



HONORWORTH HOMECARE

EMPLOYEE HANDBOOK

Effective Date: December 15, 2025

IMPORTANT CONTACT INFORMATION

Employees must use the following contact hierarchy for questions, concerns, and emergencies.

Miquela Johnson – Human Resources

Mobile: 513-293-7669

Office Hours: Monday–Friday, 7:00 AM–5:00 PM

Lakeya McNary – Compliance (Medication, MAR, Documentation, Hospitalization)

Mobile: 513-302-4150

Office Hours: Monday–Friday, 7:00 AM–5:00 PM

Jameca Smith – Scheduling (Call-offs, Tardies, Vacation Requests, Late Relief)

Mobile: 513-297-8804

Office Hours: Monday–Friday and Sunday (Off Saturday)

Royalty Hearn - Office Assistant

Mobile: 513-295-4853

Office Hours: Monday–Friday, 7:00 AM–4:00 PM

Cortnie Newman – Payroll & Scheduling (Saturday Coverage)

Mobile: 513-301-4592

Office Hours: Monday–Friday, 7:30 AM–3:30 PM (Off Thursday)

Christine Johnson – Emergency Contact (Primary)

Mobile: 513-557-0093

Emergency Only: Monday–Friday, 5:00 PM–6:59 AM; All Day Sunday

Richard Hall – Emergency Contact (Secondary)

Mobile: 513-485-2848

Emergency Only: Monday–Friday, 5:00 PM–6:59 AM; All Day Sunday

THIS PACKET CONTAINS THE FOLLOWING:

1. Introduction & Purpose
2. Mission, Values & Commitment to Client Safety
3. Employment Relationship (At-Will)
4. Equal Employment Opportunity
5. Standards of Conduct & Professional Expectations
6. Attendance, Reliability & Scheduling
7. Timekeeping, Payroll & Work Hours
8. Working Meal Periods & Continuous Supervision
9. Client Safety, Supervision & Direct Care Requirements
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11. Medication & Health-Related Requirements
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15. Transportation & Vehicle Use
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20. Employee Handbook Receipt & Acknowledgment

1. INTRODUCTION & PURPOSE

This Employee Handbook provides an overview of Honorworth Homecare's policies, procedures, and expectations. It is designed to support safe, compliant, and high-quality services for adults with disabilities while providing employees with clear guidance.

2. MISSION, VALUES & COMMITMENT TO CLIENT SAFETY

Honorworth Homecare is committed to dignity, safety, and person-centered support. Client health, safety, and welfare are the top priority in all services.

3. EMPLOYMENT RELATIONSHIP (AT-WILL)

Employment with Honorworth Homecare is at-will. See the At-Will Employment & No Contract Disclaimer for full details.

4. EQUAL EMPLOYMENT OPPORTUNITY

Honorworth Homecare provides equal employment opportunity and prohibits discrimination and harassment. See the Anti-Harassment, Anti-Discrimination & EEO Policy.

5. STANDARDS OF CONDUCT & PROFESSIONAL EXPECTATIONS

Employees must maintain professional conduct, boundaries, and ethical behavior at all times. See the Code of Conduct & Professional Standards Policy and General Compliance, Ethics & Legal Acknowledgment.

6. ATTENDANCE, RELIABILITY & SCHEDULING

Reliable attendance is essential. Call-off requirements, early departure rules, and job abandonment standards apply. See the Attendance, Reliability & Scheduling Policy and No Call / No Show & Job Abandonment Policy.

7. TIMEKEEPING, PAYROLL & WORK HOURS

Honorworth Homecare uses ADP for payroll processing. Employees are paid on a weekly basis. Accurate timekeeping through CareSmartz360 is required to ensure correct payroll processing. Employees are responsible for reviewing their time entries and reporting discrepancies promptly in accordance with timekeeping policy.

PAID HOLIDAYS

Honorworth Homecare provides holiday premium pay (time and one-half) for eligible hours worked on the following holidays:

- **Martin Luther King Jr. Day**
- **Memorial Day**
- **Independence Day (July 4th)**
- **Thanksgiving Day**
- **Christmas Day**

If an employee is already in overtime status for the pay period, overtime rules apply and may supersede holiday premium pay in accordance with policy.

8. WORKING MEAL PERIODS & CONTINUOUS SUPERVISION

Direct care roles require working meal periods with continuous supervision. See the Working Meal Periods & Continuous Supervision Policy and FAQ.

9. CLIENT SAFETY, SUPERVISION & DIRECT CARE REQUIREMENTS

Supervision levels vary by setting and activity and must follow each individual's Ohio ISP. Bathroom and community supervision instructions apply. See the Levels of Supervision Policy and Direct Care Staff Conduct, Supervision & Daily Responsibilities Acknowledgment.

10. REPORTING OBLIGATIONS & INCIDENT MANAGEMENT

Employees are mandatory reporters and must report incidents promptly and accurately. See the Mandatory Reporting, Abuse, Neglect & Exploitation Policy, Timely Reporting, Incident Disclosure & Disciplinary Meetings Policy, and Incident Reporting & Unusual Incident Procedures Policy.

11. MEDICATION & HEALTH-RELATED REQUIREMENTS

Medication administration requires authorization, accurate documentation, and strict controls for controlled substances. See the Medication Administration Policy, MAR Signature Compliance & Progressive Discipline Policy, and Controlled Substances Documentation & Accountability Policy.

12. CONFIDENTIALITY, PRIVACY & ETHICS

Protecting client information and privacy is mandatory. See the Confidentiality, HIPAA & Client Privacy Policy.

13. WORKPLACE BEHAVIOR, RELATIONSHIPS & BOUNDARIES

Professional boundaries and disclosure requirements apply. See the Workplace Relationships, Fraternization & Professional Boundaries Policy.

14. SUBSTANCE-FREE WORKPLACE & FITNESS FOR DUTY

Employees must be fit for duty and comply with substance-free workplace requirements. See the Drug-Free Workplace & Fitness for Duty Policy.

15. TRANSPORTATION & VEHICLE USE

Employees using vehicles for work must meet insurance and safety requirements. See the Automobile Use, Insurance & Liability Policy.

16. DISCIPLINARY FRAMEWORK

Progressive discipline may apply; management discretion is reserved to protect client safety and compliance. See the Progressive Discipline & Management Discretion Policy.

17. SEPARATION OF EMPLOYMENT

Termination, resignation, and involuntary separation procedures apply per policy.

18. TRAINING & ORIENTATION RESOURCES

Orientation materials include First Day Guidance, Top 10 First-Week Mistakes, and related job aids.

19. POLICY UPDATES

Honorworth Homecare may update policies at any time. Employees are responsible for staying informed.

20. EMPLOYEE HANDBOOK RECEIPT & ACKNOWLEDGMENT

Employees must sign the Employee Handbook Receipt & Acknowledgment confirming receipt and understanding.



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**ANTI-HARASSMENT, ANTI-DISCRIMINATION & EQUAL EMPLOYMENT OPPORTUNITY
(EEO) POLICY**

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Honorworth Homecare is committed to maintaining a workplace free from discrimination, harassment, and retaliation. All employees are entitled to a professional, respectful work environment that prioritizes safety, dignity, and fairness. Discrimination, harassment, or retaliation will not be tolerated.

Equal Employment Opportunity

Honorworth Homecare provides equal employment opportunity to all employees and applicants in accordance with applicable federal and Ohio law. Employment decisions are based on legitimate business needs and job-related qualifications.

Honorworth Homecare does not discriminate on the basis of race, color, religion, sex, pregnancy, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, veteran status, or any other status protected by law.

Prohibited Harassment

Harassment is unwelcome conduct based on a protected characteristic that interferes with an individual's work performance, creates an intimidating, hostile, or offensive work environment, or affects employment decisions.

Harassment may include verbal, physical, visual, or electronic conduct, including but not limited to offensive comments, jokes, slurs, gestures, threats, intimidation, unwanted touching, sexual advances, requests for sexual favors, or inappropriate communications.

Harassment by supervisors, coworkers, clients, families, vendors, or any third party is prohibited.

ANTI-HARASSMENT, ANTI-DISCRIMINATION & EQUAL EMPLOYMENT OPPORTUNITY
(EEO) POLICY

Updated: 12/15/2025

Sexual Harassment

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or other conduct of a sexual nature when submission to such conduct is made a condition of employment, used as the basis for employment decisions, or unreasonably interferes with work performance or creates a hostile environment.

Consensual relationships do not excuse inappropriate conduct or eliminate the obligation to comply with this policy.

Retaliation Prohibited

Retaliation against any employee who in good faith reports discrimination, harassment, or participates in an investigation is strictly prohibited. Retaliation includes adverse actions, intimidation, threats, or differential treatment.

Reporting Procedure

Employees are required to report discrimination, harassment, or retaliation as soon as possible. Reports may be made to a supervisor, manager, or any member of management. Employees are not required to report concerns to the individual involved.

Reports will be reviewed promptly and handled as confidentially as possible.

Investigation & Corrective Action

Honorworth Homecare will promptly investigate all reports of discrimination or harassment. Corrective action will be taken when warranted based on the findings. The organization reserves the right to determine appropriate corrective measures.

Immediate Termination (Zero-Tolerance Violations)

The following conduct may result in immediate termination of employment: severe or repeated harassment; sexual harassment; retaliation; threats, intimidation, or coercion; refusal to cooperate in an investigation; or conduct that places individuals receiving services, coworkers, or the organization at risk. This list is not exhaustive. Honorworth Homecare reserves the right to determine appropriate action based on circumstances and impact.

Client Safety Priority

ANTI-HARASSMENT, ANTI-DISCRIMINATION & EQUAL EMPLOYMENT OPPORTUNITY
(EEO) POLICY

Updated: 12/15/2025

Because Honorworth Homecare serves adults with disabilities, professional conduct and respectful interactions are essential. Any discriminatory or harassing conduct that compromises client safety, dignity, or service delivery may result in immediate corrective action.

Ohio Legal Considerations

This policy is intended to comply with applicable federal law and Ohio employment law, including protections enforced by the Ohio Civil Rights Commission. Nothing in this policy alters the at-will employment relationship.

Policy Supremacy

This policy does not create a contract of employment. Honorworth Homecare reserves the right to interpret, enforce, and modify this policy at its discretion.

Acknowledgment

I acknowledge that I have received, read, and understand the Anti-Harassment, Anti-Discrimination & Equal Employment Opportunity Policy. I understand that violations may result in disciplinary action, up to and including immediate termination.

ANTI-HARASSMENT, ANTI-DISCRIMINATION & EQUAL EMPLOYMENT OPPORTUNITY
(EEO) POLICY

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ATTENDANCE, RELIABILITY & SCHEDULING POLICY

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Regular, reliable attendance is an essential function of all positions at Honorworth Homecare. Because the organization provides direct care services to adults with disabilities, failure to report to work as scheduled, remain on duty, or ensure proper shift coverage may place individuals at risk and disrupt continuity of care.

Attendance Expectations

Employees are expected to:

- Report to work on time and as scheduled
- Remain on duty for the entire duration of their assigned shift
- Comply with all scheduling, call-off, and coverage requirements
- Maintain professional reliability consistent with the needs of a 24-hour care environment

Attendance expectations apply to all scheduled shifts, including nights, weekends, holidays, and on-call assignments, unless otherwise approved by management.

Scheduling & Availability

Employees are responsible for:

- Maintaining current and accurate contact information
- Reviewing posted schedules and confirming assigned shifts
- Communicating availability and scheduling conflicts in advance

Schedule changes, shift swaps, or coverage requests must be approved by management. Employees may not arrange coverage independently unless expressly authorized.

ATTENDANCE, RELIABILITY & SCHEDULING POLICY

Updated:

DATE

Call-Offs, Tardiness & Early Departures

Employees who are unable to report to work as scheduled, arrive late, or request to leave early must follow the established call-off procedures.

Repeated tardiness, early departures, or unscheduled absences may be treated as attendance violations, even when notice is provided, and may result in disciplinary action.

Early Departure, Shift Coverage & Relief Requirements

Employees may not leave a scheduled shift early without prior approval from a manager or supervisor. Unauthorized early departure is strictly prohibited.

Honorworth Homecare serves adults with disabilities, many of whom require continuous supervision and may not be left alone under any circumstances. Leaving a shift early without authorization may place individuals at immediate risk of harm.

Employees must remain on duty until approved relief staff has arrived and formally assumed responsibility for the shift. Employees may not leave solely because their scheduled end time has occurred if relief has not arrived or coverage has not been confirmed by management.

Because Honorworth Homecare operates on a 24-hour, seven-day-a-week schedule for many clients, employees are expected to remain on duty until coverage is secured. Unauthorized early departure or failure to ensure proper relief may be treated as a serious attendance and client safety violation, up to and including immediate termination.

No Call / No Show & Job Abandonment

Failure to report for a scheduled shift without proper notice constitutes a No Call / No Show and is addressed under Honorworth Homecare's No Call / No Show & Job Abandonment Policy, which is incorporated by reference into this policy.

Attendance violations may result in disciplinary action, up to and including termination of employment.

Client Safety Priority

Because Honorworth Homecare provides direct care to adults with disabilities, client health, safety, dignity, and welfare take precedence over scheduling preferences, convenience, or personal obligations. Any attendance-related conduct that compromises client care may result in immediate corrective action.

Documentation

Attendance issues may be documented and maintained in the employee's personnel file. Documentation does not create a contractual obligation and does not alter the at-will employment relationship.

ATTENDANCE, RELIABILITY & SCHEDULING POLICY

Updated:

DATE

Ohio Legal Considerations

This policy is intended to be consistent with Ohio at-will employment law and applicable federal and state regulations. Nothing in this policy alters an employee's rights under applicable law.

Policy Supremacy

This policy does not create a contract of employment and does not modify the at-will employment relationship. Honorworth Homecare reserves the right to interpret and enforce this policy at its discretion.

ATTENDANCE, RELIABILITY & SCHEDULING POLICY

Updated:

DATE



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AT-WILL EMPLOYMENT & NO CONTRACT DISCLAIMER

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Employment with Honorworth Homecare is at-will. This means that either the employee or Honorworth Homecare may terminate the employment relationship at any time, with or without cause, and with or without notice, subject only to applicable federal and Ohio law.

No Contract of Employment

Nothing in this policy, the Employee Handbook, orientation materials, training documents, policies, procedures, or verbal statements, shall be construed as creating a contract of employment, express or implied, or a promise of continued employment for any specific duration.

Employer Rights & Management Discretion

Honorworth Homecare reserves the right to:

- Modify, interpret, suspend, or eliminate policies at any time
- Determine appropriate disciplinary action, up to and including termination
- Bypass progressive discipline when circumstances warrant, including when client health, safety, or regulatory compliance is implicated

Only the Owner or an authorized executive officer of Honorworth Homecare has the authority to enter into an employment agreement that alters the at-will relationship, and any such agreement must be in writing and signed by both parties.

Ohio Legal Compliance

This at-will employment policy is consistent with Ohio law, which recognizes at-will employment except where otherwise provided by statute or written agreement. Nothing in this policy alters an employee's rights under applicable federal or Ohio employment laws.

AT-WILL EMPLOYMENT & NO CONTRACT DISCLAIMER

Updated:

12-15-2025

Policy Supremacy

In the event of any inconsistency between this policy and any other document or statement, this At-Will Employment & No Contract Disclaimer shall control unless explicitly stated otherwise in a written, signed agreement authorized by Honorworth Homecare.

AT-WILL EMPLOYMENT & NO CONTRACT DISCLAIMER

Updated:

12-15-2025



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AUTOMOBILE USE, INSURANCE & LIABILITY POLICY

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Honorworth Homecare may require employees to use a personal vehicle to travel to and from client homes, community locations, appointments, or work-related activities. This policy establishes requirements for vehicle use, insurance coverage, and liability to protect individuals receiving services, employees, and the organization.

Use of Personal Vehicles

Employees who use a personal vehicle for work-related purposes do so voluntarily and understand that their vehicle is not owned, leased, or insured by Honorworth Homecare. Authorization to drive for work purposes may be granted or revoked at any time based on compliance, safety, or business needs.

Insurance Requirements

Employees are solely responsible for maintaining current, valid automobile insurance that meets or exceeds Ohio minimum coverage requirements. Proof of insurance must be provided upon request. Failure to maintain insurance or provide proof may result in removal from driving duties and disciplinary action.

Driver Responsibility & Vehicle Condition

Employees are responsible for ensuring their vehicle is safe, properly maintained, legally registered, and in good operating condition at all times. Employees must comply with all traffic laws, licensing requirements, and safety regulations while driving for work purposes.

Prohibited Conduct

Employees may not:

- Transport clients without authorization as a driver
- Drive under the influence of drugs, alcohol, or impairing substances
- Use a mobile phone while driving except for hands-free or emergency purposes
- Transport unauthorized passengers while working
- Operate a vehicle in an unsafe or reckless manner

AUTOMOBILE USE, INSURANCE & LIABILITY POLICY

Updated: 12/15/2025

Accidents, Citations & Reporting

Employees must immediately report any accident, traffic citation, license suspension, insurance cancellation, or change in driving status that occurs while driving for work purposes or that may affect their ability to safely drive. Employees are responsible for all fines, citations, damages, or legal consequences resulting from their driving.

Liability & Hold Harmless

To the fullest extent permitted by Ohio law, employees agree that they are personally responsible for their actions while operating a personal vehicle. Honorworth Homecare is not responsible for damage to personal vehicles, traffic violations, injuries, or losses arising from the employee's use of a personal vehicle, except as required by law.

Disciplinary Action

Failure to comply with this policy may result in disciplinary action, up to and including termination, depending on severity, frequency, and risk to client safety.

Policy Authority

This policy supplements attendance, supervision, and safety policies and does not alter the at-will employment relationship. Honorworth Homecare reserves the right to interpret and enforce this policy in accordance with Ohio law.

Acknowledgment

I acknowledge that I have received, read, and understand the Automobile Use, Insurance & Liability Policy. I understand that compliance is a condition of my employment when driving is required and that violations may result in disciplinary action, up to and including termination.



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CONFIDENTIALITY, HIPAA & CLIENT PRIVACY POLICY

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Honorworth Homecare is committed to protecting the confidentiality, privacy, and dignity of the individuals we serve. Employees are entrusted with sensitive personal, medical, and service-related information and are required to safeguard this information at all times. Failure to maintain confidentiality may place individuals at risk and will not be tolerated.

Confidential Information

Confidential information includes, but is not limited to personal identifying information; medical, behavioral, and health records; diagnoses, medications, and treatment information; individual service plans and care notes; financial or benefits-related information; incident reports; and internal agency records. Confidential information may be obtained verbally, in writing, electronically, visually, or through observation.

HIPAA & Privacy Obligations

Employees must comply with all applicable privacy laws and regulations, including the Health Insurance Portability and Accountability Act (HIPAA), as well as state laws governing confidentiality and disability services. Employees may access confidential information only to the extent necessary to perform their assigned job duties and may not disclose such information without proper authorization.

Use and Disclosure Restrictions

Employees are prohibited from discussing individuals receiving services in public places or with unauthorized persons; sharing confidential information with family, friends, or coworkers without a legitimate business need; accessing records for reasons unrelated to assigned job duties; photographing, recording, or posting information related to individuals served; or removing or copying confidential records without authorization. Confidential information must never be shared on social media or personal devices.

Technology & Electronic Information

Employees must use only authorized systems and devices when accessing confidential information, protect login credentials and passwords, and immediately report lost, stolen, or compromised devices or records. There is no expectation of privacy when using Honorworth Homecare systems or devices.

Client Dignity & Privacy

CONFIDENTIALITY, HIPAA & CLIENT PRIVACY POLICY

Updated: 12/15/2025

DATE

Employees must respect the dignity and privacy of individuals receiving services at all times, including during personal care, medical treatment, and daily activities. Confidential information should be discussed only in private, appropriate settings.

Reporting Breaches or Concerns

Employees are required to immediately report suspected or actual breaches of confidentiality, unauthorized disclosures, or lost or stolen records or devices to a supervisor or management. Good-faith reporting is protected from retaliation.

Immediate Termination (Zero-Tolerance Violations)

The following conduct may result in immediate termination of employment without prior warning due to the seriousness of the violation: unauthorized disclosure of confidential or protected information; accessing or using records without a legitimate business purpose; posting or sharing client information, images, or details on social media; recording or photographing individuals without authorization; or failure to report a known or suspected confidentiality breach. This list is not exhaustive. Honorworth Homecare reserves the right to determine appropriate corrective action based on the circumstances and impact.

Ohio Regulatory & Legal Considerations

Honorworth Homecare operates in accordance with Ohio Revised Code Chapter 5123, Ohio Administrative Code Chapter 5123, and requirements of the Ohio Department of Developmental Disabilities (DODD), which mandate the protection of confidential information and individual privacy. Violations may result in regulatory findings, corrective action, and disciplinary measures, up to and including termination.

Disciplinary Action & Management Discretion

Violations of this policy may result in disciplinary action, up to and including immediate termination, depending on severity and impact. Honorworth Homecare reserves the right to bypass progressive discipline when confidentiality, client safety, trust, or regulatory compliance is compromised.

Policy Supremacy

This policy does not create a contract of employment and does not alter the at-will employment relationship. Honorworth Homecare reserves the right to interpret, enforce, and modify this policy at its discretion.

CONFIDENTIALITY, HIPAA & CLIENT PRIVACY POLICY

Updated: 12/15/2025

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CONTROLLED SUBSTANCES DOCUMENTATION & ACCOUNTABILITY POLICY

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Applies to: All Employees Authorized to Handle or Administer Medications

Must be acknowledged by: All Employees

Authorization & Certification Requirement

Only employees who have successfully completed required training and hold current, valid medication administration certification as required by Honorworth Homecare and the Ohio Department of Developmental Disabilities (DODD) are authorized to handle, administer, count, document, or otherwise interact with controlled substances. Employees who have not passed required medication training, who have failed competency assessments, whose certification has expired, or whose authorization has been revoked are strictly prohibited from passing medications, assisting with medication administration, completing controlled substance counts, or signing controlled substance documentation under any circumstances. Employees are responsible for knowing their authorization status. Violation of this requirement may result in disciplinary action, up to and including immediate termination.

Honorworth Homecare is committed to the safe, accurate, and lawful handling of controlled substances. Controlled substances present heightened risk to individuals receiving services and require strict accountability. This policy establishes documentation and accountability requirements for controlled substance records, including controlled substance sheets, logs, or count forms, in accordance with Ohio Department of Developmental Disabilities (DODD) expectations.

Definition of Controlled Substances

Controlled substances include medications regulated under state or federal law due to potential for abuse, dependency, or diversion. These medications require additional safeguards, documentation, and oversight beyond standard medication administration records.

Controlled Substance Documentation Requirements

Employees authorized to administer or handle controlled substances must accurately document each dose administered on the designated controlled substance sheet or log at the time of administration.

Documentation must include required information such as date, time, medication name, dosage, count before and after administration, and employee initials or signature as required by agency procedure.

Controlled substance counts must be verified and reconciled according to policy and shift requirements.

Accuracy, Timeliness & Accountability

Controlled substance documentation must be completed immediately and accurately. Missing entries, late

CONTROLLED SUBSTANCES DOCUMENTATION & ACCOUNTABILITY POLICY

Updated: 12/15/2025

entries, incorrect counts, or unsigned documentation are not permitted. Employees may not pre-sign, backdate, alter, or falsify controlled substance records. Each employee is personally accountable for documentation completed under their name or initials.

Discrepancies, Errors & Reporting

Any discrepancy, missing count, documentation error, or unexplained variance involving a controlled substance must be reported immediately to a supervisor or management. Employees are not permitted to attempt to correct, conceal, or resolve discrepancies independently. All discrepancies will be reviewed in accordance with incident reporting and medication policies.

Prohibited Conduct

The following actions are strictly prohibited: failing to document controlled substance administration; inaccurate or incomplete documentation; falsification or alteration of records; failure to report discrepancies; signing for medications not personally administered; or handling controlled substances without authorization. Such conduct compromises client safety and regulatory compliance.

Disciplinary Action & Immediate Termination

Failure to comply with controlled substance documentation requirements may result in disciplinary action, up to and including immediate termination. Immediate termination may occur for falsification of records, diversion, repeated documentation failures, failure to report discrepancies, or any conduct involving controlled substances that places individuals receiving services at risk.

Ohio & DODD Regulatory Considerations

This policy is intended to comply with Ohio Revised Code, Ohio Administrative Code Chapter 5123, and Ohio Department of Developmental Disabilities (DODD) requirements related to medication administration, controlled substances, and documentation accountability. Violations may result in regulatory findings in addition to employment action.

Policy Authority

This policy supplements the Medication Administration Policy, MAR Signature Compliance Policy, and Incident Reporting policies. Honorworth Homecare reserves the right to interpret, enforce, and modify this policy in accordance with applicable law. This policy does not alter the at-will employment relationship.

CONTROLLED SUBSTANCES DOCUMENTATION & ACCOUNTABILITY POLICY

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DIRECT CARE STAFF CONDUCT, SUPERVISION & DAILY RESPONSIBILITIES
ACKNOWLEDGMENT

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Honorworth Homecare provides services to adults with disabilities who rely on consistent supervision, care, and support. This policy outlines required standards of conduct and daily responsibilities for direct care staff. Compliance with these expectations is a condition of employment and is essential to client safety, dignity, and regulatory compliance.

Telephone & Personal Communication Use

Employees may use telephones while on duty only for work-related purposes or emergencies. Personal phone calls are permitted only in emergency situations and must not exceed five (5) minutes. Long personal conversations, excessive texting, social media use, or phone use while supervising clients is prohibited. Phone use must never interfere with supervision, service delivery, or client safety.

Sleeping, Resting & Use of Client Furniture

Employees must remain awake, alert, and actively engaged in supervision and service delivery at all times while on duty. Sleeping, napping, lying down, or resting on beds, couches, or other client furniture is strictly prohibited. Sitting idle for extended periods without performing assigned duties is also prohibited. Such conduct compromises supervision and violates professional boundaries.

Level of Supervision & DODD Compliance

Employees are required to provide supervision in accordance with each individual's service plan and applicable Ohio Department of Developmental Disabilities (DODD) requirements. Employees may not leave individuals unattended, reduce supervision levels, or modify supervision without authorization. Passive supervision, including remaining disengaged or distracted, does not meet supervision requirements.

Cleaning & Household Responsibilities

Cleaning is a required part of the job on every shift. Employees are expected to actively clean and maintain the client's environment, including wiping surfaces, cleaning common areas, assisting with dishes, trash removal, bathroom upkeep, and maintaining sanitary conditions. There is always something that requires cleaning or tidying during a shift. Failure to perform routine cleaning duties is considered failure to perform assigned job responsibilities.

Daily Documentation & Behavior Support Requirements

Employees must complete all required daily documentation accurately and on time, including service

DIRECT CARE STAFF CONDUCT, SUPERVISION & DAILY RESPONSIBILITIES

ACKNOWLEDGMENT

Updated: 12/15/2025

notes, daily logs, and behavior support forms when applicable. Documentation must reflect actual services provided, cleaning performed, supervision provided, and observed behaviors. Missing, incomplete, late, or falsified documentation is prohibited.

Client Engagement & Use of Downtime

Employees are expected to actively engage clients in appropriate activities, routines, skill-building, and supervision throughout the shift. Downtime does not mean free time. Employees may not sit idle, remain disengaged, or focus on personal activities instead of client care. Failure to engage clients appropriately is a performance issue and may result in disciplinary action.

Personal Affairs & Professional Boundaries

Employees must maintain professional boundaries with individuals receiving services at all times. Employees may not discuss personal affairs with clients, including but not limited to personal relationships, financial problems, family issues, romantic matters, legal issues, or workplace grievances. Conversations with clients must remain appropriate, respectful, and focused on the client's care, interests, and well-being.

Meal Preparation & Ensuring Client Nutrition

Employees are responsible for ensuring that individuals receiving services are provided meals in accordance with care plans, dietary needs, and service expectations. This includes ensuring clients have dinner when scheduled or required. Failure to ensure appropriate meals may place individuals at risk and constitutes neglect.

Food Availability & Required Reporting

If a client does not have adequate food available, employees must immediately contact the Honorworth Homecare office and report the situation. Employees may not ignore food shortages, delay reporting, or attempt to resolve the issue independently without notifying management.

Client Appearance, Clothing & Weather Appropriateness

Employees are responsible for ensuring that individuals receiving services are appropriately dressed at all times, including clothing suitable for the weather, planned activities, and community outings. This includes ensuring clients are dressed warmly in cold weather, appropriately in hot weather, and with proper footwear and outerwear as needed. Failure to ensure appropriate clothing may place individuals at risk and constitutes neglect.

Smoking, Vaping & Tobacco Use

Employees may not smoke, vape, or use tobacco products in client homes, client vehicles, or any vehicle while transporting or accompanying a client. Smoking in the presence of clients or exposing clients to smoke is prohibited.

Children & Non-Authorized Individuals

Employees may not bring their children or any non-authorized individuals to work, client homes, or service settings at any time. Employees may also not bring clients into contact with their own children or involve clients in personal family activities.

Client Service Plans & Required Review

Employees are required to read, understand, and follow each client's individual service plan, behavior support plan, and any posted or provided care instructions. Service plans are provided in each client's

DIRECT CARE STAFF CONDUCT, SUPERVISION & DAILY RESPONSIBILITIES

ACKNOWLEDGMENT

Updated: 12/15/2025

home and outline required supervision levels, routines, restrictions, and supports. Failure to review or follow the service plan is a serious violation.

Communication With the Office

Employees are required to maintain communication with the Honorworth Homecare office regarding issues affecting client safety, care, staffing, supplies, behavior changes, household conditions, or concerns during a shift. Failure to report issues in a timely manner is prohibited.

Enforcement & Disciplinary Action

Failure to comply with this policy may result in disciplinary action, up to and including immediate termination, depending on severity, frequency, and impact on client safety or regulatory compliance.

Policy Authority

This policy supplements other Honorworth Homecare policies and does not alter the at-will employment relationship. Honorworth Homecare reserves the right to interpret, enforce, and modify this policy in accordance with applicable law.

DIRECT CARE STAFF CONDUCT, SUPERVISION & DAILY RESPONSIBILITIES

ACKNOWLEDGMENT

Updated: 12/15/2025



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DRUG-FREE WORKPLACE & FITNESS FOR DUTY POLICY

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Honorworth Homecare is committed to maintaining a safe, professional, and drug-free workplace. Employees must be fit for duty at all times while working. The use, possession, distribution, or being under the influence of drugs or alcohol while working is strictly prohibited.

Fitness for Duty

Employees are required to report to work fit for duty, meaning able to safely and effectively perform job responsibilities without impairment. An employee may be considered unfit for duty if their ability to perform work safely is impaired by drugs, alcohol, misuse of prescription medication, illness, fatigue, or any other condition that places individuals receiving services, coworkers, or others at risk.

Prohibited Conduct

The following conduct is prohibited while working, on duty, on call, or representing Honorworth Homecare: use, possession, sale, distribution, or manufacture of illegal drugs; being under the influence of alcohol, illegal drugs, or impairing substances; misuse of prescription or over-the-counter medications; reporting to work with detectable impairment; or refusal to comply with fitness-for-duty requirements or assessments. These prohibitions apply regardless of location, including client homes and community settings.

Prescription Medications

Employees using prescription or over-the-counter medications that may impair alertness, judgment, or motor function must notify management if the medication could affect job performance or client safety. Disclosure does not automatically disqualify an employee from work but allows Honorworth Homecare to assess safety risks.

Reasonable Suspicion & Fitness Assessments

Honorworth Homecare reserves the right to require a fitness-for-duty evaluation when there is reasonable suspicion that an employee is impaired or unable to perform job duties safely. Failure to cooperate with a fitness-for-duty assessment may result in disciplinary action, up to and including termination.

Client Safety Priority

Because Honorworth Homecare serves adults with disabilities, impairment while working may place individuals at immediate risk of harm. Client safety takes precedence over all other considerations.

DRUG-FREE WORKPLACE & FITNESS FOR DUTY POLICY

Updated: 12/15/2025

Immediate Termination (Zero-Tolerance Violations)

The following conduct may result in immediate termination of employment: working while under the influence of alcohol or illegal drugs; possession, distribution, or sale of illegal drugs while working; refusal to comply with fitness-for-duty requirements; misuse of medication that compromises client safety; or conduct related to impairment that places individuals receiving services at risk. This list is not exhaustive. Honorworth Homecare reserves the right to determine appropriate action based on circumstances and impact.

Ohio Legal Considerations

This policy is intended to comply with Ohio law and applicable federal regulations. Nothing in this policy alters the at-will employment relationship or an employee's rights under applicable law.

Policy Supremacy

This policy does not create a contract of employment and does not alter the at-will employment relationship. Honorworth Homecare reserves the right to interpret, enforce, and modify this policy at its discretion.

DRUG-FREE WORKPLACE & FITNESS FOR DUTY POLICY

Updated: 12/15/2025



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EMPLOYEE HANDBOOK RECEIPT & ACKNOWLEDGMENT

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

This acknowledgment confirms that the employee has received and understands the Honorworth Homecare Employee Handbook and related policies.

Receipt of Handbook

I acknowledge that I have received a copy of the Honorworth Homecare Employee Handbook and understand that it contains important information about the organization's policies, procedures, standards of conduct, and expectations.

Understanding & Compliance

I understand that I am responsible for reading, understanding, and complying with all policies contained in the handbook and any policies referenced or provided separately, including signed acknowledgments and updates issued by Honorworth Homecare.

No Contract of Employment

I understand that the Employee Handbook and its contents do not create a contract of employment, express or implied, and do not guarantee employment for any specific period of time.

At-Will Employment

I understand that my employment with Honorworth Homecare is **at-will**, meaning that either I or Honorworth Homecare may terminate the employment relationship at any time, with or without cause or notice, subject to applicable law.

Policy Changes

I understand that Honorworth Homecare may modify, revise, or eliminate policies at any time and that I am responsible for staying informed of current policies.

Questions & Clarification

I understand that if I have questions about the handbook or any policy, I should contact my supervisor or the Honorworth Homecare office for clarification.

The Signed copy of this form and all policies are in your employment file.

EMPLOYEE HANDBOOK RECEIPT & ACKNOWLEDGMENT

Updated: 12/15/2025



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GENERAL COMPLIANCE, ETHICS & LEGAL ACKNOWLEDGMENT

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Honorworth Homecare is committed to ethical conduct, legal compliance, and the protection of the individuals we serve. This acknowledgment outlines essential legal, ethical, and professional obligations that apply to all employees. Compliance with these requirements is a condition of employment and is critical to maintaining client safety, trust, and regulatory compliance.

Equal Employment Opportunity, ADA & Legal Protections

Honorworth Homecare is an equal employment opportunity employer and complies with all applicable federal and Ohio laws enforced by the Equal Employment Opportunity Commission (EEOC). Employment decisions are made without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, military status, or any other protected classification. Honorworth Homecare also complies with the Americans with Disabilities Act (ADA) by providing reasonable accommodations when required by law and with the Family and Medical Leave Act (FMLA), jury duty laws, and military leave protections. Nothing in this policy alters the at-will employment relationship.

Prohibition on Accepting Money, Gifts, or Items of Value

Employees are strictly prohibited from accepting money, gifts, tips, loans, favors, services, or anything of value from individuals receiving services, their family members, guardians, or representatives. Employees may not request, borrow, or receive financial assistance from clients, nor may they engage in personal financial transactions with clients. This prohibition exists to prevent exploitation, conflicts of interest, and undue influence. Violation of this provision is considered a serious ethical breach and may result in immediate termination.

Use of Client Property

Employees may not use client property for personal purposes under any circumstances. This includes, but is not limited to, telephones, computers, internet access, food, beverages, money, vehicles, household items, or supplies. Unauthorized use of client property is considered exploitation and a violation of client rights and waiver requirements. Such conduct undermines trust and client safety and may result in immediate termination.

GENERAL COMPLIANCE, ETHICS & LEGAL ACKNOWLEDGMENT

Updated: 12/15/2025

Seeking Employment or Personal Benefit from Clients

Employees are prohibited from seeking, soliciting, or accepting employment, private work, housing, financial benefit, gifts, services, or any personal advantage from individuals receiving services or their families during or after service provision. Employees may not offer to provide services outside of Honorworth Homecare or use their position to create personal opportunities. This restriction protects clients from coercion and preserves professional boundaries. Violations may result in immediate termination.

Confidentiality & Sharing Client Information

Employees are required to protect the confidentiality and privacy of individuals receiving services at all times. Client information may only be accessed or shared for legitimate work-related purposes and with authorized individuals. Sharing client information with friends, family members, or unauthorized persons—whether verbally, electronically, or through social media—is strictly prohibited. Breaches of confidentiality place clients at risk and may result in immediate termination.

Solicitation & Distribution of Literature

Employees are prohibited from soliciting or distributing literature, materials, money, or causes of any kind while working, while on duty, or while present in client homes or service settings. This includes religious, political, personal business, charitable, or commercial solicitation. Solicitation interferes with professional service delivery and may create discomfort or undue influence for clients and families.

Conflict of Interest & Waiver Beneficiary Protections

Employees must avoid conflicts of interest and may not place personal, financial, or professional interests above the welfare of individuals receiving services or the responsibilities owed to Honorworth Homecare. Employees are required to comply with all waiver requirements, beneficiary protections, and individual service plans designed to safeguard client rights, dignity, and safety. Any conduct that compromises waiver compliance or client protections may result in disciplinary action, up to and including immediate termination.

Protected Leaves of Absence

Honorworth Homecare complies with all legally protected leaves of absence, including jury duty, military leave, and approved medical or family leave as required by law. Employees are expected to follow agency procedures when requesting leave, providing notice, and submitting required documentation. Abuse or misuse of protected leave may result in corrective action consistent with applicable law.

Enforcement & Disciplinary Action

Violations of any provision in this acknowledgment may result in disciplinary action, up to and including immediate termination, depending on the nature, severity, frequency, and impact of the conduct. Honorworth Homecare reserves the right to bypass progressive discipline when client safety, trust, or regulatory compliance is compromised.

Policy Authority

This acknowledgment supplements, but does not replace, other Honorworth Homecare policies. Honorworth Homecare reserves the right to interpret, enforce, and modify policies at its discretion in accordance with applicable law.

GENERAL COMPLIANCE, ETHICS & LEGAL ACKNOWLEDGMENT

Updated: 12/15/2025



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INCIDENT REPORTING & UNUSUAL INCIDENT PROCEDURES POLICY

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Honorworth Homecare requires accurate, timely, and complete reporting of all incidents and unusual events involving individuals receiving services, staff, or operations. Proper incident reporting is essential to protect client safety, ensure regulatory compliance, and support effective corrective action.

Definition of an Incident

An incident includes any event, situation, or condition that is unusual, unexpected, or may place an individual, employee, or the organization at risk. Incidents may involve individuals receiving services, employees, visitors, or third parties.

Unusual Incidents

Unusual incidents include, but are not limited to injuries, medication errors, missing persons, behavioral incidents, accidents, neglect, abuse, exploitation, medical emergencies, law enforcement involvement, hospitalization, property damage, or any event that deviates from the individual service plan or normal operations.

Duty to Report

Employees must immediately report all incidents and unusual incidents upon becoming aware of them. Reporting is required regardless of perceived severity, fault, or outcome.

Employees are not responsible for determining whether an incident meets regulatory thresholds. When in doubt, report.

Reporting Procedures

Employees must:

- Notify a supervisor or management immediately

INCIDENT REPORTING & UNUSUAL INCIDENT PROCEDURES POLICY

Updated: 12/15/2025

- Complete required incident reports fully, accurately, and honestly
- Submit documentation within required agency and regulatory timelines
- Cooperate with follow-up requests or investigations

Verbal notification alone is not sufficient. Written documentation is required.

Timeliness & Accuracy

Incident reports must be completed as soon as possible following the event. Delayed, incomplete, misleading, or inaccurate reports are prohibited.

Altering, falsifying, backdating, or omitting information from an incident report is strictly prohibited.

Client Safety Priority

Because Honorworth Homecare serves adults with disabilities, incidents may present immediate risks to health, safety, or welfare. Employees must take appropriate steps to ensure the individual's safety while reporting the incident in accordance with policy.

Investigation & Management Review

Honorworth Homecare will review all incident reports and take appropriate action, which may include internal investigation, corrective action, additional training, or reporting to external agencies as required.

The organization reserves the right to determine appropriate responses based on circumstances and regulatory obligations.

Immediate Termination (Zero-Tolerance Violations)

The following conduct may result in immediate termination of employment:

- Failure to report an incident or unusual event
- Intentionally delaying or withholding an incident report
- Falsification, alteration, or misrepresentation of incident documentation
- Retaliation related to incident reporting
- Interference with an investigation

This list is not exhaustive. Honorworth Homecare reserves the right to determine appropriate action based on circumstances and impact.

INCIDENT REPORTING & UNUSUAL INCIDENT PROCEDURES POLICY

Updated: 12/15/2025

Ohio Regulatory & Legal Considerations

Honorworth Homecare operates in accordance with Ohio Revised Code Chapter 5123, Ohio Administrative Code Chapter 5123, and requirements of the Ohio Department of Developmental Disabilities (DODD) related to incident reporting and unusual incident management. Failure to comply may result in regulatory findings and disciplinary action.

Policy Supremacy

This policy does not create a contract of employment and does not alter the at-will employment relationship. Honorworth Homecare reserves the right to interpret, enforce, and modify this policy at its discretion.

INCIDENT REPORTING & UNUSUAL INCIDENT PROCEDURES POLICY

Updated: 12/15/2025



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LEVEL OF SUPERVISION POLICY

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Honorworth Homecare provides services under the oversight of the Hamilton County Board of Developmental Disabilities and the Ohio Department of Developmental Disabilities (DODD). Each individual served has specific supervision requirements documented in their Ohio Individual Service Plan (ISP). Employees are required to follow supervision requirements **exactly as written**, including supervision that varies by setting and activity. Failure to do so places individuals at risk and is a serious violation of employment standards.

Supervision Is Defined by Setting

Supervision requirements may differ depending on where services are being provided. Employees must follow the supervision level specified in the ISP for each setting, including but not limited to:

- In the home
- In the community
- During transportation
- At work, day programs, or activities

Employees may not assume that supervision requirements are the same in all settings. A person who requires supervision in the home may have different supervision requirements in the community, and vice versa. Staff must review and follow the ISP for each setting every time services are provided.

LEVEL OF SUPERVISION POLICY

Updated: 12/15/2025

Levels of Supervision (Ohio ISP Definitions)

General Supervision

Staff must be able to hear or contact the individual if they call for help and respond within a few minutes. Staff must remain attentive, available, and aware of the individual's location.

Auditory Supervision

Staff must be able to hear the individual at all times and respond quickly. Being distracted, wearing headphones, sleeping, or being out of hearing range violates this requirement.

Visual Supervision

Staff must be able to see the individual at all times and provide support or direction immediately. Being in another room, outside, or out of sight does not meet this requirement.

Close & Constant Supervision

Staff may never leave the individual and must always be able to respond immediately. This is the highest level of supervision and requires continuous presence and attention.

Community Supervision Requirements

When an individual is in the community, supervision must follow the community-specific supervision level listed in the ISP. Employees may not leave an individual alone in public spaces, stores, vehicles, or community settings unless the ISP specifically authorizes no paid supports. Staff must remain alert to environmental risks, strangers, traffic, and unexpected situations.

Bathroom and Personal Care Supervision

When the ISP includes instructions regarding bathroom use, toileting, hygiene, or personal care, employees must follow those instructions exactly. This may include requirements such as remaining within hearing distance, visual supervision, standing outside the door, or providing direct assistance. Employees may not assume privacy requirements override supervision requirements. Bathroom and toileting supervision is a critical safety area and must be followed as written in the ISP.

Employee Responsibilities

Employees are responsible for:

- Knowing the supervision level listed in the ISP
- Knowing how supervision changes by setting (home vs. community)
- Knowing any specific instructions related to bathroom use or personal care
- Reviewing the ISP before every shift and when assigned to a new client

If an employee is unsure of supervision requirements at any time, they must contact the Honorworth Homecare office **before proceeding**.

LEVEL OF SUPERVISION POLICY

Updated: 12/15/2025

Prohibited Actions

Employees may not leave individuals unattended, reduce supervision, assume another staff member is supervising without confirmation, ignore bathroom supervision instructions, or follow another staff member's actions if those actions violate the ISP. Statements such as "that's how it's usually done" or "someone else did it" are not acceptable.

Disciplinary Action

Failure to follow ISP-required supervision, including setting-specific supervision or bathroom supervision instructions, is considered a serious safety violation and may result in disciplinary action up to and including immediate termination.

Policy Authority

This acknowledgment supplements all Honorworth Homecare policies and does not alter the at-will employment relationship. Honorworth Homecare enforces supervision requirements in accordance with Ohio ISP documentation and Hamilton County DODD expectations.



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MANDATORY REPORTING, ABUSE, NEGLECT & EXPLOITATION POLICY

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Honorworth Homecare is committed to protecting the health, safety, dignity, and rights of the individuals we serve. All employees have a legal and ethical obligation to immediately report suspected or actual abuse, neglect, exploitation, or conditions that place individuals at risk. Failure to report is a serious violation of employment standards and will not be tolerated.

Definitions

Abuse includes physical, verbal, sexual, emotional, or psychological harm.

Neglect includes failure to provide required supervision, care, services, or supports.

Exploitation includes misuse of an individual's funds, property, resources, or personal information for personal benefit.

Abuse, neglect, and exploitation may be intentional or unintentional and may be committed by employees, caregivers, family members, visitors, or others.

Duty to Report

All employees are mandatory reporters. Employees must immediately report any known or suspected abuse, neglect, exploitation, or unsafe condition involving an individual receiving services.

Employees are not required to prove abuse or investigate. Suspicion alone requires reporting.

Reporting Requirements & Timelines

Reports must be made:

- Immediately upon becoming aware of the concern
- To a supervisor or management without delay
- In accordance with Honorworth Homecare procedures and applicable regulatory timelines

MANDATORY REPORTING, ABUSE, NEGLECT & EXPLOITATION POLICY

Updated: 12/15/2025

Delaying a report, waiting for confirmation, or discussing concerns with coworkers instead of reporting is prohibited.

Prohibition on Retaliation or Delay

Employees may not delay reporting, withhold information, or wait until a disciplinary meeting, investigation, or termination discussion to disclose concerns. Reports must be timely and made independently of any employment action.

Good-faith reporting is protected from retaliation.

Client Safety Priority

Because Honorworth Homecare serves adults with disabilities, failure to report abuse, neglect, or exploitation may place individuals at immediate risk and may result in harm, service disruption, or regulatory violations. Protecting individuals takes priority over personal concerns, relationships, or fear of consequences.

Investigation & Management Discretion

Honorworth Homecare will promptly review all reports and take appropriate action in accordance with law and regulation. The organization reserves the right to take immediate corrective action to protect individuals receiving services.

Immediate Termination (Zero-Tolerance Violations)

The following conduct may result in immediate termination of employment:

- Failure to report known or suspected abuse, neglect, or exploitation
- Intentionally delaying or withholding a report
- Retaliatory reporting or false allegations
- Interfering with or attempting to influence an investigation
- Leaving an individual unattended or unsupervised

This list is not exhaustive. Honorworth Homecare reserves the right to determine appropriate action based on circumstances and impact.

MANDATORY REPORTING, ABUSE, NEGLECT & EXPLOITATION POLICY

Updated: 12/15/2025

Ohio Regulatory & Legal Considerations

Honorworth Homecare operates in accordance with Ohio Revised Code Chapter 5123, Ohio Administrative Code Chapter 5123, and requirements of the Ohio Department of Developmental Disabilities (DODD), which mandate mandatory reporting and protection of individuals receiving services. Failure to comply may result in regulatory findings, corrective action, and disciplinary measures, up to and including termination.

Policy Supremacy

This policy does not create a contract of employment and does not alter the at-will employment relationship. Honorworth Homecare reserves the right to interpret, enforce, and modify this policy at its discretion.

MANDATORY REPORTING, ABUSE, NEGLECT & EXPLOITATION POLICY

Updated: 12/15/2025



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**MEDICATION ADMINISTRATION RECORD (MAR) SIGNATURE COMPLIANCE &
PROGRESSIVE DISCIPLINE POLICY**

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Applies to: All Employees Authorized to Handle or Administer Medications

Must be acknowledged by: All Employees

Authorization & Certification Requirement

Only employees who have successfully completed required training and hold current, valid medication administration certification as required by Honorworth Homecare and the Ohio Department of Developmental Disabilities (DODD) are authorized to handle, administer, count, document, or otherwise interact with controlled substances. Employees who have not passed required medication training, who have failed competency assessments, whose certification has expired, or whose authorization has been revoked are strictly prohibited from passing medications, assisting with medication administration, completing controlled substance counts, or signing controlled substance documentation under any circumstances. Employees are responsible for knowing their authorization status. Violation of this requirement may result in disciplinary action, up to and including immediate termination.

Honorworth Homecare requires accurate, complete, and timely documentation of all medication administration. The Medication Administration Record (MAR) is a legal and clinical document. Failure to properly sign the MAR compromises client safety, violates DODD requirements, and exposes individuals and the agency to significant risk. This policy is for employees who are certified to pass medication but must also be acknowledged by uncertified staff.

MAR Signature Requirement

Employees authorized to administer medications must:

- Accurately document each medication administered
- Sign or initial the MAR at the time of administration as required
- Never leave a medication entry unsigned, incomplete, or delayed

**MEDICATION ADMINISTRATION RECORD (MAR) SIGNATURE COMPLIANCE &
PROGRESSIVE DISCIPLINE POLICY**

Updated: 12/15/2025

Failure to sign the MAR is considered a documentation error and a medication administration violation.

Progressive Discipline for Missing MAR Signatures

Unless circumstances warrant immediate termination, the following progressive discipline will generally apply for missing MAR signatures, tracked on a rolling 12-month basis:

First Occurrence

Verbal warning and documented coaching. The employee will receive retraining on medication administration and documentation requirements.

Second Occurrence

Written warning placed in the employee's personnel file. Additional retraining may be required, and the employee may be subject to increased supervision or auditing.

Third Occurrence

Final written warning and/or suspension. Continued authorization to administer medications may be reviewed or restricted.

Fourth Occurrence

Termination of employment.

Honorworth Homecare reserves the right to accelerate discipline or bypass steps based on severity, frequency, or risk to client safety.

Immediate Termination (Zero-Tolerance Situations)

The following conduct may result in immediate termination, regardless of prior discipline:

- Pattern of missing MAR signatures demonstrating disregard for documentation requirements
- Signing for medications not personally administered
- Failure to sign the MAR resulting in a medication error, adverse event, or risk to an individual
- Refusal to comply with MAR documentation requirements

Client Safety & Regulatory Priority

Because Honorworth Homecare serves adults with disabilities, medication documentation errors may place individuals at risk of overdose, missed doses, or medical harm. MAR compliance is a condition of employment for employees authorized to administer medications.

MEDICATION ADMINISTRATION RECORD (MAR) SIGNATURE COMPLIANCE &
PROGRESSIVE DISCIPLINE POLICY

Updated: 12/15/2025

Ohio & DODD Regulatory Considerations

This policy is intended to comply with Ohio Administrative Code Chapter 5123 and requirements of the Ohio Department of Developmental Disabilities (DODD) related to medication administration and documentation. Failure to comply may result in regulatory findings, corrective action, and disciplinary measures.

Management Discretion

Honorworth Homecare reserves the right to determine appropriate disciplinary action based on the circumstances, frequency of violations, and impact on client safety. This policy does not alter the at-will employment relationship.

MEDICATION ADMINISTRATION RECORD (MAR) SIGNATURE COMPLIANCE &
PROGRESSIVE DISCIPLINE POLICY

Updated: 12/15/2025



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NO CALL NO SHOW JOB ABANDONMENT POLICY

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Honorworth Homecare provides essential, direct care services to adults with disabilities. Failure to report for a scheduled shift without notice places individuals at risk and disrupts continuity of care. Accordingly, No Call / No Show incidents are treated as serious violations of employment standards.

Definition of No Call / No Show

A No Call / No Show occurs when an employee:

- Fails to report for a scheduled shift and
- Fails to notify Honorworth Homecare using the required call-off procedure prior to the start of the shift

Notification through a coworker, or social media does not satisfy the call-off requirement.

Call-off Procedure

Employees must notify their supervisor or designated on-call contact:

- At least 2 hours before the scheduled shift when possible, or
- Immediately upon becoming aware of an emergency preventing attendance

Notification must be made by direct phone call, email or text unless otherwise authorized

Client Safety and Regulatory Impact

Because Honorworth Homecare serves adults with disabilities:

- Missed shifts may result in lack of supervision or support
- Client health and safety may be directly compromised
- Service interruptions may violate care plans, waiver requirements, or contractual obligations

For these reasons, attendance violations are subject to heightened scrutiny.

Disciplinary Action:

NO CALL NO SHOW JOB ABANDONMENT POLICY

Updated:

12-15-2025

A No Call / No Show may result in disciplinary action, up to and including **immediate termination**, depending on the circumstances and impact on client safety. Honorworth Homecare reserves the right to bypass progressive discipline when warranted.

Job Abandonment

Failure to report for a scheduled shift and failure to contact Honorworth Homecare for one (1) full scheduled workday may be considered job abandonment. Job abandonment may be treated as a voluntary resignation, effective as of the employee's last day worked.

Honorworth Homecare may make reasonable attempts to contact the employee using information on file; however, the responsibility to report absences remains with the employee

Exceptions

This policy may be waived in rare circumstances involving verified emergencies, hospitalization, or other extraordinary events. Supporting documentation may be required. Approval of any exception is at management's sole discretion.

Ohio Regulatory and Legal Considerations

Honorworth Homecare operates in accordance with applicable Ohio Revised Code Chapter 5123, Ohio Administrative Code Chapter 5123, and requirements of the Ohio Department of Developmental Disabilities (DODD), which mandate the protection of the health, safety, and welfare of individuals receiving services. Employees assigned to provide direct care or supervision are required to report as scheduled to ensure continuity of services and compliance with individual service plans. A No Call / No Show may constitute a failure to meet these obligations and may place individuals at risk, subject the agency to regulatory findings, and result in immediate corrective or disciplinary action, up to and including termination.

NO CALL NO SHOW JOB ABANDONMENT POLICY

Updated:

12-15-2025



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PROGRESSIVE DISCIPLINE & MANAGEMENT DISCRETION POLICY

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Honorworth Homecare is committed to maintaining professional standards, regulatory compliance, and the health and safety of the individuals we serve. This policy establishes a framework for corrective action while preserving management's discretion to take appropriate action based on the severity of the conduct and its impact on client safety and operations.

Purpose of Progressive Discipline

Progressive discipline is intended to:

- Address performance or conduct issues promptly and fairly
- Provide employees with notice of deficiencies and an opportunity to improve
- Protect clients, coworkers, and the organization
- Support consistent and documented decision-making

Progressive discipline is not a guarantee of continued employment.

Progressive Discipline Steps

Depending on the nature and severity of the issue, corrective action may include one or more of the following:

1. Verbal warning
2. Written warning
3. Final written warning
4. Suspension (with or without pay)
5. Termination of employment

Honorworth Homecare is not required to follow these steps in sequence.

PROGRESSIVE DISCIPLINE & MANAGEMENT DISCRETION POLICY

Updated:

12-15-2025

Management Discretion

Honorworth Homecare reserves the right to skip any step in the progressive discipline process and to impose immediate discipline, up to and including termination, when warranted by the circumstances.

Examples include, but are not limited to:

- Conduct that places an individual receiving services at risk
- No Call / No Show or job abandonment
- Abuse, neglect, or exploitation (suspected or confirmed)
- Violations of confidentiality or client privacy
- Falsification of records or timekeeping
- Failure to follow care plans or supervisory instructions
- Violations of law, regulation, or agency policy

Client Safety Priority

Because Honorworth Homecare provides direct care to adults with disabilities, client health, safety, dignity, and welfare take precedence over progressive discipline. Any conduct that compromises or threatens these interests may result in immediate corrective action.

Documentation

All disciplinary actions may be documented and maintained in the employee's personnel file. Documentation is intended to reflect management's assessment of the situation and does not create a contractual obligation or alter the at-will employment relationship.

No Retaliation

Honorworth Homecare prohibits retaliation against any employee who, in good faith, reports concerns, incidents, or violations of policy or law.

Ohio Legal Considerations

This policy is intended to be consistent with Ohio at-will employment law and applicable federal and state regulations. Nothing in this policy limits Honorworth Homecare's right to manage, discipline, or terminate employment in accordance with the law.

PROGRESSIVE DISCIPLINE & MANAGEMENT DISCRETION POLICY

Updated:

12-15-2025

Policy Supremacy

This policy does not create a contract of employment and does not alter the at-will employment relationship. In the event of any inconsistency, management's written determination shall govern unless otherwise required by law.

PROGRESSIVE DISCIPLINE & MANAGEMENT DISCRETION POLICY

Updated:

12-15-2025



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TIMELY REPORTING, INCIDENT DISCLOSURE & DISCIPLINARY MEETINGS POLICY

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Honorworth Homecare requires employees to promptly and appropriately report critical incidents, safety concerns, policy violations, and suspected misconduct. Reporting obligations exist independently of any disciplinary process. Delayed or retaliatory reporting undermines client safety, regulatory compliance, and the integrity of investigations and will not be tolerated.

Duty to Report

Employees are required to immediately report concerns involving client safety, abuse, neglect, exploitation, policy violations, or unsafe conditions in accordance with agency reporting procedures and required timelines.

Failure to report known or suspected incidents in a timely manner may itself constitute a policy violation.

Timely Reporting Expectations

Reports must be made:

- As soon as the employee becomes aware of the incident or concern
- Through the appropriate reporting channels
- Within required regulatory and agency timelines

Waiting to report an incident until a disciplinary meeting, performance review, investigation, or termination discussion is not considered timely reporting.

TIMELY REPORTING, INCIDENT DISCLOSURE & DISCIPLINARY MEETINGS POLICY
Updated: 12/15/2025

Reporting During Disciplinary Meetings

Disciplinary meetings are intended to address the employee's conduct or performance. Employees may not delay reporting known incidents or concerns and later raise them for the first time during a disciplinary meeting, grievance, or termination discussion as a substitute for proper reporting.

Allegations raised for the first time during discipline will be reviewed separately, but they do not excuse, justify, or negate the employee's own conduct or attendance violations.

No Retaliatory or Strategic Reporting

Reports made solely in response to disciplinary action, and not within appropriate reporting timelines, may be considered untimely, retaliatory, or improper, depending on the circumstances. Honorworth Homecare reserves the right to evaluate the credibility, timing, and intent of such reports.

Nothing in this policy prohibits good-faith reporting; however, good-faith reporting requires timely disclosure consistent with agency expectations.

Client Safety Priority

Because Honorworth Homecare serves adults with disabilities, delayed reporting of incidents or concerns may place individuals at risk and compromise required supervision, care plans, and regulatory compliance. Timely reporting is a condition of employment.

Investigation & Management Discretion

Honorworth Homecare will review all reported concerns and determine appropriate action. The organization reserves the right to proceed with disciplinary action related to the employee's conduct regardless of whether additional concerns are raised during the disciplinary process.

Immediate Termination (Zero-Tolerance Violations)

The following conduct may result in immediate termination of employment:

- Knowingly failing to report abuse, neglect, exploitation, or safety risks
- Intentionally withholding information until discipline or termination discussions
- Making false or misleading allegations
- Retaliatory reporting intended to interfere with discipline or investigations

This list is not exhaustive. Honorworth Homecare reserves the right to determine appropriate corrective action based on circumstances and impact.

TIMELY REPORTING, INCIDENT DISCLOSURE & DISCIPLINARY MEETINGS POLICY
Updated: 12/15/2025

Ohio Regulatory & Legal Considerations

Honorworth Homecare operates in accordance with Ohio Revised Code Chapter 5123, Ohio Administrative Code Chapter 5123, and requirements of the Ohio Department of Developmental Disabilities (DODD), which mandate timely reporting of incidents and protection of individuals receiving services. Failure to comply may result in regulatory findings and disciplinary action.

Policy Supremacy

This policy does not create a contract of employment and does not alter the at-will employment relationship. Honorworth Homecare reserves the right to interpret, enforce, and modify this policy at its discretion.



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WORKING MEAL PERIODS & CONTINUOUS SUPERVISION POLICY

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Honorworth Homecare provides services to individuals who require continuous supervision and support. Due to the nature of direct care services and supervision requirements under Ohio Department of Developmental Disabilities (DODD) rules and individual service plans (ISPs), direct care staff do not receive uninterrupted, off-duty meal breaks. Instead, staff have working meal periods during which supervision and care responsibilities continue.

No Uninterrupted Meal Breaks

Direct care staff are not relieved of duties for meal periods. There are no unpaid or off-duty meal breaks during shifts requiring supervision. Employees remain responsible for client supervision, safety, and support at all times during their shift.

Working Meal Periods

Employees may eat meals during their shift only when client supervision is maintained and service responsibilities are met. These meal periods are considered **working lunches**. Employees must remain **clocked in** during working meal periods and must continue to follow all ISP supervision requirements.

Supervision During Meals

While eating, employees must continue to provide the required level of supervision as outlined in the client's ISP. Employees may not leave the client unattended, reduce supervision, disengage, sleep, or become distracted during a working meal period. Eating may not interfere with the ability to respond immediately to the client's needs.

Prohibited Conduct During Working Meals

Employees may not clock out for meals, leave the premises, reduce supervision, or assume another staff member is supervising unless explicitly authorized. Employees may not use working meal periods as personal break time or engage in activities that compromise supervision.

WORKING MEAL PERIODS & CONTINUOUS SUPERVISION POLICY

Updated: 12/15/2025

Documentation & Timekeeping

Employees must accurately record time worked in accordance with Honorworth Homecare timekeeping procedures. Working meal periods must be recorded as time worked. Falsifying time records or clocking out while still providing supervision is prohibited.

Disciplinary Action

Failure to comply with this policy, including leaving supervision during a meal period, clocking out improperly, or reducing supervision while eating, may result in disciplinary action up to and including immediate termination due to the risk posed to individuals receiving services.

Policy Authority

This policy supplements all Honorworth Homecare supervision, attendance, and timekeeping policies. It does not alter the at-will employment relationship. Honorworth Homecare enforces this policy in accordance with Ohio law, DODD requirements, and individual ISP supervision standards.

WORKING MEAL PERIODS & CONTINUOUS SUPERVISION POLICY

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WORKPLACE RELATIONSHIPS, FRATERNIZATION & PROFESSIONAL BOUNDARIES POLICY

EFFECTIVE DATE:	12/15/2025
APPLIES TO:	ALL EMPLOYEES

Honorworth Homecare is committed to maintaining a professional, safe, and respectful work environment that prioritizes client safety, service continuity, and sound supervision. Workplace relationships that interfere with professional judgment, supervision, scheduling, or client care are not permitted.

Professional Boundaries

Employees are expected to maintain appropriate professional boundaries at all times. Personal relationships must not interfere with job performance, supervision, scheduling decisions, client care, or the work environment. Behavior that creates distractions, favoritism, conflicts of interest, or discomfort for others is prohibited.

Workplace Relationships & Dating

Romantic, dating, or intimate relationships between employees are strongly discouraged and may be restricted when they create or appear to create conflicts of interest; favoritism or perceived favoritism; scheduling or coverage issues; supervision or authority concerns; disruption to operations; or risk to client safety or service continuity. Honorworth Homecare reserves the right to evaluate workplace relationships and require corrective action to protect operations and individuals served.

Prohibited Relationships

The following relationships are not permitted: relationships between supervisors, managers, or lead staff and employees they supervise or influence; relationships where one employee has authority over scheduling, discipline, evaluations, or assignments of another; relationships that interfere with 24/7 coverage or relief requirements; or relationships that result in employees being distracted, leaving shifts early, failing to report, or engaging in unprofessional conduct.

Disclosure Requirement

Employees who enter into a romantic or intimate relationship with another employee must promptly disclose the relationship to management. Failure to disclose may result in disciplinary action, up to and including termination. Honorworth Homecare reserves the right to take appropriate action, which may include reassignment, schedule changes, or other corrective measures. There is no guarantee that both employees will be able to remain in their current roles or assignments.

WORKPLACE RELATIONSHIPS, FRATERNIZATION & PROFESSIONAL BOUNDARIES POLICY
Updated: 12/15/2025

Conduct Expectations

Employees engaged in workplace relationships must maintain professional behavior at all times, avoid displays of affection at work, avoid discussions of personal relationships during work time, and follow all attendance, coverage, and supervision requirements. Unprofessional conduct related to personal relationships is prohibited.

Client Safety Priority

Because Honorworth Homecare serves adults with disabilities, client safety and uninterrupted supervision take precedence over personal relationships. Any relationship that compromises supervision, coverage, or care may result in immediate corrective action.

Immediate Termination (Zero-Tolerance Violations)

The following conduct may result in immediate termination of employment: engaging in a relationship that results in client neglect, lack of supervision, or abandonment of duties; refusal to follow management directives related to separation, reassignment, or scheduling due to a relationship; retaliation, harassment, or intimidation related to a personal relationship; or dishonesty or failure to disclose a workplace relationship when required. This list is not exhaustive. Honorworth Homecare reserves the right to determine appropriate action based on circumstances and impact.

Ohio Legal Considerations

This policy is intended to be consistent with Ohio employment law and applicable regulations governing disability and home care services. Nothing in this policy alters the at-will employment relationship.

Policy Supremacy

This policy does not create a contract of employment. Honorworth Homecare reserves the right to interpret, enforce, and modify this policy at its discretion.



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CODE OF CONDUCT & PROFESSIONAL STANDARDS POLICY

EFFECTIVE DATE:	
APPLIES TO:	ALL EMPLOYEES

Honorworth Homecare is committed to providing safe, respectful, and high-quality services to adults with disabilities. Employees are expected to conduct themselves in a professional, ethical, and responsible manner at all times. Failure to meet these standards may place individuals at risk and will not be tolerated.

Professional Conduct Expectations

All employees are expected to:

- Act with honesty, integrity, and professionalism
- Treat individuals served, families, coworkers, and partners with respect and dignity
- Follow all care plans, supervisory instructions, and agency policies
- Maintain appropriate professional boundaries at all times

Conduct that undermines trust, safety, or service quality is prohibited.

Client Safety & Duty of Care

Employees have a duty to protect the health, safety, dignity, and welfare of individuals receiving services. Employees must never engage in conduct that endangers, neglects, exploits, or places individuals at risk.

Any behavior that compromises client safety may result in immediate corrective action, up to and including termination.

The following behaviors are strictly prohibited and may result in immediate discipline:

- Abuse, neglect, or exploitation of any individual
- Leaving an individual unattended or without required supervision
- Unauthorized early departure from a shift

CODE OF CONDUCT & PROFESSIONAL STANDARDS POLICY

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- Failure to follow care plans or safety protocols
- Falsification of records, time sheets, or documentation
- Theft, fraud, or misuse of agency or client property
- Harassment, intimidation, or inappropriate behavior
- Violation of confidentiality or client privacy
- Use of alcohol or illegal substances while working
- Insubordination or refusal to follow lawful instructions

This list is not exhaustive.

Immediate Termination (Zero-Tolerance Violations)

The following conduct is considered severe misconduct and may result in immediate termination of employment, without prior warning, due to the risk posed to individuals receiving services, coworkers, or the organization:

- Abuse, neglect, or exploitation of any individual (suspected or confirmed)
- Leaving an individual unattended or without required supervision
- Unauthorized early departure from a shift resulting in lack of coverage
- No Call / No Show or job abandonment involving direct care responsibilities
- Falsification or intentional misrepresentation of documentation, time records, or care notes
- Theft, fraud, or misuse of agency or client property
- Violation of confidentiality or unauthorized disclosure of protected information
- Reporting to work under the influence of alcohol or illegal substances
- Refusal to follow lawful instructions related to client safety or care
- Conduct that violates law, regulation, or DODD requirements

This list is not exhaustive. Honorworth Homecare reserves the right to determine whether conduct warrants immediate termination based on the circumstances and impact on client safety or regulatory compliance.

Compliance With Laws, Regulations & Policies

Employees are required to comply with:

- All Honorworth Homecare policies and procedures
- Applicable federal, state, and local laws

CODE OF CONDUCT & PROFESSIONAL STANDARDS POLICY

Updated: 12/15/2025

DATE

- Requirements of the Ohio Department of Developmental Disabilities (DODD)
- Individual service plans and waiver requirements

Failure to comply may result in disciplinary action

Reporting Concerns & Violations

Employees are required to report:

- Unsafe conditions
- Policy violations
- Suspected abuse, neglect, or exploitation
- Conduct that places individuals at risk

Reports may be made to a supervisor or management. Good-faith reporting is protected from retaliation.

Ohio Legal Considerations

This policy is intended to be consistent with Ohio law and applicable regulations governing disability and home care services. Nothing in this policy alters the at-will employment relationship.

Policy Supremacy

This policy does not create a contract of employment. Honorworth Homecare reserves the right to interpret, enforce, and modify this policy at its discretion.

CODE OF CONDUCT & PROFESSIONAL STANDARDS POLICY

Updated: 12/15/2025

DATE

WORKING MEAL PERIODS & CONTINUOUS SUPERVISION FREQUENTLY ASKED QUESTIONS (FAQ)

Honorworth Homecare

Do caregivers get meal breaks?

No. Direct care positions do not include uninterrupted, off-duty meal breaks. Due to supervision requirements, caregivers have **working meal periods** and remain responsible for client supervision at all times.

Am I clocked in while eating?

Yes. Working meal periods are paid time. You must remain **clocked in** while eating because you are still working and supervising the client.

Can I leave the home or step away to eat?

No. You may not leave the client, the home, or the service setting during a working meal period unless you have approval and confirmed relief coverage. Supervision must be maintained at all times.

What if the client is sleeping?

You are still responsible for supervision. Sleeping, lying down, or disengaging while the client sleeps is not permitted unless the ISP specifically authorizes reduced or intermittent supervision.

Can I eat if the client is eating?

Yes, as long as you continue to provide the required level of supervision and are able to respond immediately to the client's needs.

Can I eat while the client is in another room?

Only if the ISP allows that level of supervision (for example, general or auditory supervision). If the ISP requires visual or close and constant supervision, you must remain within sight of the client.

Can I clock out for lunch if nothing is happening?

No. There is no "nothing happening" time during a supervised shift. If supervision is required, you remain clocked in and responsible.

What if another staff member says it's okay to clock out?

Follow written policy and the ISP, not what others say. "Someone else did it" is not an acceptable reason for violating supervision or timekeeping rules.

Can I use my phone during a working meal?

Phone use is limited to emergencies only and may not exceed five minutes. Phone use may not interfere with supervision or response time.

What happens if I leave supervision during a meal?

Leaving supervision, clocking out improperly, or reducing supervision during a meal period is a serious violation and may result in disciplinary action, up to and including immediate termination.

What should I do if I'm unsure?

If you are unsure how to handle a meal period while maintaining supervision, **contact the Honorworth Homecare office immediately** before making a decision.

TOP 5 REASONS PEOPLE ARE TERMINATED IN THE FIRST WEEK

Honorworth Homecare

1. Not Completing Required Documentation

Failing to complete daily documentation, leaving notes incomplete, copying previous notes, documenting things that did not happen, or not submitting documentation by the end of the shift is one of the most common first-week termination reasons. Documentation is a required part of the job and must accurately reflect supervision, activities, cleaning, meals, and client behavior.

2. Attendance Issues

Calling off improperly, arriving late, leaving early without approval, or a No Call / No Show during the first week demonstrates unreliability and places clients at risk. Attendance and reliability are essential job functions in home care, especially where supervision is required.

3. Medication Violations

Passing medications without authorization or certification, failing to follow medication procedures, missing MAR signatures, falsifying medication records, or mishandling controlled substances are serious violations. Medication errors or documentation failures may result in immediate termination, even during the first week.

4. Sleeping, Lying Down, or Disengaging While on Duty

Getting caught sleeping, lying down, resting on client furniture, or disengaging from supervision (including excessive phone use) is a common first-week termination issue. Supervision must be active at all times, and sleeping on duty places clients at risk.

5. Not Following the Level of Supervision

Leaving a client alone, stepping out without approval, assuming coverage without confirmation, or reducing supervision in any way is a serious safety violation. Even a short period without supervision can result in immediate termination.

First-Week Reminder

These issues are avoidable. Read the ISP. Stay engaged. Clean every shift. Document everything. Follow medication rules. When unsure, contact the Honorworth Homecare office immediately.

Important Reminder: Do not follow the actions of other staff if you know they are wrong. Another employee's behavior does not make a violation acceptable. If you observe unsafe or improper conduct, report it to the office immediately and do not participate. Statements such as "someone else did it" will not be accepted as an excuse.

TOP 10 FIRST-WEEK MISTAKES TO AVOID

Honorworth Homecare

1. **Not Reading the Client's Ohio ISP**

Skipping or skimming the Ohio Individual Service Plan (ISP) is one of the most common and serious mistakes. The ISP tells you how to supervise the client, their routines, restrictions, communication needs, and goals. If you don't read it, you are not providing the correct care. Always read the ISP before and during your first shifts and ask questions if anything is unclear.

2. **Passive Supervision**

Sitting on your phone, watching TV, or "being present but disengaged" does not count as supervision. Clients must be actively supervised according to their ISP and DODD requirements. If you are distracted, the client is not being supervised.

3. **Excessive Phone Use**

Personal phone use is limited to emergencies only and no more than five minutes. Long phone calls, texting, or scrolling while working is a common first-week issue and leads quickly to discipline. Your attention should be on the client at all times.

4. **Not Cleaning During the Shift**

Cleaning is part of the job every shift. Waiting until the end of the shift or assuming someone else will clean is a mistake. There is always something to wipe down, organize, or clean. A clean environment supports client health and safety.

5. **Leaving Documentation Incomplete or Inaccurate**

Forgetting to complete documentation, rushing through it, or writing vague notes is a major first-week issue. Documentation must reflect what actually happened during the shift, including supervision, activities, cleaning, and behaviors. Incomplete or inaccurate documentation can lead to discipline.

6. **Ignoring Food or Meal Responsibilities**

Failing to ensure the client has meals, especially dinner when required, is a serious mistake. If food is missing or insufficient, you must contact the office immediately. Do not assume someone else will handle it.

7. **Poor Professional Boundaries**

Talking about your personal life, finances, relationships, or problems with clients is not appropriate. Clients are not your friends or therapists. Maintain professional boundaries and keep conversations focused on the client's care and interests.

8. **Using Client Property**

Using a client's phone, eating their food, using their internet, or borrowing items is not allowed. This is a common mistake in the first week and can be considered exploitation. Always use only what you are authorized to use.

9. **Not Communicating With the Office**

Trying to "figure it out yourself" instead of calling the office leads to problems. If you are unsure

about supervision, behaviors, food, medication issues, safety concerns, or documentation, call the office. When in doubt, call.

10. Leaving Early or Assuming Coverage

Leaving early without approval or assuming another staff member is covering is a serious violation. Always confirm relief coverage and get approval before leaving. Supervision must be continuous.

First-Week Reminder

Ask questions. Read the ISP. Stay engaged. Clean every shift. Document accurately. Maintain professional boundaries. When unsure, contact the Honorworth Homecare office.

When in doubt ask the office. We expect and encourage new employees to ask questions.