

Table of Contents

- ***Welcome***
- ***Our Mission***
- ***Description of Services***
- ***Performance Expectation and Evaluations***
- ***Moral Code***
- ***What is The Way to Happiness***
- ***Human Rights, Happiness and Good Health***
- ***Wages and Benefits***
- ***Holiday Pay***
- ***Cancellations***
- ***Work Schedules***
- ***Workers Compensation***
- ***Organization Chart***
- ***Hours of Operation***
- ***Disciplinary Actions and Termination***
- ***Conflict of Interest***
- ***Code of Ethics***
- ***Complaints and Grievances***
- ***Compliance with Regulations***
- ***Policy Manual***
- ***Recruitment, Hiring and Retention of Employees***

Welcome. . .

The Full Coverage PDN Company is a homecare company, providing skilled private duty nursing to clients in their home. We are committed to quality of life through service and teamwork. You have already chosen a career where the needs of others are a priority and for that we commend you.

This handbook is a source of information about expectations, benefits and procedures, along with general rules and policies. This handbook is not a legal document or an employment contract. It is for your information.

Thank you for joining us in our commitment to our clients by:

- Displaying a positive attitude
- Exhibiting a professional demeanor
- Being dedicated to personal and professional growth
- Being a part of a caring team
- Commitment to 100% coverage, 100% of the time

We look forward to working with you and hope your employment with Full Coverage will be rewarding and fulfilling.

Our Mission. . .

The mission of The Full Coverage PDN Company is to live up to its name, for its clients, its families and staff, by delivering what is promised, needed and depended on – the very best life possible... at home.

Our clients have serious medical conditions and have bravely chosen to still live at home. With this choice, they have taken on great responsibilities. They depend on us to do our part. For them, our Mission is:

- To never fail our clients,
- To deliver the help that is promised and depended on,
- To create the best home care experience with,
- Respect, Care and Compassion.

Our employees have chosen the good work of helping others. They are cherished for this choice and they deserve support and assistance as well. For each employee, our Mission is:

- To be a helping hand, professionally and personally,
- To provide opportunity to grow, learn, serve and excel,
- To recognize and value great work,
- And to create a true team that sincerely works together.

Our Name is Our Aim.

**We are Reminded every time we hear it,
And Recommitted every time we say it.**

Description of Services. . .

The Full Coverage PDN Company provides Skilled Private Duty Nursing to clients that seriously need full coverage. Our clients and their families have taken on great responsibilities of their own. They absolutely require a Company that will fulfill its responsibilities. For our clients, having help that “might” show up is not an option. That is why we provide dependable private duty nursing- LPNs and RNs that are specially trained to care for clients who live at home even though they require substantial, complex and continuous skilled nursing care.

Performance Expectation and Evaluations. . .

Each employee is expected to share the Full Coverage commitment, providing the help that is promised, needed and depended on by our patients. Giving the best possible home care experience with respect, compassion and care.

Each employee is expected to demonstrate compassion, responsibility and a cheerful attitude along with the ability to relate positively with patients, their families and staff.

At least annually, all employees receive a performance evaluation based on their job description, to help the employee improve job performance, set goals, identify needed training, or to address any negative outcomes.

Moral Code...

The Full Coverage PDN Company encourages each team member to contemplate and adopt a personal moral code of their own to guide and improve their life. The company expects its individual team members to use a good moral code in all actions that affect the company, its clients and staff.

A moral code is a tool. It is a map. It is a guide to good, right, and successful actions. It is a list of “right and wrong”. Using a good moral code leads towards happiness. It is like a roadmap to happiness, for yourself, and for everyone that is affected by what you do. Thus, it can be said, “a good moral code is the way to happiness”

The Company offers these 21 precepts from the book “*The Way To Happiness*” as a good moral code:

1. Take Care of Yourself
2. Be Temperate
3. Don't Be Promiscuous
4. Love and Help Children
5. Honor and Help Your Parents
6. Set a Good Example
7. Seek To Live With the Truth
8. Do Not Murder
9. Don't Do Anything Illegal
10. Support a Government Designed and Run for All the People
11. Do Not Harm a Person of Good Will
12. Safeguard and Improve Your Environment
13. Do Not Steal
14. Be Worthy of Trust
15. Fulfill Your Obligations
16. Be Industrious
17. Be Competent
18. Respect the Religious Beliefs of Others
19. Try Not To Do Things to Others That You Would Not Like Them to Do To You
20. Try to Treat Others As You Would Want Them to Treat You
21. Flourish and Prosper

What is “The Way To Happiness” ?

It is... “The first moral code based wholly on common sense, originally published in 1981, its purpose is to help arrest the current moral decline in society and restore integrity and trust to humankind. “The Way to Happiness” further holds a Guinness Record as the world’s single most translated non-religious book in the world.

Written by L. Ron Hubbard, it fills the moral vacuum in an increasingly materialistic society, containing 21 basic principles that guide one to a better quality of life.

This code of conduct can be followed by anyone, of any race, color or creed and works to restore the bonds that unite humankind.

But the real power of the book is realized when it is distributed to others, hand to hand. Since the actions of those around you can affect your life, you are improving your own survival when you present copies of “The Way to Happiness” to friends, associates, employees and customers. In this way, you help others survive better and lead happier lives. They, in turn, pass copies of the book to those whose lives they influence, encouraging others to treat their fellows with kindness, compassion and respect.

And so it goes, moving from person to person, helping others to live better lives.”

From: www.thewaytohappiness.org/about-us/what-is-the-way-to-happiness.html

“The Way To Happiness” book and DVD are available to each employee. Additional books are available upon request for employees to share with others as they may choose. The full text of the book is available at TheWayToHappiness.Org/TheWayToHappiness.html

Human Rights, Happiness and Good Health...

We believe any situation can be improved. We can be better human beings and we can build a better world. To help create a better world, Full Coverage PDN supports and offers materials from the following organizations:

- TheWayToHappiness.org
- YouthForHumanRights.org
- CCHR.org (The Citizens Commission on Human Rights)
- DrugFreeWorld.org

We believe that helping to build a better world makes us better people.

Wages and Benefits. . .

All our nurses are expected to have an extremely high level of skill, since they work independently in homes. Wages are based mainly on how well you work as part of our team.

You will be paid according to your signed Quote of Wages and Benefits agreement. Required federal and state tax withholding forms, including the i9 form, are completed at time of hire and you may update these as needed via Vivetium, our Payroll provider.

Weekend Rate – Hours worked from midnight Friday through midnight Sunday are paid at the employee’s quoted weekend rate. If the employee has worked more than 40 hours for the week, they will be paid at time-and-a-half instead of the quoted weekend rate.

Holidays – a holiday differential may be paid for certain holidays. See “Holiday Pay” in this Employee Handbook.

Training Pay – Training or Shadowing is paid at your regular pay rate. (Holiday and Weekend Pay does not apply) If your training hours cause you to go into overtime, you will get your overtime pay.

Insurance Benefits - Employees that maintain 30 hours per week are eligible for insurance when requirements are met. Insurance may begin on the first of the month after you have been working at least 30 hours per week for 4 weeks. Thirty hours per week must be maintained to remain eligible. To sign up, you must contact the Benefits Manager.

- Health insurance is subsidized by the company. Be sure to sign up early, if you do not sign up as soon as you become eligible, you may have to wait until open enrollment.
- Life insurance is paid for by the company.
- Dental, Vision and Short-Term Disability Insurance Coverage plans are available at your expense.

Pay – Payday is every other Friday. The payday schedule is available at FCPDN.com/payday. Direct deposit is encouraged, but paper checks are available. Your hours are documented in nurses’ notes and/or timesheet. Incomplete documentation may result in a delay in pay.

The Full Coverage PDN Holiday Pay Schedule

Incentive Pay is usually offered on the below holidays. Please refer to the TORA for specific incentive pay.

Easter: See Holiday Availability Form

Memorial Day: See Holiday Availability Form

Juneteenth: See Holiday Availability Form

July 4: See Holiday Availability Form

Labor Day: See Holiday Availability Form

Thanksgiving: See Holiday Availability Form

Christmas Eve: See Holiday Availability Form

Christmas Day: See Holiday Availability Form

New Year's Eve: See Holiday Availability Form

New Year's Day: See Holiday Availability Form

(To receive holiday pay, you must be the **nurse** on duty. You may train on a holiday if you like, but your pay will be at your regular base/hourly rate.)

Cancellations. . .

Full Coverage PDN is not a “Staffing Agency” or “Temporary Agency”. It is a Homecare Company with a serious full-time responsibility to provide full coverage to patients with serious needs. Only nurses that can consistently arrive at work on time are a good fit with Full Coverage PDN.

Our client’s coverage is our first priority; it is our desire, our plan and our goal to never leave a patient uncovered.

Full Coverage PDN understands that emergency situations occasionally occur, and a shift must be canceled. When a cancellation occurs, it is tracked in your personnel file and everyone on the team may be called to help cover the time.

Nurses that have frequent cancellations, even if excusable and understandable, may be given a reduced schedule or removed from the schedule. This is not punishment. It is intended to give the nurse a schedule they can actually do. And to put nurses on the schedule that are less likely to cancel.

Even if a nurse is a very good nurse, their life may be too complex and unpredictable to allow them to preschedule shifts and to be part of the Full Coverage Commitment. They may be offered work on an as needed basis.

The most dependable nurses will be given priority in scheduling because our patients are not in the position to go without a nurse.

Schedules. . .

By the 1st of each month: submit your **Time Off Request and Availability (TORA)** for the next month. (For example, your June TORA is due by May 1st.) The sooner your TORA is submitted the more likely we will be able to accommodate your needs. Your TORA is considered late after the 5th.

Staffing will work hard to prepare a schedule that meets your needs. They may need to contact you with questions. Please respond quickly as they work on everyone's schedule. Please help us meet the Commitment of 100% Coverage.

On the 15th: Schedules come out.

(If the 15th is on a weekend, the schedule comes out on Monday)

At 12 noon, schedules are emailed to all nurses and clients. Schedules are also available on Generations and the printers in client homes. Please review your schedule carefully, including the rest of the current month.

By 11pm on the 17th: Email, text, or call, to let Staffing know that your schedule is okay. Or notify them of any conflicts or problems. Staffing will address any conflicts or problems.

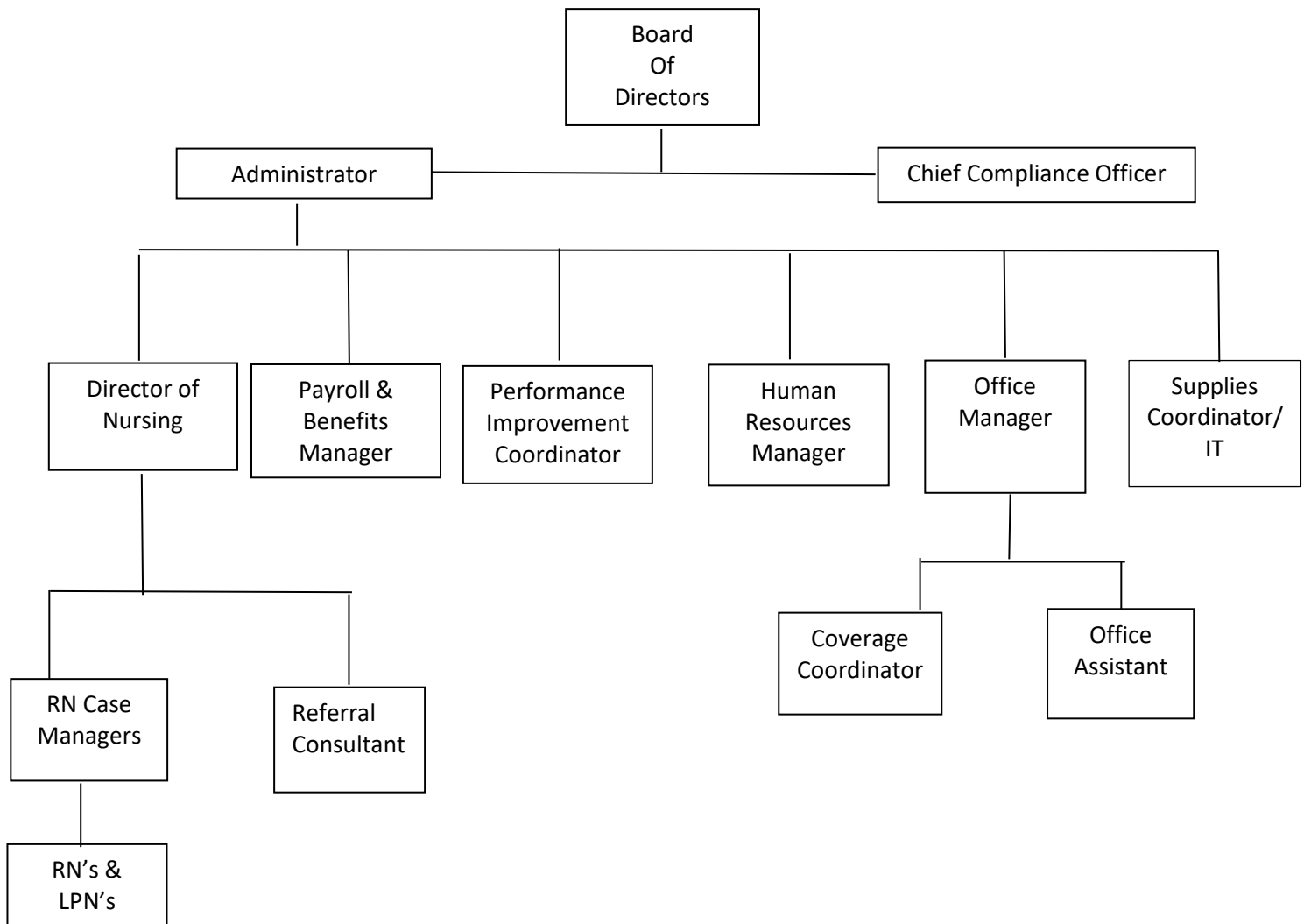
On the 22nd: The updated schedule is re-released at 2pm. At this time, the schedule is emailed to all nurses and clients and updated on the client printers in the client homes. Review this updated schedule. Notify Staffing immediately if there are still any conflicts or problems.

Workers Compensation. . .

The Full Coverage PDN Company trains and encourages each employee on the importance of safety in each client's home environment. Copies of all OSHA and Fair Labor standards are available for review in office as well as on our website.

Should you have an accident while on duty, call the office to report it as soon as possible. Our workman's compensation insurance may have preferred providers that they require you to use for treatment of work place injuries. If medical treatment is urgent, first seek medical attention, and then notify the office.

Organization Chart...



Hours of Operation. . .

The Full Coverage PDN Company provides scheduled in-home nurses care 24 hours per day, 7 days per week. An RN Supervisor and a Coverage Coordinator are on-call 24 hours per day, 7 days per week.

Physical Office hours are 10am – 3pm Monday thru Friday, except major holidays.

Administrative hours are 7a – 6p Monday - Friday by phone, or possibly in office by appointment.

After hours, for important calls, such as the need to call out for the next day or client care issues, there is a Staffing person on-call. They can address urgent staffing issues and will get you in touch with the on-call RN for client care issues. For administrative and non-emergency business, please call during office hours. CALL OUTS REQUIRE A CALL TO THE OFFICE.

Call 919-803-4000. (You may also text this same number. Call if you do not get a response to your text within 5 minutes.)

The office will recognize the following holidays:

- New Year's Eve & Day
- Easter Sunday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve & Day

Disciplinary Actions and Termination...

It is our hope and expectation that with the proper orientation and training, each employee will be confident in their duties and happy in their position.

Any employee performing below performance expectations or acting outside the scope of their license will be counseled, coached, or possibly terminated based on the offense. Any disciplinary action will be written up along with the agreed upon resolution and placed into the employee's personnel record.

Conflict of Interest. . .

The company requires the loyalty of its employees in the exercise of their company responsibilities and good faith in dealing with clients.

Circumstances which may give the appearance of a conflict of interest are to be avoided. Any conflict of interest must be disclosed during the application process by completing a Conflict-of-Interest Disclosure Statement or by notifying a supervisor immediately if a situation should arise during employment.

All employees must abide by the following conflict of interest and disclosure requirements:

- Demonstrate the utmost good faith in dealings with the Company and clients.
- No one is permitted to use his knowledge of Company operations or plans in a way that conflict might arise between them and the Company or clients.
- No one will accept gifts or favors or entertainment that might influence their responsibilities for the Company or clients.
- Full disclosure before any action, transaction or activity that might create a possible conflict of interest.
- Full disclosure of any outside interest in an entity providing goods or services to the Company or a client.

Code of Ethics . . .

The Full Coverage PDN Company conducts its business and operations in accordance with both the law and standards of business ethics.

The Full Coverage PDN Company requires employees to be in compliance with laws and regulations. When the application of a law or regulation is uncertain, the guidance and advice of a supervisor or the Administrator may be sought.

The Full Coverage PDN Company is dedicated to providing medically necessary home care to patients without regard to race, creed, color, national origin, gender, or disability. Admissions, transfers and discharges are made in accordance with clinical need, with applicable laws and regulations, and Company policies.

The Full Coverage PDN Company requires the loyalty of its employees in the exercise of their Company responsibilities. Except as may be approved otherwise by the Board of Directors, personal investments or other activities which may create a conflict of interest are prohibited and circumstances which may give the appearance of a conflict of interest are to be avoided.

The Full Coverage PDN Company strives to maintain accurate corporate records of its transactions.

Complaints and Grievances. . .

Any employee desiring to file a complaint should report it to their direct supervisor. If the concern is regarding their direct supervisor, they can report the concern to the next up line supervisor within the chain of command. If no resolution can be agreed on, then the employee may take their concern to the Administrator. All concerns are taken seriously and investigated to ensure the best possible outcome for all parties.

Client Complaints: If a client informs you of a complaint that they wish to have addressed by the company, immediately contact the Supervising RN to initiate the Complaint Form. If there is immediate risk, the Supervising RN will take immediate action to ensure safety.

Compliance with Regulations...

The Full Coverage PDN Homecare Agency supports and follows all applicable laws and regulations including:

- HIPAA
- Equal Employment Opportunity (EEO) Standards
- Fair Labor Standards Act Information
- American with Disabilities Act (ADA) Information
- Civil Rights Act of 1964 Information
- Anti-Harassment Policy

A link to review each above bulleted item is located on our website under the “Services” Tab. Here is a direct link if you would like to read more.

www.fcpcdn.com/important-links

If you believe that a law or regulation is not being followed, please contact the Human Resources Manager, the Administrator, or any Board Member. Any violations will be thoroughly investigated and handled. When appropriate, confidentiality will be maintained as much as possible.

Policy Manual

Employees are expected to abide by Full Coverage PDN Policies.
The Policy Manual is available on FCPDN.com.

Recruitment, Hiring and Retention of Employees

We offer a wonderful Referral Program to help us in Recruiting new nurses. Our Referral Program gives \$250 to the referring nurse once that referral has been hired and worked 250 billable hours. Our office staff has a process when reviewing applications so we can keep track of when those bonuses are due. It is the referring nurse's responsibility to notify the applicant to include their name on the "How did you hear about FCPDN?" section of the application.

You can directly apply for a job at FCPDN here:

www.thefullcoveragepdncompany.easyapply.co/

Once your application has been submitted, you are invited to meet with the hiring managers to discuss any cases that would be a good fit for you and your schedule. Once hired, you will receive online instructions to complete all your hiring paperwork, including all necessary tax and direct deposit forms. A few important emails will be sent to you, some with further action needed. Please make sure you complete those requests promptly, so your information is moved over to our systems.

We work hard to provide you with a schedule that fits your needs, along with the clients. We provide hands-on training when needed and keep an open line of communication always. We strive on employee engagement and are always open to any suggestions to make things better for our team. We take pride in working with our nurse's long term, even so much so that some of our current nurses have been with our administrative team for 25+ years. Please always feel free to reach out to us if you feel there is a conflict or questions come up.