



COMPANY EXPECTATIONS

<p>Code of Conduct</p>	<p>We believe that our clients always deserve our very best effort. Therefore, those who represent us are required to adopt this Code of Conduct.</p> <ol style="list-style-type: none"> 1. Embrace our policies including the dress code. 2. Support our reputation as a professional company with excellence of image, actions, and words. 3. Greet clients with a smile. Speak clearly to be understood. Make eye contact when speaking. 4. Ask how the client prefers to be addressed, then respect their wishes. 5. Serve our clients with caring and compassion. MPI Home Care exists to provide care to those who trust us and need our services. Without our clients, there are no assignments, and no work for our employees. 6. Never permit your personal problems to affect the care of your client. It is unethical and wrong to burden them with your problems even if they ask. Sharing your problems with clients, inappropriately burdens them and places the focus on you. Always remember, you are there to focus on them and their needs. 7. The Nursing Assistants who are most successful, are those who have adopted and practice this code of conduct.
<p>Attendance</p>	<p>Absence: In a twelve (12) month rolling period two (2) incidents of absences are allowed.</p> <ul style="list-style-type: none"> • Third (3rd) is a verbal coaching • Fourth (4th) is a verbal warning • Fifth (5th) is a written warning • Sixth (6th) is a written warning with five (5) days suspension without pay. • Seventh (7th) is a termination <p>Tardy: In a twelve (12) month rolling period five (5) incidents of tardiness are allowed.</p> <ul style="list-style-type: none"> • Sixth (6th) is a verbal coaching • Eighth (8th) is a verbal warning • Tenth (10th) is a written warning • Eleventh (11th) is a written warning with five (5) days suspension without pay. • Twelfth (12th) is a termination. <p>No Call/No Show: Failure to call the office and report an absence prior to the start of a scheduled shift is considered a no call/no show and is reviewed as follows:</p> <ol style="list-style-type: none"> 1. Consecutive No call/no show: Failure to call the office to report absence for three (3) consecutive scheduled work days is job abandonment and will be considered a voluntary quit. 2. Individual No call/no show is also based on a twelve (12) month rolling period: <ol style="list-style-type: none"> a. 1st incident will result in a written warning. b. 2nd incident will result in a written warning with 3 to 5 “scheduled working” days suspension without pay. c. 3rd incident will result in a termination/voluntary quit. <p>Probationary Standard: The first ninety (90) days of employment is considered a probationary period. MPI will monitor the employee’s attendance for success adherence of the Attendance Policy. Successful attendance will consist of no more than one absence incident or two tardies during the first ninety (90) days of employment. During this period, any new employee who has a No Call/No Show will be considered a voluntary quit. If the employee’s attendance does not meet the probationary standard, his or her employment may be terminated or considered a voluntary quit.</p>
<p>Reporting Absences and Tardiness</p>	<p>Give a 24 hour notice to MPI when calling off work. Always use the main office phone number to report absences and tardiness. Call (810) 600-0000. No texting or emailing.</p>

Schedule Change	A requests must be submitted in writing to the Schedulers by the 10 th of the preceding month, (e.g. by January 10 th for changes for February). Employees will be held accountable for current scheduled shifts until approval is granted or if approval is not granted.
Clocking In and Out of Assignment	<p>The following regulations will apply:</p> <ol style="list-style-type: none"> 1. A clock in must be done no earlier than 6 minutes prior to the scheduled start time of a shift. A clock out must be done no later than 6 minutes after the scheduled end time of a shift. There will be no deviation unless authorized by MPI. 2. No two employees are allowed to be clocked in for the same case at the same time, unless authorized by MPI. 3. Only the scheduled shift clock in and clock out time-frame will be counted as payable time. There will be no deviation unless authorized by MPI. 4. Employees must clock in and out at the designated work site and in accordance with the Telephony System process.
Dress Code	<p>Must be neat and clean.</p> <ul style="list-style-type: none"> • Private Duty Staff – Solid Color Scrubs • Private Duty at facilities – Royal Blue Scrubs • Wellness Staff – Eggplant Scrubs • Scrubs must be of a solid color with no prints and designs • Scrubs must be wrinkle-free and clean • White short or long sleeve shirt under scrubs • Cover tattoos with a white long sleeve and a scarf for the neck. • Wear clean athletic shoes • Name tag should be present and visible. • Do not wear: hoodies, coats, sweatshirts, or zipped up jackets over uniforms, open toes shoes at any time, head dress, caps, hats, or head scarves. • Remove jewelry from body/facial piercings
Dismissal Policy	<p>You may be terminated for any of the following:</p> <ul style="list-style-type: none"> • Abandonment of your client. • Abuse or neglect of a client. • Attendance violation. • No Call or No Show • Behavior issues such as cursing or swearing in the presence of the client, family or other staff. • Harassment of the client, family or other staff. • Arrest or conviction for a crime. • Being under the influence of narcotics, stimulant or alcoholic beverages while working. • Having a positive drug or alcohol screening. • Inability, unwillingness or neglect to perform the plan of care. • Unwilling to correct behavior after counseling. • Unwilling to follow MPI policies and procedures.

Employee Signature

Date

Hire Date

