

QUALITY CARE PROFESSIONAL'S - EMPLOYEE EXPECTATIONS

EMPLOYEE RESPONSIBILITIES

Employees are required to observe high moral and ethical standards in official relationships and conduct while on the job. Written guidelines that cover all phases of employees' conduct are not possible. This document provides general guidance and establishes a framework of principles to assist employees in performing their jobs effectively and professionally while in the communities or homes of the people they are assisting.

NOTE: Quality Care Professionals of Georgia may decline to appoint or promote applicants/employees, reassign employees and/or take other appropriate action in order to avoid or eliminate the appearance or presence of conflicts of interest based on employer/employee or employee, customer/client relationships.

Personal Appearance During Work Hours

QCP employees are expected to be clean and neat in appearance during work hours. As representatives of the QCP family, employees should present a business-like professional image. QCP establishes dress code policies with approval from our Human Resources. In certain types of jobs, employees may be required to wear casual clothing, however, uniforms will be required at all times outside of those exceptional moments.

Quality Care Professionals of Georgia (QCPGA) may designate specific days as "casual days". Dress on casual days may be less formal, but should always be clean, neat, and suitable for the workplace and approved by the family you are assisting. If lettered clothing is worn, it should not promote any political, moral, religious, personal, or offensive remarks/pictures. Clothing that is obscene, vulgar, offensive or inflammatory is prohibited. Employees may be required to change inappropriate dress, instructed not to wear the same or similar clothing in the future or may be sent home. Employees who do not comply with an established dress code standard may be subject to disciplinary action, up to and including separation.

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Probationary Period

It is the policy of QCPGA to observe and evaluate the capacity of all newly hired, rehired, promoted, and current employees regularly and as needed. Every QCPGA employee will be placed on a 180-calendar day probationary period to review the employee's ability to satisfactorily perform the essential functions of his or her job as a medical assisting professional. Our job is to observe and evaluate the employee's performance, work habits, and conduct, including attendance, which includes the employee's relationship with coworkers and superiors.

Employment At-Will

Georgia is an "employment-at-will" state and, as such, classified and unclassified employees serve at the discretion of QCPGA. This means that either you or QCPGA can terminate the employment relationship at any time, with or without cause or notice, consistent with applicable laws.

During the 180-day probationary period, QCPGA may terminate employment immediately, with or without cause, with or without notice. This 180-day probationary period is not a term of employment and is not intended, nor does it, impact the "at will" nature of the relationship between QCPGA, or the employee.

Probationary Period

During the first 180 day-calendar days of employment, the employee will be evaluated based on his or her performance, attitude, and potential for success in the job. The following items will be under review:

- Quality of work
- Work habits
- Job-specific standards,
- Expectations and progress
- Productivity
- Attendance
- Workplace behavior
- Relationships with leaders and co-workers
- Client Standard of Care Evaluation

It is also the employee's responsibility to actively discuss and seek performance-related feedback with leadership.

Conclusion of Probationary Period

✦ At the end of the probationary period, an employee must have become proficient in the basic responsibilities of the position and must meet performance expectations.

✦ If an employee is not meeting the requirements of the job and/or is not showing satisfactory progress and sustained improvement, a decision may be made to end employment at any time during the 180-day probationary period.

✦ The progressive discipline policy does not apply during the probationary period. Any behaviors that would typically result in discipline that result in termination of employment during the probationary period.

Activities and Conduct During Work Hours

The following list is intended to give examples of expected performance and/or behavior while on duty or at work. The list does not include all expectations, just the general.

- Maintain professional and business-like relationships with co-workers and supervisors.
- Behave in a courteous and professional manner in the presence of clients, patients, customers, the general public, and other employees.
- Use appropriate telephone courtesy.
- Seek, accept, and accurately complete assignments within deadlines.
- Report to work on time.
- Use appropriate reporting procedures for tardiness and/or absence.
- Observe policies on signing-in, signing-out, breaks, and lunch.
- Use work time for work-related activities only.
- Appropriately request and use leave time.
- Observe policies on health, safety, security, and sanitation (including notifying supervisors of potential health, and/or safety hazards), particularly covid-19.
- Report to work free of alcohol, narcotics, medications, over-the-counter medications, and legal drugs.
- Cooperate and provide assistance, when appropriate, with any type of investigation regarding alleged criminal or administrative misconduct (including cooperating in interviews, producing requested documents and polygraph examinations).

The following examples of inappropriate activities and/or behavior are prohibited while on duty or at work. The list does not include all prohibitions.

- Acts or threatened acts of violence.
- Threatening, abusive, vulgar, or profane language, or written material;
- Violations or disregard of any policy, procedure, rule, or federal, state or local laws affecting Quality Care Professionals of Georgia or employment.
- Insubordination, including refusing or intentional failure to follow directions of the immediate supervisor or other designated member of management;
- Misconduct or behavior that may have a negative effect on QCP's reputation and/or community standing.
- Any form of direct or indirect, intentional, malicious, or negative actions against any client/patient.
- Any form of sexual misconduct would be described as direct/indirect conduct, involving any co-worker, supervisor, or client (described as both verbal inappropriateness or physical touch) with any form of sexual intentions would, without question, result in a direct termination following an investigation. However, you could be suspended without pay until the conclusion the of investigation.

- Any type of violation (following investigation) that you are found guilty of regarding direct or indirect harm to others while working with **QCPGA WILL ABSOLUTELY INCLUDE QCP FILING POLICE CHARGES AGAINST YOU!!!**
- Even if the person/victim wishes not to file charges, QCPGA will still pursue charges against you for any criminal or intentional violations involving this type of violation.
- Abusing, misusing, or stealing someone else's property or other individuals' property equipment.
- Argumentative behavior; Fighting, horseplay, disorderly, or disruptive behavior.
- Unprofessional behavior, including but not limited to, sexual conversations, inappropriate touching of another employee (e.g., kissing, hugging, massaging, sitting in laps), racial or ethnic jokes/slurs, and other offensive verbal or physical conduct.
- Activities other than official business during work hours, such as conducting an outside business while on duty by any means of communication (e.g., wearing beepers; using the fax, copier, or telephone, etc.);
- Excessive absenteeism or tardiness, including failure to report for and remain at work without justifiable cause
- Failing to report to work without proper notification and/ or authorization. Employees who are absent 3 or more consecutive workdays without proper notification and or authorization are considered to have resigned from their position and will be separated from employment.
- Leaving the work area without authorization (with extra emphasis on overnight shifts. QCPGA DOES CONDUCT RANDOM NIGHTLY POP-UPS and is prepared to cover a shift (on the spot) if you are found to have abandoned the job. This would also include unexplainable time frames for more than 10 minutes away from the job.
- Conducts or behavior that could endanger oneself, other employees, clients, patients, or customers.
- Gambling, soliciting, lending, or borrowing money (occasional voluntary loans of nominal value may be acceptable).
- Accepting money from clients without two witnessed signatures from the client's family detailing the reason for the gift. This exception has to be approved by QCP administration/management.
- Being on call for other employment, outside of QCPGA (double dipping) on QCPGA time.
- Tape recording conversations at work without consent or approval is a direct violation of confidentiality formed that is signed during the hiring and training period.
- Falsifying or forging employment documents (e.g., time sheets, client records, employment applications, loyalty oaths, any employment records, doctor's excuses, FMLA paperwork, Worker's Comp, client checks, etc.) will result in separation of employment, and in some cases criminal charges.
- Disclosing confidential information of any kind is prohibited.
- Carrying weapons of any kind (e.g., knives, firearms, explosives, etc.), unless job-related and specifically required as a condition of employment. For example, cooking client meals requires the use of knives.
- Using or selling alcohol or illegal drugs or reporting for work under the influence of alcohol or illegal drugs
- Extended visits in the workplace by individuals not conducting business with QCPGA.
- Babysitting children while on duty.
- Sleeping while on duty.

Employees who engage in prohibited acts or like those described above are subject to disciplinary action, up to and including separation of employment.

Employment of Relatives or Friends

QCPGA believes in promoting an ethical environment for all employees. QCPGA is an equal opportunity employer and will strive to ensure that fair hiring and employment practices are always utilized. To ensure that our organization and hiring processes are free of any conflict of interest, we have adopted this policy to ensure that nepotism does not occur at QCPGA.

It is never the intention of QCPGA to ever place employees in a situation where:

- relatives and/or friends are in a direct or indirect reporting relationship with each other.

- QCP never places relatives and/ or friends in circumstances in which fiscal checks and balances are a part of the assigned duties, or relatives and/or friends are employed in a working relationship in which the nature of their responsibilities contribute to personal or financial gain, employment decisions, fraud, cohesion, and other abuses of the positions or conflicts of interest.

Using Personal/Work Related Property

QCPGA's office staff use computers, including E-mail, involving accessing the Internet and other computer searches and communications. Their usage should be professional and for work-related reasons only.

- The display or transmission of sexually explicit images, messages, or cartoons is prohibited.
- Other prohibited activities include ethnic slurs, racial comments, off-color jokes, or anything that may be considered harassment or showing disrespect for others.
- Employees are not to use computers for playing games, conducting inappropriate searches, conducting personal business, or otherwise performing other non-work activities that include Facebook, Twitter, Instagram, etc.,
- Employees are prohibited from making or charging long-distance telephone calls to the client unless work-related. The infrequent receiving and making of personal telephone calls are permitted for emergency use only. These work-related privileges may, however, be withdrawn if abused. Voice mail messages should be professional, business-like, and communicate accurate information.
- If approved, employees may have personal items in the work area if suitable and reasonable. These items must not be offensive or inflammatory or otherwise inconsistent with QCPGA's work conduct.
- Employees may be required to remove items determined to be inappropriate, from work their place of work at any time.
- Employees are responsible for reporting any form of abuse/violation to their supervisors, human resource/personnel representatives or other appropriate management/administration.
- Misuse of property may result in disciplinary action, up to and including separation from employment.

Use of Privileged or Confidential Information

- Many employees are exposed to privileged or confidential information that may be of significant interest to the public.
- Privileged or confidential information must not be used to gain an advantage for employees, relatives, friends, clients, their families, or acquaintances.
- Privileged or confidential information may only be released under the proper leadership authorization, using secure lines of communication and only with QCP officers related to the client's care.
- Use of computers to obtain information concerning clients, patients, customers, other employees or other third parties for non-work-related reasons is prohibited at all times.

Please Print, I _____ agree that I will not break client confidentiality pertaining to any client I assist and acknowledges that to do so would result in a direct termination of employment.

Please Sign, _____, Date, _____, Time: _____

Activities and Relationships with Non-QCPGA Employees

- Employees must be alert in conducting business with non-employees to avoid even the appearance of misconduct, personal or financial gain, or conflict of interest.
- Employees must report ownership or partial ownership of a company if the company in which the employee is the owner of or part owner of, or is doing business or seeks a business directly or indirectly related to client paint care. There are no relationships, pertaining to patient/client care permitted, while working directly or indirectly in the exact line of business allowed.
- Employees are prohibited from membership on the board of directors of any private for-profit, non-profit, or public non-profit organization with which QCPGA contracts.
- Employees are prohibited from accepting personal favors or benefits under circumstances that may influence or give the appearance of influencing their official job activities.
- Employees are prohibited from involvement in official activities in which a client, patient, or customer is a relative or in-law. In addition, employees are prohibited from involvement in official activities in which the relationship creates a conflict or perception of conflict of interest.
- Employees are required to report such situations to their supervisors to avoid the appearance of giving unjustified preference or conflict of interest.
Employees are encouraged to discuss any questions concerning the above circumstances with their supervisors.

Acknowledgement: _____, Date: _____

- Misconduct or abuse involving clients, patients, or customers in any form is a matter of serious concern and will not be tolerated. Prohibited activities include, but are not limited to:
 - Obtaining alcohol or illegal drugs for or from clients, patients, or customers;
 - Receiving gifts or favors from clients, patients, or customers or from their relatives, friends, or personal acquaintances;
 - Gambling, buying selling, trading, borrowing, or lending goods, or money with clients, patients, or customers;
 - Engaging in rude, argumentative, hostile, or otherwise unprofessional behavior toward clients, patients, or customers;
 - Using relationships with or clinical information obtained on current or former clients, patients, or customers to take unfair advantage of them, their relatives, friends, or personal acquaintances; and engaging in sexual relationships, physical sexual conduct, or inappropriate verbal sexual conduct with clients, patients, or customers or otherwise take sexual advantage of them.

Arrests and Convictions

Employees are required to notify their supervisors, appropriate human resource/personnel representative or other authorized officials of any arrests and/or convictions within five calendar days of the date of arrest or conviction. A determination of appropriate action will be made on a case-by-case basis.



Employee Acknowledgement

I have read and been informed about the content, requirements, and expectations of the **Employee Responsibilities** at Quality Care Professionals of Georgia (QCPGA). I have received a copy of the policy and agree to abide by the policy guidelines as a condition of my employment and my continued employment at QCPGA.

I understand that it is my responsibility to be familiar with and conform to the procedures contained in this policy. I understand that if I have questions, at any time, regarding the Employee Responsibility policy, I will consult with my immediate supervisor or the Office of Human Resources.

Please read or reread the Employee Responsibilities policy carefully to ensure that you understand the policy before signing this document.

I fully understand and I am of sound mind and body at the time and date I am signing this document.

Employee Signature: _____

Employee Printed Name: _____

Receipt By: _____

Date: _____

Time: _____

Person Assisting you (Print): _____

Person Assisting's Signature: _____

Date: _____

Time: _____