



**Centered  
Support  
Service**

# **Core Employment Policies & Procedures**

Section 4: Direct Support Staff Training

## Pillar 1: The Foundation

# Employment Status & Classification



## At-Will Employment

You may resign at any time. The company may terminate employment at any time, with or without cause. Only the President can modify this status via written agreement.



## Your Classification

Non-Exempt Status. You are eligible for overtime pay and mandated meal/rest breaks under California Law.

## Probationary Period



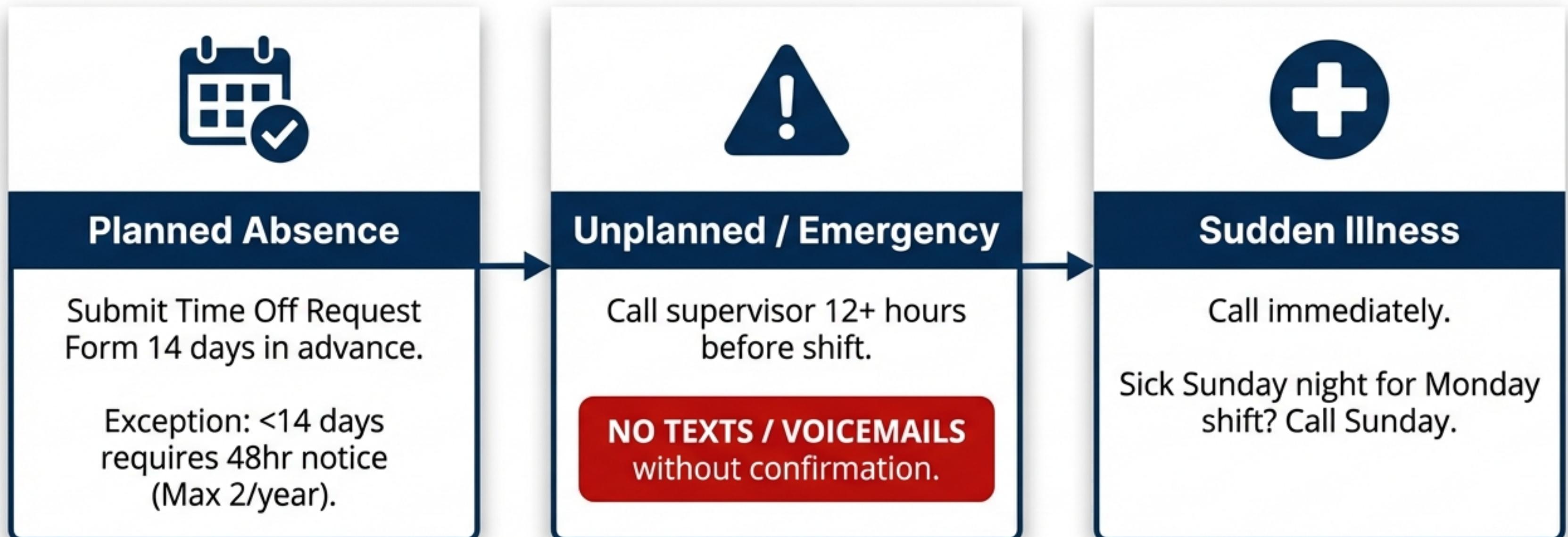
Eligible for Workers' Comp & Sick Leave.

## Post-Provation

Attendance Notification Exceptions Active.

## Pillar 2: The Daily Standard

# Attendance Protocols: The Notification Timeline



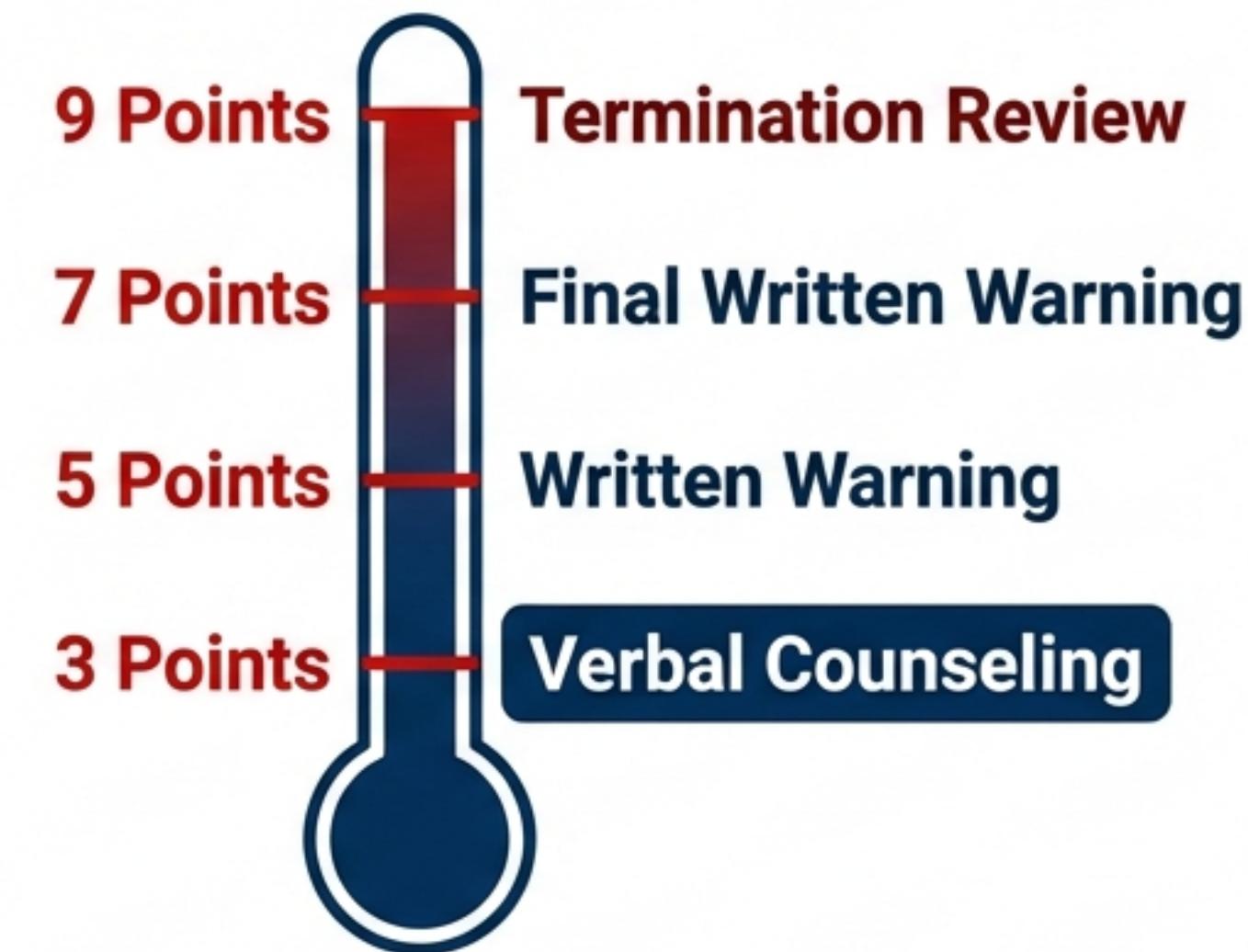
Process Failure = Points Accrual

# The Point System & Consequences

## The Math

- Late (1-15 mins): **0.5 Points**
- Late (15+ mins): **1.0 Point**
- Unscheduled Absence (Proper Notice): **1.0 Point**
- Unscheduled Absence (Late Notice): **1.5 Points**
- **No-Call/No-Show: 3.0 Points**

## The Consequences

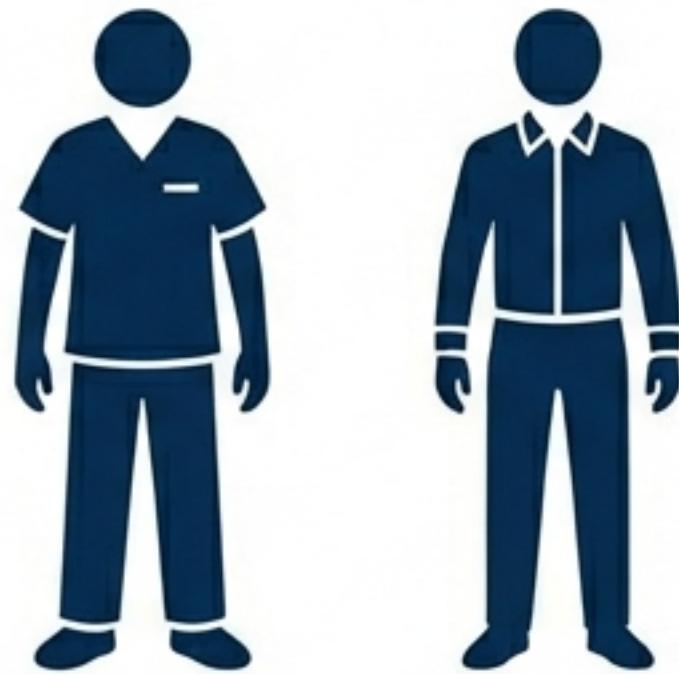


Points reset on a rolling 12-month window. FMLA/Jury Duty = 0 Points.

# Professional Appearance Standards

We represent the company in the community.

## ✓ Must Have



- ✓ Solid color medical scrubs OR Professional collared shirt & slacks
- ✓ Closed-toe, non-slip shoes (Safety)
- ✓ Clothing clean and pressed

## Prohibited



- ✗ No Denim, Athletic wear, or Leisure wear
- ✗ No Graphics or Slogans
- ✗ No Artificial nails >1/4 inch
- ✗ No Fragrances (Respect consumer sensitivities)

# Technology, Driving, & Focus

## Personal Cell Phones



Silent/Vibrate during shifts. Use on breaks only. No excessive personal calls.

## Driving Safety



ZERO TOLERANCE. No texting, reading, or calling while driving. Pull over safely to use phone. Employees personally liable for citations.

## Privacy & Recording



No recording in consumer homes without permission. Absolute ban on recording in bathrooms.

# Confidentiality & HIPAA

## Protected Data

- Consumer Medical Info (HIPAA)
- Business Strategy
- Employee Info



## The Mandate

- Access on Need-to-Know basis
- Duty continues after employment ends

**Violation = Immediate Termination + Legal Action**

# Substance Abuse Policy



## Zero Tolerance

Prohibited to use, possess, or be under the influence of illegal drugs or alcohol at work.



## The Cannabis Nuance (CA Law)

We do not discriminate for legal off-duty use. **HOWEVER:**  
You cannot be impaired at work. You cannot use during work hours. Drug testing consistent with law applies.



EAP Support Available. **We can help, but we cannot employ impaired performance.**

# Respect, Inclusion, & Anti-Harassment



## Zero Tolerance

for discrimination or harassment based on any protected characteristic. Treat everyone with respect.

## Reporting Channels



**Strict prohibition on retaliation against those who report in good faith.**

# Required Actions & Signatures

Ensure you have reviewed and signed the following before concluding training:

- Employee Handbook Acknowledgment
- Anti-Harassment Policy
- Non-Disclosure Agreement (NDA)
- Dress Code Acknowledgment
- Cell Phone Policy Acknowledgment

*Your professionalism ensures our consumers live their best lives.*



**Centered  
Support  
Service**

**Welcome to the Team.**  
Centered Support Service