Senior Solutions

WELCOME TO SENIOR SOLUTIONS!

WELCOME!

To the Senior Solutions Home Care Team!

We are thrilled to have you join our team of dedicated caregivers. At Senior Solutions, our mission is to provide exceptional care and support to our clients, ensuring their well-being and comfort. Your role as a caregiver is crucial in achieving this mission, and we are confident that your skills and compassion will make a significant impact on the lives of those we serve.

Our commitment to our clients is grounded in a few core principles:

Service to Our Clients: We strive to deliver personalized, high-quality care that meets the unique needs of each individual. Your dedication to understanding and addressing these needs is essential to our success. We believe in going above and beyond to ensure our clients feel respected, valued, and cared for.

Maintaining Integrity: Integrity is the cornerstone of our work. We are committed to honesty, transparency, and ethical behavior in all our interactions. Upholding these values helps us build trust with our clients and their families, creating a foundation of reliability and excellence.

We understand the vital role you play in the lives of our clients, and we are here to support you every step of the way. Our team is always available to provide guidance, resources, and assistance to ensure you have everything you need to perform your duties effectively.

As you begin this new journey with us, we encourage you to embrace our core values and approach each day with compassion and dedication. Your work makes a difference, and we are excited to see the positive impact you will have on our clients and their families.

Welcome aboard! We look forward to achieving great things together.

Warm regards,

Shannon Wright
Company Administrator
shannon.wright@sscares.com

Caregiver Mobile Apps

SCAN ME

Best Practices of a Professional Caregiver

Our professional Caregivers should make sure to ALWAYS

- **Always** follow all mandatory clock in/out instructions.
- **Always** adhere to the company dress code.
- **Always** adhere to the company call out policy and procedures.
- **Always** provide the highest quality of care to your assigned clients.
- **Always** arrive to all scheduled shifts on time.
- **Always** call the office if you are running late, leaving early, unable to make your shift, have issues clocking in/out, have questions regarding your client, etc.
- **Always** provide care for the duration of your shift unless otherwise notified by office personnel.
- **Always** contact your Service Supervisor if you have any questions or concerns.
- **Always** have all required mobile apps downloaded to ensure you have everything you need at your fingertips.
- **Always** review the care plan of your clients in WellSky to provide the best possible care.

Our professional Caregivers should make sure to NEVER

- **Never** take children, spouses, family members, friends, or any other unauthorized person to shifts. This is a direct HIPAA violation and grounds for termination.
- **Never** smoke in/at/around your client's home.
- **Never** eat or drink the client's food or beverages - even if the client say it is ok
- **Never** accept personal property, money, gift cards, or any other gifts from clients of their family members.
- **Never** discuss your personal business with your client and their families
- **Never** be on your cell phone during your shift - your client is your priority. You may keep your phone in your pocket on silent in case of emergency and/or to clock in/out, but you may not be texting, making calls, watching videos, browsing social media sites, etc while on the clock.
- **Never** give your personal phone number to the client or their families. All communication must go through the office.
- **Never** add the client or their families to your personal social media account.

Caregiver Safety

As a caregiver, your well-being is just as important as the care you provide to your clients. The leadership team here at Senior Solutions is committed to ensuring that you feel supported, secure, and equipped to handle the demands of your role. While your primary focus is on the safety and comfort of those you care for, it's essential to remember that your own safety is a priority as well. By following key safety guidelines, you can protect yourself while continuing to deliver the compassionate and effective care that makes such a difference in the lives of your clients.

1. **Conduct a Safety Assessment:** Before starting, assess the home environment for potential hazards, such as loose rugs, inadequate lighting, or cluttered areas that could cause falls.
2. **Maintain Regular Communication:** Stay in frequent contact with a supervisor, family member, or another trusted person. Set up a regular check-in schedule to ensure someone knows your status and location.
3. **Know the Client's History:** Be aware of the client's medical history, including any history of aggression or behavioral issues. This will help you prepare for potential challenges and understand how to respond appropriately.
4. **Keep Personal Safety in Mind:** Always be aware of your surroundings and trust your instincts. If you ever feel unsafe, leave the situation immediately and report your concerns to your supervisor.
5. **Secure Personal Belongings:** Keep your personal belongings in a secure place and out of sight. Avoid bringing valuables into the client's home, and always lock your car if you park nearby.
6. **Have an Emergency Plan:** Know the location of emergency exits, have a clear plan in case of fire or other emergencies, and keep emergency contact numbers readily accessible. Familiarize yourself with the client's emergency protocols as well.
7. **Practice Safe Lifting and Handling Techniques:** Use proper body mechanics when lifting or moving clients to avoid injury. If lifting is required, use assistive devices when available, and don't hesitate to ask for help if needed.
8. **Set Boundaries:** Maintain professional boundaries with clients and their families. If you encounter inappropriate behavior, calmly address the issue and report it to your supervisor.

Caregiver Safety

9. **Be Aware of Medication Protocols:** Ensure that all medications are stored safely.
10. **Trust Your Instincts:** If something doesn't feel right, trust your gut. Whether it's a suspicious person near the home or a situation with the client, don't hesitate to remove yourself from potential danger and seek assistance.

Following these tips can help ensure your safety and well-being while providing care in a client's home.

De-escalating a situation in the home can be challenging, especially for caregivers. Here are five tips to help:

1. **Stay Calm and Composed:** Your calm demeanor can influence others. Take deep breaths, keep your voice low and steady, and avoid reacting emotionally.
2. **Listen Actively:** Allow the person to express their feelings without interruption. Show empathy and understanding, and let them know you're listening by acknowledging their concerns.
3. **Maintain Personal Space:** Give the person enough space to feel safe. Avoid standing too close or making sudden movements that could be perceived as threatening.
4. **Use Simple Language:** Speak clearly and calmly, using short, simple sentences. Avoid complicated instructions or explanations that might confuse or overwhelm the person.
5. **Redirect the Focus:** Gently guide the conversation or activity to something positive or neutral. This could involve suggesting a favorite activity, moving to a different room, or changing the topic to something calming.

These strategies can help prevent situations from escalating and create a safer, more peaceful environment at home.

Acting with Integrity at Work: A Checklist

Integrity is vital because you often only have one chance to get it right. Once integrity is compromised, it can be nearly impossible to regain trust and credibility. This underscores the importance of consistently acting with honesty and ethical principles.

1. **Honesty and Transparency**
   - Always tell the truth, even when it's difficult.
   - Communicate openly with colleagues, clients, and supervisors.
2. **Accountability**
   - Take responsibility for your actions and decisions.
   - Admit mistakes and work to correct them promptly.
3. **Respect and Fairness**
   - Treat everyone with dignity and respect.
   - Avoid favoritism and ensure fair treatment for all.
4. **Confidentiality**
   - Protect the privacy and sensitive information of clients and colleagues.
   - Share information only with authorized individuals.
5. **Reliability**
   - Follow through on commitments and promises.
   - Be punctual and dependable in all your duties.
6. **Ethical Decision-Making**
   - Make decisions based on ethical principles and company policies.
   - Consider the long-term impact of your actions on others.
7. **Compliance**
   - Adhere to company policies, procedures, and regulations.
   - Report any unethical behavior or breaches of conduct.
8. **Professionalism**
   - Maintain a professional demeanor in all interactions.
   - Continuously strive for excellence in your work.
9. **Conflict Resolution**
   - Address conflicts constructively and seek fair solutions.
   - Avoid gossip and negative talk about colleagues.
10. **Continuous Improvement**
    - Seek feedback and be open to constructive criticism.
    - Engage in ongoing learning and development to enhance your skills and integrity.

Caregiver Dress Code Policy

It is Senior Solutions policy to always present ourselves in the most professional manner possible. Employees should look well-groomed and should be dressed appropriately for their specific duties. Employees are expected to use good judgment in their appearance and grooming, keeping in mind the nature of the work, their own safety and the safety of co-workers, and their need to interact with the public and their clients.

Below are the guidelines for professional dress code:
- Senior Solutions branded shirt, this can be a polo or t-shirt
- Khaki, blue or black professional dress pants are preferred
- Solid colored scrub pants or jeans (in good condition) are allowed
- Closed toe/non-slip shoes (rubber soles recommended for safety)
- Name badge with Senior Solutions lanyard

Note: Tank tops, t-shirts, jogging suits, flip flops, slippers, sandals, garments that are unnecessarily revealing, sweatpants, and other similar apparel are not permitted

The company encourages employees to seek the advice of their immediate supervisor if they have questions regarding appropriate dress or appearance at work. Employees who report to work improperly dressed or groomed may be instructed by their supervisor to return home to change, The time that non-exempt employees are absent from work for this purpose will be unpaid unless state law requires otherwise.

Nothing in this policy is intended to prevent employees from wearing hair or facial hair style that is consistent with their cultural, ethnic, or racial heritage or identity. This policy will be interpreted to comply with applicable municipal, state, or federal law.

The company will reasonably accommodate exceptions to this policy of required due to an employee's religious beliefs, medical condition, or disability. Employees who need such an accommodation should contact their immediate supervisor or the company's Human Resources Department.

Critical Incident Best Practices

WHAT TO REPORT

- Changes in the client's condition; ability to walk, medical condition, behavior, etc.
- Any suspected abuse, neglect, or exploitation from family members or other paid caregivers. This includes knowledge of other agencies in the home such as hospice care or home health
- Any time the client is seen at an ER or Urgent Care facility
- Any falls or medical emergencies
- Covid exposure and positive results of either the client or family members within the home
- Any calls to EMS/transportation to the ER
- Unlivable conditions or the lack of food, water, and/or electricity

Note: It is better to report than not! Many clients and their families rely on their caregivers to speak up for them. Advocate for your client by reporting any and all issues to the office, so we can see to it that the client get the best care possible.

WHAT TO AVOID

- Do not give the client or their family members your contact information, including social media handles. ALL communications must go through the office.
- Do not accept any gifts from the client or their family members. This includes food, drinks, money, and other gifts.
- Do not transport the client anywhere. You can run errands for the client if approved through the office but they cannot ride with you.
- Do not keep the client's house key or make a copy of their house key. Caregivers are only allowed to be at the client's house while clocked in for the provision of services with Senior Solutions.
- Do not keep change from errands. Always give the client their receipt and their change if asked to run errands that were approved by the office. Ensure the clients signs the transaction log provided stating they have received all of their funds or cards back.
- Be active while on shift! Avoid being on our phone or walk out to your personal vehicle on shift. When in the clients home keep busy with cleaning tasks and consult the care plan for the client if you need additional tasks.

Injury and Illness Reporting Policy

If you have an accident or are injured on the job you must

- Tell your employer you have been injured as soon as possible. The law required that you report the accident or your knowledge of a job-related injury within 30 days of your knowledge of the accident or injury.
- When you do so, you must ask your employer what doctor you can see. You must see a doctor authorized by your employer or the insurance company.
- Your employer may tell you to call the insurance company handling your claim.
- If it is an emergency and your employer is not available to tell you where to go for treatment, go to the nearest emergency room and let your employer know as soon as possible what has happened.

After you or your employer report the injury to the insurance company, many companies will have an insurance claim adjuster call you within 24 hours to explain your rights and obligations

- If you receive a message and a number to call, you should call as soon as possible to find out what you need to do to get medical treatment.
- Within 3-5 business days after you or your employer report the accident, you should receive an informational brochure explaining your rights and obligations, and a Notification letter explaining the services provided by the Employee Assistance Office of the Division of Workers' Compensation.

When you see the doctor

- Give the doctor a full description of the accident and how you were injured.
- Answer all questions the doctor might have about any past or current medical conditions or injuries.
- Discuss with the doctor if the injury is related to work or not.
- If related to work, find out if you can work or not.

  If you are released to work but cannot return to your same job, you should get instructions from the doctor on what work you can and cannot do.

  Keep and attend all appointments with your doctor, or benefits may be suspended.

Injury and Illness Reporting Policy

After seeing the doctor

- Speak with your employer as soon as you leave the doctor. Tell your employer what work the doctor said you can and cannot do.
- If you are admitted to a hospital, call or have someone call your employer for you to explain what happened and where you are.
- Give your employer the doctor's note as soon as possible.
- Ask your employer, if they have work for you to return to that does not require you to do things the doctor said you cannot do yet.
  - If yes, ask when you should return to work
  - If not, make sure your employer has a way to contact you if appropriate work becomes available. Contact the insurance company and let them know what the doctor said about your injuries and work status. You should continue to stay in contact with your employer and the insurance company throughout your treatment and recovery.

Call Out Policy

A 24 hour notice (the sooner, the better!) is required when you are needing to be off and/or removed from your scheduled shift(s). An excused call-off must come with documentation such as a doctor's note, jury summons, etc. Any call-off within 24 hours of your shift(s) start time without documentation is considered unexcused.

ACCEPTABLE CALL OUT METHOD

The only acceptable method to call out is by speaking with your scheduling coordinator.

UNACCEPTABLE CALL OUT METHODS

Text message, voicemail, email, reply to shift reminders, and other means other than speaking with your scheduling coordinator.

24 HOUR MINIMUM POLICY

If any employee calls out under the 24 hour minimum, the disciplinary action is as follows:

- **1st Offense –** Written warning
- **2nd Offense –** Written warning
- **3rd Offense –** Termination if 1st and 2nd warning are within 90 days

PROBATION POLICY

30 - 90 day probation period, depending on the severity of the action
Termination will be enforced if the employee breaks any company policy while on probation

EMERGENCY SITUATIONS

In the event of a medical emergency or car accident, documentation can be sent to HR to review.

NO CALL NO SHOW

Being a No Call No Show will result in automatic termination under the assumption that you quit. No exceptions!

WellSky Personal Care App Guide

LOGGING IN

- Enter your username (email address) and tap Continue to Login.
- Enter in your password and Login. Note: for security reasons, WellSky Personal Care will not remember passwords.
- If you work for more than one agency, tap the agency you wish to use to sign in.
- Ensure that you have enabled location services on and choose to share your location with the mobile app.

FINGERPRINT/FACE ID

- You must first enable Fingerprint/Face ID on your mobile device then enable Fingerprint/Face Id from your profile in the mobile app.
- Once you have configured Fingerprint/Face ID, you can tap Log In with FaceID/Fingerprint.

YOUR PROFILE

- In the upper-left corner, tap the mobile app main menu.
- In the upper-left corner, tap your name/agency name to open your profile.
- FORGOT PASSWORD? Tap forgot password then enter your email address and tap reset to send an email to reset your password.

GETTING DIRECTIONS

- **On An Apple Device:** On the **'Shifts'** page, tap the client's address. Select the route and tap **'GO'**. To see details such as apartment number, go to the mobile app main menu and tap **'Clients'**. Tap the client's name to view their profile information. Note: Apple will default to Apple Maps unless you change it to use Google Maps.
- **On An Android Device:** On the **'Shifts'** page, tap the client's address. Select which mapping app to use (if you have more than one installed). Select the route and tap **'Start'**. To see details such as apartment number, go to the mobile app main menu and tap **'Clients'**. Tap the client's name to view their profile information. Note: Android lets you select your navigation application. Google Maps should be the default.

WellSky Personal Care App Guide

ACCESS CLIENT INFORMATION

- From the main menu, tap Clients.
- Tap on the client's name to open their profile and view: Location and map to the client's address, contact information, upcoming shifts, care plan, and emergency contacts.

ACCESSING THE CARE PLAN

- From the client profile or the shift details, tap Care Plan.
- Tap on the arrows next to the Care Plan sections to expand and view more details.
- If the Care Plan is updated you may be required to read and acknowledge the updated Care Plan. If this happens, read through the updated Care Plan then sign or tap 'Acknowledge' to acknowledge that you have read the updated Care Plan. A record is made for your agency that you have acknowledged the updated Care Plan.

CLOCK IN FOR A SHIFT

- From the Shifts screen, tap the shift you wish to clock-in to.
- Review the tasks assigned to the shift.
- Tap the orange Clock-In button at the bottom of the screen.
    - If you are too far away, you may not be able to clock in. Note the distance in the green bar at the bottom.
    - If you are too early, you may not be able to clock in yet.

COMPLETE the COVID-19 CLIENT/CLIENT CONTACT QUESTIONNAIRE

- After clock-in, you will the COVID-19 Client Questionnaire.
- Ask the client or a family member each COVID-19 screening question about the client and record the answer. Any yes responses will trigger an alert to your agency so that they may follow up.
- When finished, tap Submit to submit the client's responses.
- Repeat for Client Contact Questionnaire if applicable.

WellSky Personal Care App Guide

CLOCK OUT FOR A SHIFT

- Tap Clock Out.
- Update and confirm all tasks statuses to record complete or incomplete tasks
    - To clock out, you must indicate the status of all shift tasks.
    - If a task was complete, tap yes. Follow your agency's best practices regarding comments for completed tasks.
    - If a task was not complete, tap no. You will be required to enter a reason why the task was not complete. After entering your comment, tap Submit to save. Tap the X to close and return to your shift details.
- Report a change in condition
    - You may be asked yes/no questions and if your client's condition has changed.
    - If you answer yes to any of the questions, you will be asked for more details. This will trigger an alert to your office so they can follow up accordingly.
- Safety At work: WorkSafe
    - During the clock-out process, you may be asked if you had a safe shift.
    - If you had a safe shift, tap Yes and continue clocking out.
    - If not, tao No and explain why your shift was not safe.
    - You may also be asked if you were injured. If so, respond with Yes and explain was happened.
    - Tap Next to continue the clock-out process.
- Electronic signatures
    - If prompted for the client's signature, hand the phone to the client, ask them to review the shift details and ask them to sign and confirm the information is correct. After the client has signed, tap Next. If prompted for your signature, review the details and sign.
- Tap Next to advance through the clock-out process.
- Tap Confirm to confirm shift details and clock-out of your shift.
- WAIT to exit the app until you see the "Great Job!" screen to ensure that your clock-out has been recorded.

YOU WANTED MORE HOURS.
WELL, WE HEARD YOU!!

Senior Solutions
ADDING YEARS TO LIFE AND LIFE TO YEARS

INTRODUCING
FIRST COME SELF SERVE (FCSS)!

FIRST COME SELF-SERVE (FCSS)* allows you to decide when and where you work

Check out the QR codes below for all the steps!

VIDEO

SCAN ME

PDF INSTRUCTIONS

SCAN ME

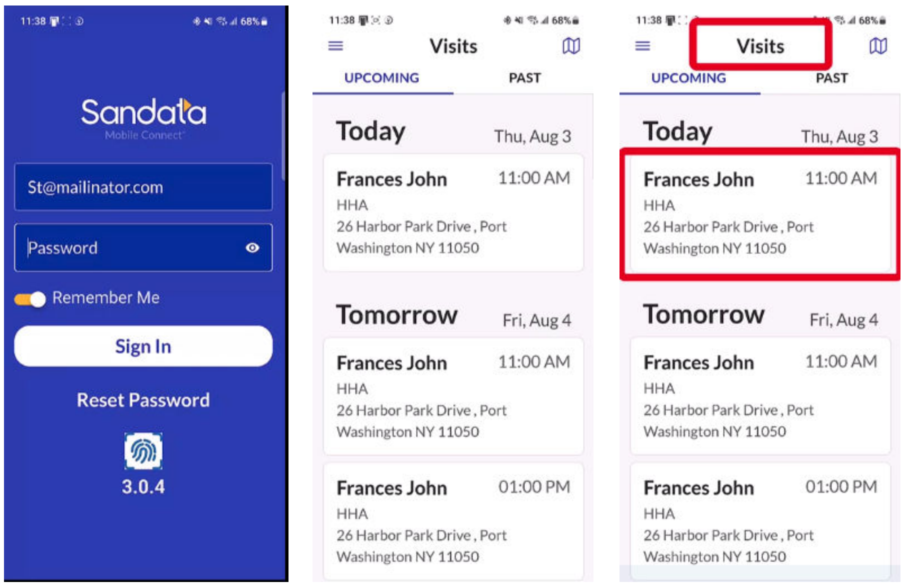
*1 hour shifts showing available between 10pm and 5am are meals shifts and are not available for work.

Starting and Completing a Visit in the Mobile App

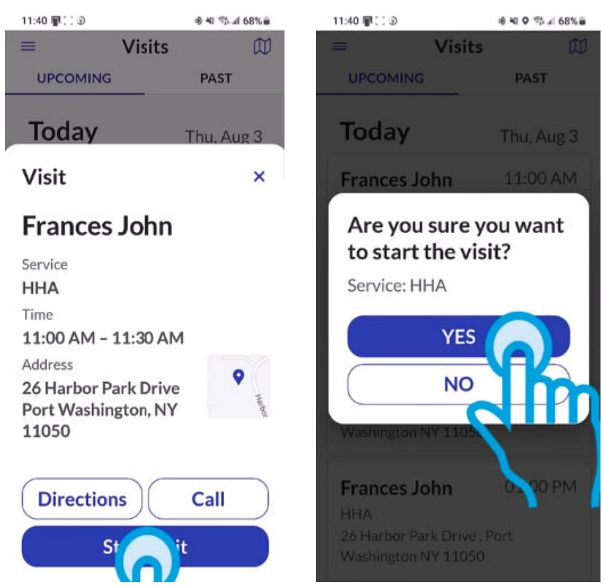
Sandata

STARTING A SHIFT - CLOCKING IN

1. Login to your Sandata mobile app On the ***VISITS*** menu select ***UPCOMING***. Click on the ***name of the client*** you are servicing.



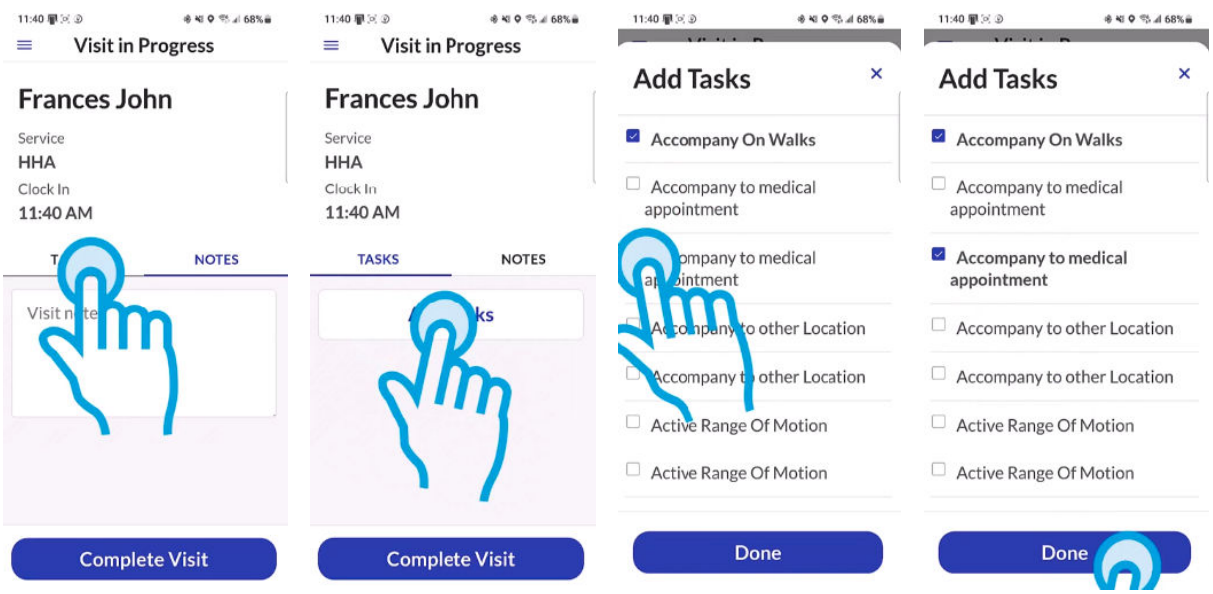
2. On the pop-up window select ***START VISIT***. Then select ***YES*** on the next pop-up window. *Note: if you made the wrong client selection click on 'no' and go back to step 1 and select the correct client and proceed with the following steps.*



Updated April 2024

Starting and Completing a Visit in the Mobile App

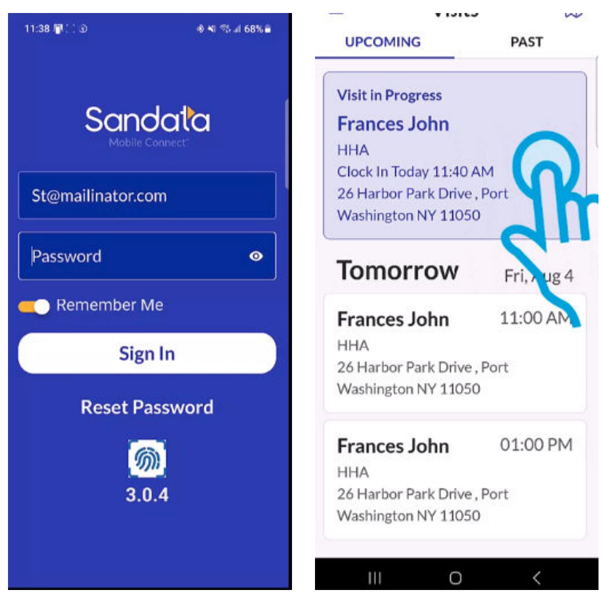
3. Your screen should now state "*VISIT IN PROGRESS*". If notes are required for this client you will be asked to enter in notes. If notes are not required or once you have added the note, click on ***TASKS***. Then select ***ADD TASKS***. Check off any tasks that you are to complete during your scheduled visit. Once all tasks have been checked off, click on ***DONE***.



You have now successfully clocked-in for your visit. Once your shift is over you will complete the steps below to clock out and verify your visit.

COMPLETING A SHIFT- CLOCKING OUT

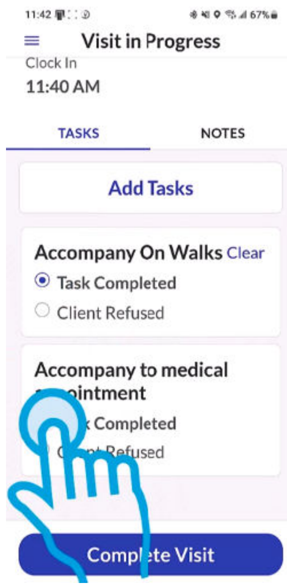
1. Once you have completed your shift you must clock out. To do so, log back into your Sandata mobile app and on the "visits" page under "upcoming" click on the client in "VISIT IN PROGRESS STATUS."



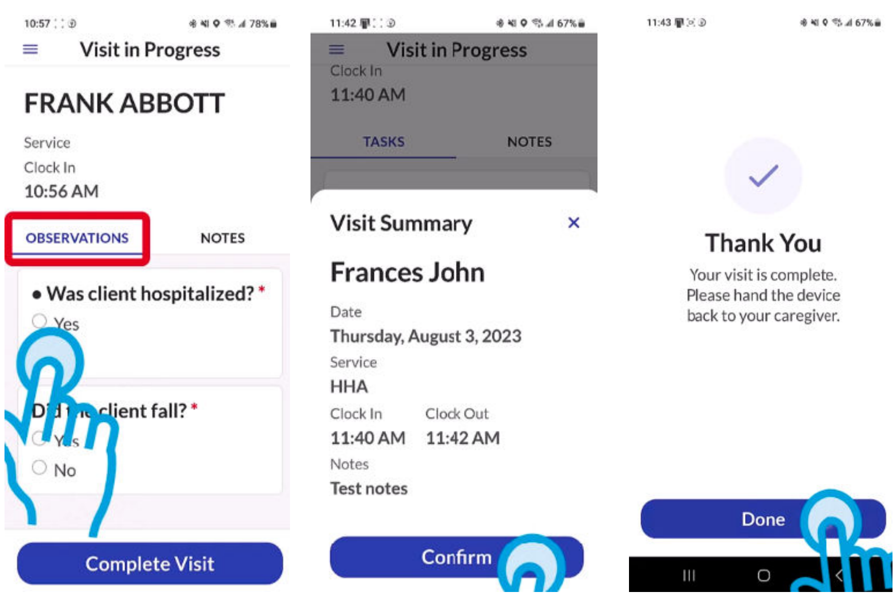
Starting and Completing a Visit in the Mobile App

Sandata

2. Now under TASKS mark whether each task as "Task Completed" OR "Client Refused".



3. If OBSERVATIONS have been enabled for your client, complete the observations questions. Once completed, a visit summary will appear for your review. Click on CONFIRM to confirm. You can select DONE on the last screen to complete the clocking out process.



*****DISCLAIMER – If you ever have any issues or questions using the app to clock in or out of your shift visits it is required that you contact the office immediately for assistance.*****

Updated April 2024

Tennessee Personal Care Services

Mobile Application Check-in And Check-out Guide

CAREBRIDGE

OVERVIEW

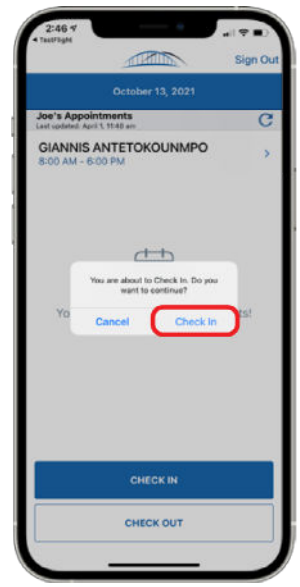
A new, upgraded CareBridge EVV Application is now available from the App Store or the Google Play Store for Tennessee agency caregivers providing PCS services for Amerigroup and UnitedHealthcare members. If you need help with downloading the app, please refer to the Mobile Application Download and Login Guide. The instructions below will tell you how to Check-In and Check-Out of apppointments in the mobile app.

SCHEDULE SCREEN

After logging into the mobile app, you will see a Schedule screen that shows a list of today's appointments (Figure 1).

Figure 1. Schedule and Check In button

Figure 2. Confirm Check In



CHECKING INTO A SCHEDULED VISIT

To complete the check-in process, select ***CHECK IN*** on the Schedule screen and again when you are asked if you want to continue (Figure 2). Next, select the correct appointment from the Select Appointment screen (Figure 3).

The application will indicate that you have completed checking in with a large checkmark (Figure 4).

If there are no matching appointments, the application will indicate that your check-in or check-out has been stored.

Now that you are checked-in, put down your device and begin working the visit and assisting the member. Once you have completed the visit, you may return to the mobile app and continue the documenting process.

Figure 3. Select Appointment screen

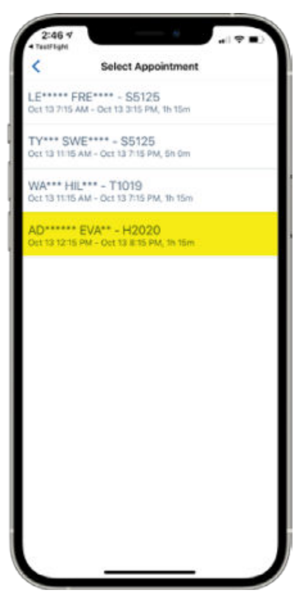
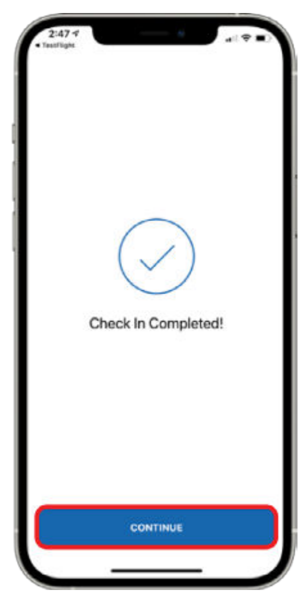


Figure 4. "Check In Completed!" screen



CHECKING OUT OF A VISIT

After completing member services, select the **CONTINUE** button under the check mark (Figure 4). You are now back at the Schedule screen and can click on **CHECK OUT** (Figure 5) to continue the process.

Next, select the appointment you have just completed. To conclude the check-out process, you are required to complete the **Task Codes** and **Care Notes Surveys**.

Figure 5. Check Out button

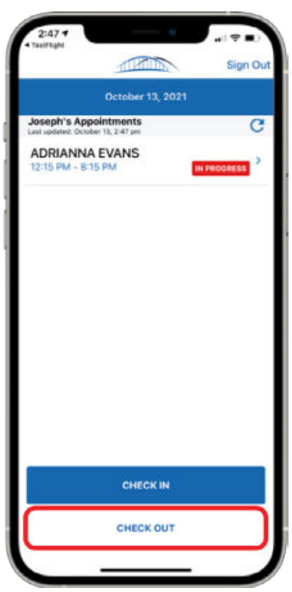


Figure 6. Task Codes screen

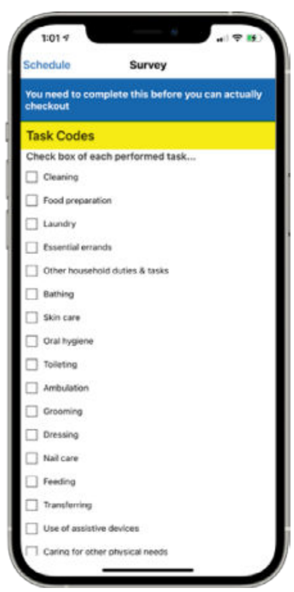


Figure 7. Care Notes Survey

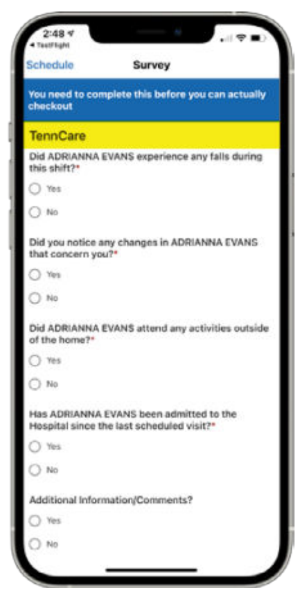
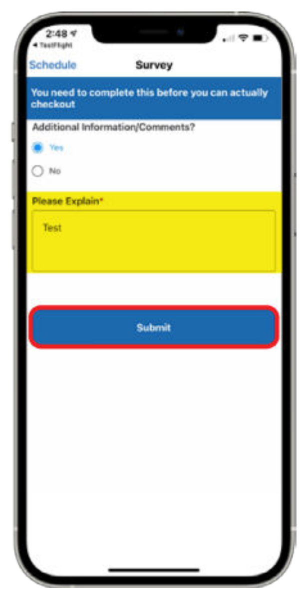


Figure 8. SUBMIT Survey and Please Explain screen



TASK CODES SURVEY

During the check-out process, you will be presented with a list of Task Codes (Figure 6). Scroll through the **Task Codes** and select the check box(es) next to each performed task code. When completed, select the **SUBMIT** button.

CARE NOTES SURVEY

After completing the **Task Codes Survey**, you will see the Care Notes Survey (Figure 7). Answer each question and follow the prompts to finish the Survey. Please include additional notes in the **Please Explain** (Figure 8) section. Select the **SUBMIT** button to complete the survey.

COMPLETE THE VISIT

After completing the **Care Notes Survey**, you will be required to provide your signature. Sign your name in the signature box and select **APPROVE** (Figure 9).

If necessary, you may use the **Clear Signature** button and re-sign prior to selecting **APPROVE**. You may also use the **BACK TO REVIEW** button to review the details you are submitting as part of the visit.

Once your signature has been submitted, the visit is complete. The application will indicate that you have completed checking out with a large checkmark (Figure 10).

Figure 9. Signature screen

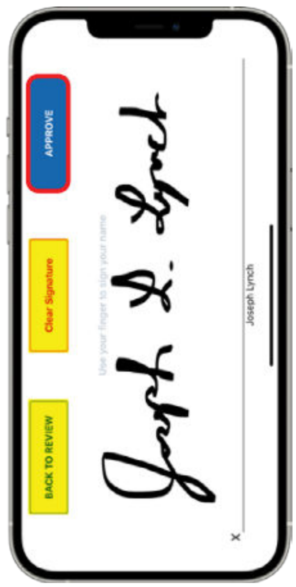
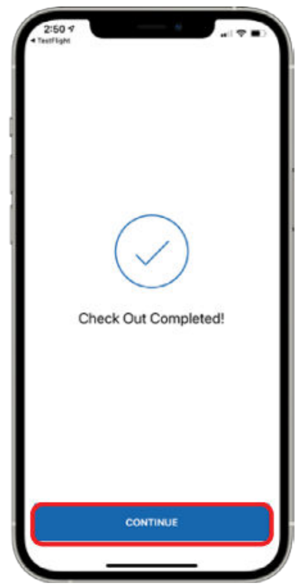


Figure 10. Check Out Completed! screen



STILL NEED HELP?

Figure 9. Signature screen Figure 10. Check Out Completed! screen If this guide does not answer your questions, please contact your Provider Agency - this is your first level of support.

Your agency will be able to help you in troubleshooting and fixing most of the technical issues that may occur when using the application. If the issue needs to be sent to the CareBridge support team, your agency will be able to work with us at CareBridge to quickly diagnose and resolve most issues. CareBridge Support is available from 7 AM to 5 PM Central Standard Time.

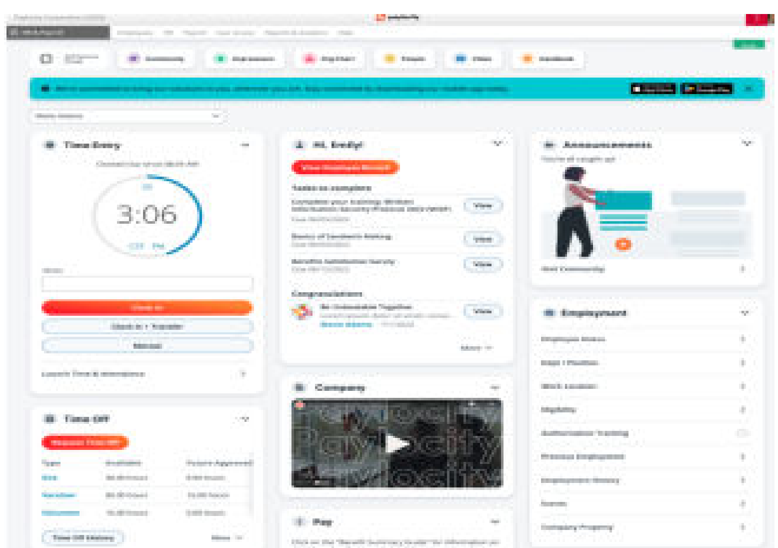
Paylocity Self Service Portal

With the Paylocity Self Service Portal and mobile app, you can access your data inside outside the workplace, at any time, from your desktop, laptop, tablet or smartphone. With secure, on-demand access to essential data in a single, convenient location, the Self Service Portal empowers you to easily access real-time data and electronically view checks, submit time-off requests, access benefits, and more!

- ✓ COMPANY DIRECTORY
- ✓ ACCESS PAY INFORMATION
- ✓ EDIT PERSONAL DETAILS
- ✓ ADD/UPDATE BANKING INFORMATION
- ✓ CHANGE YOUR WITHHOLDINGS
- ✓ MANAGE BENEFIT ACCOUNTS
- ✓ ACCESS W-2 INFORMATION
- ✓ STAY CONNECTED THROUGH COMMUNITY
- ✓ SHOUT OUT YOUR PEERS WITH IMPRESSIONS

FORGET YOUR LOGIN INFORMATION?

- Select 'Forgot Your Password or Company ID?' On the login screen
- Enter the Company ID (88754), your username, and an email or phone number attached to your account. Then select the orange 'Continue' button at the bottom of the screen.
- A one-time password will be sent to the selected delivery method. Enter the one-time passcode and select 'Continue'.
- Choose a new password. The password must meet 3 of the following requirements: A number, an uppercase letter, a lowercase letter, a non-alphanumeric character such as # or!
- Select Finish to complete the password reset. Once completed, the login screen displays.



Caregiver Payroll Information

- Payroll is weekly on Fridays. Some institutions may allow you to have your funds visible/ available before Friday, but the official payday is every Friday. You will receive notification that your electronic check is available for viewing on Friday mornings.

- If you are using the correct app to clock in and out there should be no issue in being paid correctly or on time. If you are not using the correct apps to clock in/out, arriving to your shifts too early or too late, not completing the full process, experience unreported app/ device issues, etc. could cause delays in payment and reimbursement at the EVV failure rates listed on the wage and acceptance form reviewed and signed during onboarding.

- In the rare instances that you must use a timesheet, there can be a delay if timesheets are not properly filled out or sent in to: **intake@sscares.com** by Monday, 12pm Noon (CST) every Monday. **You should only submit a timesheet if instructed by your supervisor. It is the responsibility of the Caregiver to follow all clock in and out instructions for each shift.**

- You are the only one who can make changes to your direct deposit information. This can be done through the Paylocity website and mobile app.

- Same day pay is availabe through Tapcheck. Check out the Tapcheck FAQ or ask your supervisor for more information!

- Holiday pay is available for caregivers that work an actual shift on the following days: Thanksgiving, Christmas Day and New Year's Day.

- Office Closures:
  - New Year's Day (Monday, January 2nd)
  - Good Friday (Friday, April 7th)
  - Memorial Day (Monday, May 29th)
  - Juneteenth (Monday, June 19th)
  - Independence Day (Tuesday, July 4th)
  - Labor Day (Monday, September 4th)
  - Thanksgiving Day (Thursday, November 23rd)
  - Christmas Day (Monday, December 25th)

Caregiver Payroll Information

PAYCHECK TRANSPARENCY

- **PayDay –** Is every Friday, in the event that Friday is a Federal Holiday, pay day may be moved to Thursday.
- **Direct Deposit –** Is required. We will capture this information during your onboarding. This can be updated by the employee through the self service portal at any time during your employment. In the event that there is an error with your direct deposit, you will be notified so that you can update your direct deposit information and your paycheck will be reissued to your updated direct deposit account.
- **Pay Periods –** Run from Monday 12 am through Sunday 11:59pm prior to the Friday of the paycheck. If you use the correct system to manage your time punches, your paycheck will be processed with no issues.
- **Timesheets –** In the event a timesheet needs to be submitted, your pay for that shift may be delayed until we receive the proper documentation and get it approved by the payor source.
- **EVV Non-Compliant Shifts –** Are paid at the base rate of $8/hour. Non-compliant EVV shifts are shifts where there was not a proper clock in or clock out for the clients insurance (United HealthCare, BlueCare, Amerigroup). If the EVV system is not functioning properly, the caregiver should call into the office to be advised of next steps to avoid an EVV failure.
- **Holidays –** Thanksgiving Day, Christmas Day and New Year's Day are eligible for Holiday pay.
- **Overtime –** Overtime is paid out at a blended rate. A blended rate (sometimes referred to as weighted OT) is required any time an employee who earns different wages for different roles works overtime in any of these roles. Importantly, an employee who works 35 hours in one role and six in another during one week still earns overtime pay. Although this employee worked less than 40 hours in each role, the roles together amount to over 40 hours. That sum is what the FLSA uses to determine whether blended overtime pay is required.

During one workweek, Bob works 15 hours as a line cook at $20 per hour and another 35 hours as a server at $15 per hour. He works a total of 50 hours during the week (40 regular and 10 overtime).

$20 x 15 = $300 (line cook straight hourly earnings)

$15 x 35 = $525 (server straight hourly earnings)

Total straight hourly earnings = $825

$825/ 50 total hours = $16.50 average hourly pay

$16.50 x 0.5 = $8.25

$8.25 x 10 = $82.50

Total hourly earnings for the week (including OT) = $825 + 82.50 = $907.50

Since Bob worked more hours at $15/hr than he did at $20/hr, it logically follows that his weighted OT rate of $24.75 (think $16.50 + $8.25) is closer to $22.50 (1.5 x $15) than it is to $30 (1.5 x $20).

2024 Payroll Calendar

WEEK	BEGIN DATE	END DATE	PAY DATE
1	12/25/2023	12/31/2023	01/05/2024
2	01/01/2024	01/07/2024	01/12/2024
3	01/08/2024	01/14/2024	01/19/2024
4	01/15/2024	01/21/2024	01/26/2024
5	01/22/2024	01/28/2024	02/02/2024
6	01/29/2024	02/04/2024	02/09/2024
7	02/05/2024	02/11/2024	02/16/2024
8	02/12/2024	02/18/2024	02/23/2024
9	02/19/2024	02/25/2024	03/01/2024
10	02/26/2024	03/03/2024	03/08/2024
11	03/04/2024	03/10/2024	03/15/2024
12	03/11/2024	03/17/2024	03/22/2024
13	03/18/2024	03/24/2024	03/29/2024
14	03/25/2024	03/31/2024	04/05/2024
15	04/01/2024	04/07/2024	04/12/2024
16	04/08/2024	04/14/2024	04/19/2024
17	04/15/2024	04/21/2024	04/26/2024
18	04/22/2024	04/28/2024	05/03/2024
19	04/29/2024	05/05/2024	05/10/2024
20	05/06/2024	05/12/2024	05/17/2024
21	05/13/2024	05/19/2024	05/24/2024
22	05/20/2024	05/26/2024	05/31/2024
23	05/27/2024	06/02/2024	06/07/2024
24	06/03/2024	06/09/2024	06/14/2024
25	06/10/2024	06/16/2024	06/21/2024
26	06/17/2024	06/23/2024	06/28/2024
27	06/24/2024	06/30/2024	07/05/2024
28	07/01/2024	07/07/2024	07/12/2024

2024 Payroll Calendar

WEEK	BEGIN DATE	END DATE	PAY DATE
29	07/08/2024	07/14/2024	07/19/2024
30	07/15/2024	07/21/2024	07/26/2024
31	07/22/2024	07/28/2024	08/02/2024
32	07/29/2024	08/04/2024	08/09/2024
33	08/05/2024	08/11/2024	08/16/2024
34	08/12/2024	08/18/2024	08/23/2024
35	08/19/2024	08/25/2024	08/30/2024
36	08/26/2024	09/01/2024	09/06/2024
37	09/02/2024	09/08/2024	09/13/2024
38	09/09/2024	09/15/2024	09/20/2024
39	09/16/2024	09/22/2024	09/27/2024
40	09/23/2024	09/29/2024	10/04/2024
41	09/30/2024	10/06/2024	10/11/2024
42	10/07/2024	10/13/2024	10/18/2024
43	10/14/2024	10/20/2024	10/25/2024
44	10/21/2024	10/27/2024	11/01/2024
45	10/28/2024	11/03/2024	11/08/2024
46	11/04/2024	11/10/2024	11/15/2024
47	11/11/2024	11/17/2024	11/22/2024
48	11/18/2024	11/24/2024	11/29/2024
49	11/05/2024	12/01/2024	12/06/2024
50	12/02/2024	12/08/2024	12/13/2024
51	12/09/2024	12/15/2024	12/20/2024
52	12/16/2024	12/22/2024	12/20/2024
53	12/23/2024	12/29/2024	01/03/2025

Title VI Non Discrimination

It is the Policy of SSHC not to discriminate on the basis of race, color, national origin, sex age, disability or limited English proficiency in its hiring and employment practices or in admission to, access to or operation of client services. This is the statement that leads us to work toward a fair and equitable workplace and is the guiding factor in taking a complaint from any employee or client that feels they have been discriminated against.

This policy applies to all services provided by SSHC through contracts from the Tennessee Commission on Aging and Disability. A Complaint alleging discrimination against an employee or client that receives services through the TCAD may be filed as an internal complaint or an external complaint.

To file a complaint internally please contact the Title VI Coordinator for SSHC. For the purposes of clarification the Director of Human Resources is the Title VI Coordinator and can be reached at phone 888-769-7724 or at address: 209 Ward Circle, Brentwood, TN 37027.

To file a complaint externally you may contact the Tennessee Commission on Aging and Disability directly at Policy 22 Monitoring Supervisor, Tennessee Commission on Aging and Disability, 500 Deaderick Street, Andrew Jackson Building, Suite 825, Nashville, TN 37243-0860. Complaints must be filed in writing, preferably on a Title VI complaint form. This form may be obtained in the office of the Title VI Coordinator. The form may be completed by the complainant, his/her representative or the Title VI Coordinator. A copy of the complaint will be retained by the office and a copy will be sent to the office of the Tennessee Commission on Aging and Disability.

If the complainant is unwilling to fill out the form he/she will have the option to provide a written statement. The form will then be completed by the Title VI Coordinator and will be attached to the complaint letter.

SSHC will investigate the complaint and will complete its investigation within 30 days of the initial filing. If the investigation does not find a Title VI violation, the Agency will report within five (5) days to the Commission. If the investigation confirms a violation of Title VI, the agency shall include any proposed remedial action in a complaint response. Within Five (5) calendar days after the conclusion of the investigation, a written complaint findings response will be given to the complainant and the Commission.

The complainant's right to appeal (with instructions) will also be provided at this time. An appeal by a complainant regarding a complaint finding will be referred to TCAD for reconsideration. A copy of the complaint, the findings, the proposed action and the request for appeal must be forwarded to the Commission Title VI Coordinator within 10 calendar days after the date of appeal. The TCAD Title VI coordinator must conduct and complete fact-finding within thirty (30) calendar days after receipt of the appeal and convey the findings in writing to the concerned parties.

At this point, a complainant who wishes to pursue the complaint may choose to appeal the charge to the federal level, i.e., the U.S. Department of Health and Human Services. A federal complaint must be filed within 180 calendar days after the alleged discrimination occurred. A review of the complaint may include, but is not limited to, discussing the complaint with the complainant, interviewing the alleged offender, discussion with the initial investigator and review of pertinent material. When an appeal is concluded, a copy of the findings will be sent to SSHC.V26-A: If a complaint is filed simultaneously within the aging network and externally to the U. S. Department of Health and Human Services, the external complaint supersedes the internal complaint filing; accordingly, the aging network complaint procedures will be suspended pending the outcome of the external (federal) investigation.

On Demand Pay Policy

Tapcheck

FAQ

Tapcheck gives you access to 70% of your net earnings up to $200 per day on already earned wages in the present pay period!

- All legal deductions or garnishments must be met with hours worked before you will be able to access your earnings
- Fees are $4.95/Instant Transfers and $3.50 Next Day Transfers. Fee amount is taken from requested funds Ex. If you request $100 instantly, you will receive $95.05 into your account
- Advances are deducted from the current payroll periods paycheck
- There will be no funds available on the first day of a payroll period, those wages generally become available the following morning
- Once the pay period ends, you will have no access to available funds until you complete a shift in the new pay period
- Your name, social security number, and birth date must match payroll records for registration
- You will need a debit card or checking account for funds to be sent to, but you can register for the Tapcheck Mastercard via our mobile app as well
- You can download and register for Tapcheck using the QR code below

If you need assistance using the app or registering, you can reach out to our support any of these ways:
• Live Chat (Click on the "Help" button on the bottom right): https://www.tapcheck.com/contact and through the app
• support@tapcheck.com
• 866-697-6016 (Monday through Friday)

Senior Solutions

CAREGIVER REFERRAL PROGRAM

Powered by Senior Solutions and AVA

Know someone with a heart of gold and a passion for helping others?

Refer them to join our Caregiving team using AVA!

They will find a chance to make a real difference in people's lives, competitive wages and benefits, and a chance to earn $100 for being referred.

Plus, YOU could earn up to $150! Help us grow our community of caregivers and refer someone today!

Contact: for more info, please reach out to your supervisor

How it works:

Ava Points will be awarded as milestones are reached. You and your referred friend can earn points!

Referral Milestones:

1. **1 Shift Completed** - Referrer receives 500 points
2. **50 Hours Worked** - Referrer receives 1500 points
3. **120 Hours Worked** - Referrer receives 3000 points
4. **250 Hours Worked** - Referrer receives 10000 points; Referral receives 10000 points

The longer they work, the more you earn.

Insurance Benefits

- Insurance options are offered to our full time employees.
- Currently we have Medical insurance through Redirect, Dental and Vision through Blue Cross, Blue Shield and Supplemental insurance such as Life and Disability offered through Guardian.
- More information is available through the self service portal in Paylocity. After your initial hire date, open enrollment is late November with an effective date of January 1.
- You can reach out to Human Resources by emailing **service@ihcmsolutions.com** with any questions.

Employee Assistance Program

YOUR TOTAL WELLBEING PROGRAM

NexGen EAP is your confidential EAP, Work/Life, Wellness, and Health Advocacy benefit provided by your employer at no cost to you.

You and your eligible family members can trust the **NexGen EAP** services to address your total wellbeing from accessing counseling services to maximizing work/life balance to assistance navigating your health plan to providing personalized wellness resources.

Get Started Now:

TO ACCESS YOUR TOTAL WELLBEING SERVICES:

Call 1.800.EAP.CALL

Log on at: www.nexgeneap.com

Enter your ID.

Company ID: 10154

(Company ID is needed only to create an account on website)

When calling our confidential counseling services, your EAP Counselor will take you through our intake process, where we ask structured questions to assess your situation and determine the best level of care.

Your confidential resource, provided by eni

Employee Assistance Program

Counseling Services

Our counselors are Mental Health Professionals who provide confidential counseling in-person or over the phone for a variety of stressful issues such as marital, family, substance abuse, depression, stress, grief, health, and more. Each counselor carefully listens to your needs and either offers short-term counseling focused on coping strategies or makes an appropriate referral to long-term counseling or specialized care.

Legal and Financial Consultations

Access **NexGen EAP** to utilize your no cost legal and financial consultations. Half-hour legal consultations can be done over the phone or in-person, and can be used for issues such as divorce, custody disputes, and wills. Discounted legal fees are also available if a longer consultation is required. Half-hour financial consultations are provided over the phone and can provide assistance with topics such as debt consolidation, tax questions, student loans, and investments. ID Theft resources are also available.

Child/Elder Care Resources

Access resources to help you find the child and elder care that you need. We can assist you with finding a pediatrician, babysitter/nanny, camps, sports lessons, music lessons, and college applications and financial aid. Eldercare resources include help with housing options, assisted living facilities, Medicare, doctors, financial planning, and transportation.

Health Advocacy

Our licensed Care Guides are available to provide benefit information and assistance navigating your health plan. Care Guides provide healthcare claims and appeals management, healthcare billing assistance, prescription information and costs, as well as healthcare provider research.

Individualized Wellness Resources

Your comprehensive, personalized Wellness Program encompasses all areas of wellbeing from nutrition and fitness to relaxation and restoration. Submit a wellness request, schedule a call with a Wellness Coach, or receive individualized wellness tools and resources.

Virtual Concierge

The Virtual Concierge Service is available 24/7 to save you valuable time and help you balance the competing demands of work and life. The Virtual Concierge Service features dedicated Personal Assistants available to provide you with research, referrals, or information on just about any topic.

Online Resources

Access your Total Wellbeing Program virtually via a personalized web portal. Access counseling, work/life, and health advocacy resources right from your computer. You can also submit requests directly to your Personal Assistant, access exclusive entertainment discounts, live chat, and start a financial or legal request.

Mindfulness Training

Brought to you by Self by Design

To support you in building the mental resilience, cognitive skills, and emotional management tools to navigate today's challenging world, our Mindfulness Training includes quarterly live masterclasses on mental wellness/mindfulness and a video content library full of educational videos and exercises for the mind.

Confidential Assistance:

We understand it takes courage to reach out and ask for assistance, which is why we ensure that your information and identity are kept completely confidential - even from your employer. Exceptions occur only when members are at risk of harming themselves or others or when the welfare of a child is in question.

NexGenEAP
TOTAL WELLBEING

Available to you and your eligible family members!

1.800.327.2255 | Log-on at www.nexgeneap.com | Mobile App: NexGenEAP

401K Plan Information

Principal EASE 401(k) Plan

Congratulations! You are eligible to participate in the Principal EASE 401(k) Plan, a PEP plan provided by Principal Life Insurance Company. Contributing to a 401(k) plan may be one of the most important things you can do to prepare for your long-term financial needs. Being on track to meet your financial goals will provide you and your loved one's peace of mind. A 401(k) plan allows you to contribute a portion of your compensation per pay period in order to prepare for retirement. If you are already contributing to the 401(k) plan, now is a perfect time to increase your contributions.

HOW MUCH CAN YOU SAVE?

You may elect to save up to 100% of your income.

For the current IRS contribution limits, including the age 50+ catch-up, please reference www.nbsbenefits.com/limits

EMPLOYEE CONTRIBUTIONS OPTIONS

1. Pre-Tax
2. Roth

INITIAL ELIGIBILITY

You must meet the following requirements to become eligible to contribute to the 401(k) Plan:

- Minimum Age: Age 18
- Worked for the Company for at least 6 months
  (6 months after the original hire date, for rehires)

After meeting the above requirements, newly eligible employees may enroll in the plan on the next entry date. Your plan provides for monthly entry dates.

HOW TO JOIN THE PLAN

The Plan has elected to automatically enroll employees in the Plan once they have met the eligibility requirements. Contributions for an employee who is automatically enrolled in the plan will be at 3% of compensation.

If you do not wish to be automatically enrolled in the plan, please choose a contribution election of 0% on the Principal website at the time of enrollment.

You may also indicate on the Principal website the amount of your pay you wish to save (if different from the 3%), and how you want it to be invested.

CONTRIBUTION CHANGES

You may change the amount of your contribution per payroll period.

VESTING

You always own 100% of the contributions you make to the 401(k) and their earnings.

Company contributions, if any, are based upon your years of service, and vest at the following rate.

Vesting Schedule

1 Year 0%
2 Years 0%
3 Years 100%

(A year of service is a Plan Year during which you work at least 1,000 hours.)

DISTRIBUTIONS FROM THE PLAN

You or your beneficiary will be able to withdraw your vested balance when one of the following occurs:

1. Retirement
2. Severance of Service
3. Attainment of Age 59 ½
4. Total Disability
5. Death
6. Hardship
7. Loan

NOTE: A processing fee will be charged on all distributions as disclosed on the supplemental 404(a)(5) notice provided by your HR representative.

Please refer to your Summary Plan Description for complete plan details

You can go to www.principal.com or call 800-547-7754, available M-F 7am-9pm CT.

Enjoy Savings On Everyday Purchases With Access Perks

access perks

Discounts from over 700,000 retailers, services, & more!

- Local businesses
- Popular national brands
- 700,000+ providers worldwide

- Savings of up to 50% off
- Online print-and-save coupons
- Show-your-phone mobile coupon app

How to START SAVING

1. Go to: https://ihcmsolutions.accessperks.com/

2. Click Sign Up and use your email address to register

3. Enjoy the savings!

To download the app, search "**Access Perks**" at:

Download on the App Store | GET IT ON Google Play

REAL SAVINGS AT PLACES LIKE

Disneyland Resort | Walt Disney World | Apple | Kohl's | Universal Orlando Resort | Wyndham Hotels & Resorts

Grubhub | Advance Auto Parts | Office Depot OfficeMax | Topgolf | Verizon | Applebee's Grill + Bar

For a complete list of deals and providers, access your perks at https://ihcmsolutions.accessperks.com

Senior Solutions

EARN POINTS EVERY SHIFT TO REDEEM FOR GIFT CARDS

Ava - Senior Solution Home Care

Connected with your Well Sky opp! Points will be awarded for simple things like clocking in and out correctly, on time, picking up shifts and more!

BOOST YOUR EARNINGS WITH SIMPLE CARE TASKS!

EARN POINTS

Look for an invite in your email soon!