally or by e-mail, as outlined in the appropriate categories; except sick leave. See [Sick Leave](#) and other related categories for specific details.

CARING FOR PEOPLE SERVICES views attendance as one of the most important facets of your job performance review. All unapproved absences will be noted in the employee's personnel file. Excessive absences, including for Sick Leave, will result in disciplinary action, up to and including termination.

## **7. Company Equipment**

CARING FOR PEOPLE SERVICES will provide the necessary equipment to perform the job. None of this equipment should be used for personal use, nor removed from the physical confines of CARING FOR PEOPLE SERVICES – unless it is approved and your job specifically requires use of the company equipment outside the physical facility of CARING FOR PEOPLE SERVICES.

Computer equipment, including laptops, may not be used for personal use – this includes word processing and computing functions. It is forbidden to install any other programs to a company computer without the written permission of the department head. These forbidden programs include, but are not limited to games, online services, screen savers, etc. The copying of programs installed on the company computers is not allowed unless you are specifically directed to do so in writing by your supervisor.

The telephone lines at CARING FOR PEOPLE SERVICES must remain open for business calls and to service our customers. Employees are requested to

discourage any personal calls – incoming and outgoing – with the exception of emergency calls. Long distance calls related to CARING FOR PEOPLE SERVICES must have prior authorization from your department head.

## **8. Confidentiality**

CARING FOR PEOPLE SERVICES requires all employees to sign a confidentiality agreement as a condition of employment, due to the possibility of being privy to information which is confidential to the company or its clients and/or intended for the company use only. All employees are required to maintain such information in strict confidence. This policy benefits you, as an employee, by protecting the interests of The Company in the safeguard of confidential, unique, and valuable information from competitors or others.

Should an occasion arise in which you are unsure of your obligations under this policy, it is your responsibility to consult with your reporting manager. Failure to comply with this policy could result in disciplinary action, up to and including termination.

## **9. HIPAA Privacy and Security Compliance**

It is the intent of CARING FOR PEOPLE SERVICES to safeguard and protect the privacy and security of its applicants', employees' and clients' "protected health information" as defined by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA").

"Protected health information" includes individual identifiable information, maintained or transmitted through any medium, related to an individual's past, present, or future physical or mental health or healthcare. Health information is considered "individually identifiable" if it either identifies a person by name or creates a reasonable basis to believe the individual could be identified (through identifiers such as address, social security number, dates or service, telephone number, email address or vehicle identification number).

It is the policy of CARING FOR PEOPLE SERVICES to ensure the confidentiality, integrity, and availability of protected health information entrusted to The Company by its applicants, employees, and clients by protecting those assets from unauthorized access, alteration, deletion, or unauthorized transmission and to ensure their physical security. Employees and managers of CARING FOR PEOPLE SERVICES shall not at any time

access, use, or disclose to any person or entity, any protected health information of CARING FOR PEOPLE SERVICES applicants, employees or clients, except as necessary and authorized in the course of their duties and responsibilities with The Company. Similarly, employees and managers are prohibited from making any unauthorized transmission, alteration, deletion, or unauthorized access of protected health information. Such unauthorized transmission includes, but is not limited to, removing and/or transferring protected health information in CARING FOR PEOPLE SERVICES computer system to an unauthorized location.

These privacy and security obligations apply regardless of the manner in which the employee or manager acquired the protected health information, whether it was communicated verbally, in writing, electronically, or in any format, and regardless of whether it was communicated directly to the individual or intended for his/her access.

The unauthorized access, use, disclosure, alteration, deletion, or unauthorized transmission of protected health information in violation of this policy may subject you to disciplinary action up to and including termination of employment.

## **10. Dress Code**

As an employee of CARING FOR PEOPLE SERVICES, we expect you to present a clean and professional appearance when you represent us, whether that is in the office, outside the office or in the clients' homes. Management, sales personnel, and those employees who come in contact with our public, are expected to dress in accepted corporate tradition. Management personnel are expected to dress in business casual when meeting the public and when visiting a client or potential client. Home Care Assistant personnel should dress in clean, casual attire which includes but is not limited to: standard blue jeans (without holes or other design attachments), collared shirts or blouses, non-slip shoes (no sandals or "flip-flops"), no low-cut tops, no clothing with offensive decals or wording, no short shorts or sweats.

It is just as essential that you act in a professional manner and extend the highest courtesy to clients, co-workers, visitors, customers and vendors. A cheerful and positive attitude is essential to our commitment to extraordinary customer service and impeccable quality.



## **11. Anti-Substance Abuse**

CARING FOR PEOPLE SERVICES takes seriously the problem of drug and alcohol abuse and has committed to provide a substance abuse free work place for its employees. This policy applies to all employees of CARING FOR PEOPLE SERVICES, without exception, including part-time and temporary employees and whether they work in the office or in a client's home.

No employee is allowed to consume, possess, sell or purchase any alcoholic beverage on any property owned by or leased on behalf of CARING FOR PEOPLE SERVICES, or in any vehicle owned or leased on behalf of CARING FOR PEOPLE SERVICES or in any client's home or on his/her property. No employee may use, possess, sell, transfer or purchase any drug or other controlled substance which may alter an individual's mental or physical capacity. The exceptions are aspirin or ibuprofen based products and legal drugs which have been prescribed to that employee, which are being used in the manner prescribed.

CARING FOR PEOPLE SERVICES will not tolerate employees who report for duty while impaired by use of alcoholic beverages or drugs.

All employees should report evidence of alcohol or drug abuse to a supervisor or a personnel representative immediately. In cases where the use of alcohol or drugs poses an imminent threat to the safety of persons or property, an employee must report the violation. Failure to do so could result in disciplinary action for the non-reporting employee.

Employees who violate the Anti-Substance Abuse Policy will be subject to disciplinary action, up to and including termination. It is our policy at CARING FOR PEOPLE SERVICES to assist employees and family members who suffer from drug or alcohol abuse. You may be eligible for a medical leave of absence, and we encourage any employee with a problem to contact your personnel representative for details.

As a part of our policy to ensure a substance abuse free workplace, CARING FOR PEOPLE SERVICES employees may be asked to submit to a medical examination and/or clinically tested for the presence of alcohol and/or drugs. Within the limits of federal and state laws, we reserve the right, at our discretion, to examine and test for drugs and alcohol. Some such situations may include, but not be limited, to the following:

1. All employees who are offered employment with CARING FOR PEOPLE SERVICES;
2. Where there are reasonable grounds for believing an employee is under the influence of alcohol or drugs;
3. As part of an investigation of any accident in the workplace or at the client's home, in which there are reasonable grounds to suspect alcohol and/or drugs contributed to the accident;
4. On a random basis, where allowed by statute;
5. As a follow-up to a rehabilitation program, where allowed by statute;
6. As necessary for the safety of employees, customers, clients or the public at large, where allowed by statute; and
7. When an employee returns to duty after an absence other than from accrued time off such as vacation or sick leave.

This is only a summary of CARING FOR PEOPLE SERVICES' Anti-Substance Abuse Policy. You have been provided, and are required to read, the full policy. The full policy goes into greater detail and includes such subjects as definitions, testing methods, consequences of testing refusal, confidentiality, rights of employees and The Company, appeal procedures, notice of applicable statutes, voluntary assistance, etc. It is your responsibility to obtain a copy from your personnel representative if one has not been provided to you. You will be required to sign a consent form agreeing to CARING FOR PEOPLE SERVICES' Anti-Substance Abuse Policy in full.

It is a condition of your continued employment with CARING FOR PEOPLE SERVICES that you comply with the Anti-Substance Abuse Policy. NOTHING IN THE ANTI-SUBSTANCE ABUSE POLICY SHALL BE CONSTRUED TO ALTER OR AMEND THE AT-WILL EMPLOYMENT RELATIONSHIP BETWEEN CARING FOR PEOPLE SERVICES AND ITS EMPLOYEES.

## **12. Policy on Lifting**

In the course of caring for seniors, Caregivers may have duties that include transferring the client from and to a wheel chair, bed, chair, vehicle, or other areas; assisting a client in mobility; carrying groceries, personal belongings

or other items; performing house cleaning activities, performing homemaker duties, such as cooking and other cleaning duties. In doing so, it is the policy of Caring for People Services that the Caregiver, or any other employee staff member of an Caring for People Services franchise business, will not lift any item in excess of twenty-five (25) pounds. In no instance should an Caring for People Services employee risk injury by lifting more than twenty-five (25) pounds, or any weight, even lighter, that the employee believes to be difficult to lift.

### **13. Sexual Harassment**

CARING FOR PEOPLE SERVICES will not, under any circumstances, condone or tolerate conduct which may constitute sexual harassment on the part of its management, supervisors, or non-management personnel. It is our policy that all employees have the right to work in an environment free from any type of illegal discrimination, including sexual harassment. Any employee found to have engaged in such conduct will be subject to immediate discipline up to and including discharge.

Any employee found to be engaged in the conduct of sexual harassment will be subject to immediate discipline up to and including discharge.

Sexual harassment is defined as:

1. Making submission to unwelcome sexual advances or requests for sexual favors a term or condition of employment;
2. Making submission to unwelcome sexual advances or requests for sexual favors to a client;
3. Basing an employment decision on submission or rejection by an employee of unwelcome sexual advances, requests for sexual favors or verbal or physical contact of a sexual nature;
4. Creating an intimidating, hostile or offensive working environment or atmosphere either by
  - a) Verbal actions, including calling employees or clients by terms of endearment; using vulgar, kidding, or demeaning language; nor

- b) Physical conduct which interferes with an employee's work performance

We, at CARING FOR PEOPLE SERVICES, do encourage healthy fraternization among its employees; however, employees, especially management and supervisory employees, must be sensitive to acts of conduct which may be considered offensive by fellow employees and must refrain from engaging in such conduct.

It is, also, expressly prohibited for an employee to retaliate against employees who bring sexual harassment charges or assist in investigating charges. Retaliation is a violation of this policy and may result in discipline, up to and including termination. No employee will be discriminated against, or discharged, because of bringing or assisting in the investigation of a complaint of sexual harassment.

## **14. Workplace Violence**

CARING FOR PEOPLE SERVICES has a zero-tolerance policy concerning threats, intimidation, and violence of any kind in the workplace or in a client's home, either committed by or directed to our employees. Employees who engage in such conduct will be disciplined, up to and including immediate termination of employment.

Employees are not permitted to bring weapons of any kind onto company premises, to company functions, or to a client's home. Any employee who is suspected of possessing a weapon will be subject to a search at the company's discretion. Such searches may include, but not be limited to, the employee's personal effects, desk, and workspace.

If an employee feels he or she has been subjected to threats or threatening conduct by a coworker, vendor or client, the employee should notify his or her supervisor or another member of management immediately. Employees will not be penalized for reporting such concerns. CARING FOR PEOPLE SERVICES will review and report instances to applicable services, i.e., Adult Protective Services, Department of Health & Human Services, etc.

## **15. Smoking**

CARING FOR PEOPLE SERVICES endeavors to provide a healthy environment, therefore prohibits any form of tobacco consumed in company buildings or in a client's home or on their property. Additionally, no smoking is allowed within ten (10) feet of exterior entranceways.

## 16. Employment Categories

Permanent Full-Time is an employee who has no termination date and who is regularly scheduled to work 40 hours per week.

Part-Time is an employee whose position has no termination date and who is scheduled to work fewer than 40 hours per week.

## 17. Payroll

CARING FOR PEOPLE SERVICES has a bi-monthly payroll. The pay periods run from the 1<sup>st</sup> to the 15<sup>th</sup> of the month and from the 16<sup>th</sup> to the last day of the month. Employees are paid 10 days after the end of the payroll period. In other words, for the payroll period ending on the 15<sup>th</sup> of the month, the employee is paid on the 25<sup>th</sup> of that same month. For the payroll period ending on the last day of the month, the employee is paid on the 10<sup>th</sup> of the following month. Timesheets and Weekly Visit Record forms are due in the office within five (5) days following the end of the pay period. The following table illustrates the above.

Pay Period	Timesheets & CDR forms due on or before	Paycheck should be received by
1 <sup>st</sup> to 15 <sup>th</sup> of month	20 <sup>th</sup> of the same month	25 <sup>th</sup> of the same month
16 <sup>th</sup> to last day of month	5 <sup>th</sup> of the following month	10 <sup>th</sup> of the following month

### Payroll Deductions

As required by law, CARING FOR PEOPLE SERVICES will deduct Federal Social Security, Medicare and Federal and State Income Tax from your payroll check each pay period.

## 18. Work Hours and Reporting

### Workday

The normal workday is eight (8) hours for full-time employees, with forty (40) hours being a normal work week. Part-time employees' workday is normally scheduled hours, with a normal work week being less than forty (40) hours. While you are generally expected to work the number of hours stated above, CARING FOR PEOPLE SERVICES does not guarantee that you will actually work that many hours in any given day or week (or to be paid for such hours if you do not work that many hours).

**Overtime**

Overtime work is only performed when necessary and approved in advance by your department head. You are expected to work necessary overtime when requested to do so. Non-exempt employees will receive time and one-half pay for time worked exceeding forty (40) hours in any given work week. Full time and Part-time employees will be paid one-and-one-half times the regular rate of pay for working on a company holiday. Exempt employees are not entitled to overtime pay. Overtime pay is based on actual hours worked. Time taken for lunch or dinner is not included as time worked for purposes of computing overtime. Time off on holidays, vacation leave, personal leave or any leave of absence will not be factored in as hours worked when calculating overtime. All overtime payments will be made in the pay period following the period the overtime was worked.

**Timesheets**

For employees required to complete timesheets, the timesheets must be filled out with all hours worked and turned into your supervisor by 5 p.m. on or before the 5<sup>th</sup> and 20<sup>th</sup> of every month. Vacation days, holidays, and absences such as jury duty, funeral leave or military training, must be specifically noted on the time cards for days on which they occur. Vacation and holidays should be counted as full work days for full-time employees. All timesheets must be approved and signed by your supervisor prior to being sent to personnel.

**19. Holidays**

CARING FOR PEOPLE SERVICES recognizes the following holidays: NEW YEARS EVE / NEW YEARS DAY, EASTER, MEMORIAL DAY, INDEPENDENCE DAY, LABOR DAY, THANKSGIVING, AND CHRISTMAS EVE / CHRISTMAS DAY.

When a holiday falls on a weekend, CARING FOR PEOPLE SERVICES may designate the Friday preceding or Monday following as the observed holiday at the discretion of The Company. Regular full-time, part-time and temporary employees are not paid for holidays, unless they are scheduled to work on the designated holiday (see Overtime), this includes working Christmas Eve and New Year's Eve with holiday pay beginning at 6 pm.

## **20. Vacation**

CARING FOR PEOPLE SERVICES employees are entitled to two (2) weeks of vacation on their anniversary date based on the average number of hours worked during the year.

Every effort will be made by CARING FOR PEOPLE SERVICES to accommodate vacation requests, unless business circumstances do not permit. Vacation may be taken in full or half days only.

## **21. Worker's Compensation**

Employees who are injured on the job at CARING FOR PEOPLE SERVICES are covered by Worker's Compensation Insurance. It is your responsibility to immediately notify your supervisor - or in the absence of your supervisor the next available supervisor - of any injuries you sustain while on the job at CARING FOR PEOPLE SERVICES.

This supervisor will notify your personnel representative. We encourage injured employees to seek immediate medical attention. All medical expenses related to the treatment of an injury, sustained on the job, are paid in full directly to the medical providers. After a specified waiting period, you are also eligible for disability payments set forth by state law, where necessary.

The Worker's Compensation plan is administered by a separate insurance company that will be notified by your personnel representative. You will be contacted by a representative of the administering company. Information on the current company administering this plan will be provided to you by your personnel representative and is available on posters displayed in your work area. Additional information on Worker's Compensation Insurance is available through the Personnel office.

## **22. Sick Leave**

CARING FOR PEOPLE SERVICES does not provide payment for sick leave. If an employee is unable to work due to illness, the employee must notify his/her immediate supervisor as soon as possible after the onset of the illness and certainly by the time the employee was to report to work, no later than 3 hours prior to scheduled shift. It is not permissible to be gainfully employed elsewhere while out on sick leave. Any employee doing so will be considered



to have voluntarily quit without notice and to not be in good standing at the time of resignation.

Industrial accidents and illness are covered by Worker's Compensation Insurance pursuant to the requirements of the laws in the various states in which CARING FOR PEOPLE SERVICES operates. The sick leave policy outlined above does not apply to those illnesses or injuries that are covered by an applicable Worker's Compensation policy.

### **23. Funeral Leave**

CARING FOR PEOPLE SERVICES allows three (3) days off, with pay for full-time employees. Immediate family includes parents, spouse, children, brothers, sisters, mother-in-law, father-in-law, grandparents or grandchildren.

You may request up to an additional two (2) days, which must be approved by your immediate supervisor and the department head. If accrued vacation is available, this benefit will be used for the additional two (2) days; otherwise the additional two (2) days will be unpaid.

Funeral leave for death of anyone other than immediate family must be approved by your immediate supervisor and the department head. Absence for such a death is limited to one (1) day and will be unpaid.

### **24. Jury Duty**

We, at CARING FOR PEOPLE SERVICES, support employees called to fulfill their civic duty to serve jury duty when called. You must provide your immediate supervisor with a copy of your jury summons as immediately, as possible, upon receiving the summons. Your regular salary will continue as before jury duty for each day served, up to forty (40) hours per week, for a maximum of four (4) weeks for Full-time employees. Part-time employees will be prorated against a forty (40) hour-week based on the number of average hours worked.

Adequate proof of service must be provided in order to receive your regular salary during your absence for jury duty. When you return to work you should provide your immediate supervisor with verification from the court of the number of days you served on the jury and the amount that you were paid per day.

If the amount you are compensated by the court, per day, exceeds twenty dollars (\$20) per day, your regular pay will be offset by the excess amount. Extenuating circumstances, which would cause this deduction to become a penalty, must be discussed with and approved by your immediate supervisor. If you are released from jury duty with at least four (4) hours remaining in your work day, you should return to work for the remainder of the day.

Should extraordinary circumstances exist, at the time of your call to jury duty, which would make your absence severely detrimental to the operation of our company, we reserve the right to contact the court to request that your service be postponed.

## **25. Military Service**

CARING FOR PEOPLE SERVICES proudly grants time off work for employees in the military reserve training program.

After six (6) consecutive months of full-time employment with CARING FOR PEOPLE SERVICES, an employee will receive one (1) week's base regular pay for the two (2) week period he/she is away serving reserve duty for full-time employees. You may elect to utilize accrued vacation for the second week you are away at training, if desired. If he/she is employed less than six (6) months, leave will be granted without pay for the time away for reserve duty.

All employees in the military reserve training program should provide a copy of their report orders to their immediate supervisor as immediately as possible.

## **26. Copy of Receipt of Employee Handbook**

This employee handbook has been prepared for your information and understanding of the policies, philosophies, practices and benefits of CARING FOR PEOPLE SERVICES. PLEASE READ IT CAREFULLY. Upon completion of your review of this handbook, please sign the statement below, and return to your personnel representative.

I, \_\_\_\_\_, have received and read a copy of the CARING FOR PEOPLE SERVICES Employee Handbook which outlines the goals, policies, benefits, and expectations of The Company, as well as my responsibilities as an employee.

I have familiarized myself, at least generally, with the contents of this handbook. By my signature below, I acknowledge, understand, accept, and agree to comply with the information contained in the Employee Handbook provided to me by CARING FOR PEOPLE SERVICES. I understand this handbook is not intended to cover every situation which may arise during my employment, but is simply a general guide to the goals, policies, practices, benefits, and expectations of The Company.

I understand that CARING FOR PEOPLE SERVICES Employee Handbook is not a contract of employment and should not be deemed as such and that I am an employee at will.

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(Employee signature)

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(Date)