



Welcome To Nurses That Care LLC Home Care Agency

Handbook:

Nurses That Care LLC Home Care Agency provides In-home support services, community support and respite services to individuals and families in the areas of respite care, personal care, assistance with activities of daily living, and home management.

All with the goal of helping seniors be happy and healthy, while they enjoy an extended life at home.

To match each client with the caregivers and direct support workers who best complements their unique needs and personality, we strive to have as few caregivers as possible caring for each client so that relationships can be built.

Our Core Values

We are real, joyful and engaged.

We build genuine connections and care deeply about our team, clients and communities.

We see challenge as opportunity.

Through our persistence, creativity and resilience, we always find a way forward.

We relentlessly improve. EVERYTHING.

Our outcomes-based approach means we continuously improve to deliver more value.

We pursue growth.

We strive for continued growth and learning to increase the positive impact of our care.

About the Employee Handbook

This employee handbook sets out certain policies and procedures of Nurses That Care LLC Home Care Agency, policies and procedures can be changed, added to, supplemented or eliminated by Nurses That Care LLC Home Care Agency, from time to time, in Nurses That Care LLC Home Care Agency, discretion. Employees are responsible for staying up to date on all policies and procedures.

Nurses That Care LLC Home Care Agency, will publish new versions of the Handbook when policies or procedures are changed. Employees must always abide by the Handbook, as amended. This Handbook is considered confidential information.

This Handbook is intended to inform you about what you can expect from nurses that care llc home care agency as an employer, and what Nurses That Care LLC Home Care Agency, expects from you as an employee. The Handbook should not be considered all-inclusive but rather will serve as an overview of many of nurses that care llc home care agency policies and procedures.

You are responsible for reading and understanding this Handbook in its entirety. If you have any questions about the contents, please contact your supervisor.

nurses that care llc home care agency provides employees with a great working environment in which you will find respect and trust.

If you have a work-related issue, suggestion or concern, you are encouraged to talk with your supervisor. If you do not feel comfortable discussing certain issues with your supervisor, you may request to speak with Human Resources at any time.

Key Contacts

Your point of contact will always be your supervisor. You can get a hold of them by calling 610-424-9066 Ext 2.

If you need to contact Human Resource directly, please email hr@nursesthatcarellc.com

Code of Conduct

As a caregiver and a direct support worker with Nurses That Care LLC Home Care Agency, you play a vital role in providing compassionate, respectful, and professional care to our clients. This code of conduct outlines the standards of behavior and ethics that all caregivers must adhere to while representing our company and working in clients' homes.

Professionalism

1. **Dress Code:** Caregivers and Direct Support should maintain a clean and professional appearance by wearing appropriate attire while on duty.
2. **Punctuality:** Arrive on time for all scheduled shifts and appointments and notify Nurses That Care LLC Home Care Agency in advance if any delays or absences will occur.
3. **Communication:** Communicate clearly and respectfully with clients, their families, and company staff. Respond promptly to calls, messages, and inquiries.

Respect and Dignity

- **Client Rights:** Respect the rights, privacy, and confidentiality of all clients. Protect personal and medical information according to privacy laws and company policies.
- **Respect for Others:** Always act with fairness, honesty, integrity, and openness; respect the opinions of others and treat all with equality and dignity without regard to gender, race, color, creed, ancestry, place of origin, political beliefs, religion, marital status, disability, age, or sexual orientation.

Quality of Care

- **Competence:** Provide care within the scope of your training and qualifications. Seek guidance or additional training when needed.
- **Safety:** Follow all safety protocols and guidelines to ensure the well-being of clients. Report any hazards or incidents promptly to your supervisor.

Integrity and Ethics

- **Honesty:** Be truthful in all interactions with clients, families, and colleagues. Accurately report hours worked and tasks completed.

- **Boundaries:** Maintain appropriate professional boundaries with clients and their families. Avoid conflicts of interest and dual relationships (meaning where a caregiver or direct support worker has more than one type of relationship with a client or is concurrently in a relationship with someone closely associated with or related to a client).
- **Gifts and Gratuities:** Do not accept gifts, money, or gratuities from clients or their families.

Accountability

- **Responsibility:** Take responsibility for your actions and decisions. Report any errors, incidents, or concerns to your supervisor.
- **Documentation:** Complete all required documentation accurately and in a timely manner, following company procedures.

Continuous Improvement

- **Feedback:** Actively seek and be receptive to feedback from clients, families, and supervisors to improve the quality of care.
- **Professional Development:** Participate in ongoing training and development ●

opportunities to enhance skills and knowledge.

Conflict Resolution

- **Disputes:** Address any conflicts or concerns with clients, families, or colleagues in a professional and respectful manner.
- **Support:** Seek support from supervisors or Nurses That Care LLC Home Care Agency staff when needed to resolve issues effectively.

Conflict of Interest

Employees are required to support and advance the interests of Nurses That Care LLC Home Care Agency and avoid placing themselves in situations where their personal interests actually or potentially conflict with the interests of Nurses That Care LLC Home Care Agency or its clients. A conflict of interest occurs when an individual's personal interest or obligation may influence their decision-making or performance on behalf of Nurses That Care LLC Home Care Agency. It includes using an employee's position, or confidential information obtained by the employee in the course of employment or company time, material or facilities for personal gain or advancement or the expectation of personal gain or advancement.

A conflict may occur when an interest benefits any member of the employee's family, friends or business associates. Unauthorized use of company time or property for outside/personal activities or undertaking projects not related to the performance of an employee's duties is specifically prohibited.

To participate in other jobs or businesses that do business with or are in competition with Nurses That Care LLC Home Care Agency, an employee must disclose their intention before becoming involved and obtain approval. Otherwise, it could be a cause for immediate dismissal. In addition, outside jobs or activities that may restrict an employee's availability to work must likewise be disclosed and approved before an employee becomes involved.

Employees are responsible for identifying and reporting any possible conflict of interest situation, regardless of whether they derive any personal financial benefit, to their supervisor for evaluation. By following this procedure, employees will be assured that conflict of interest situations will be avoided.

- **You are not permitted to work privately with our clients outside of your role with Nurses That Care LLC Home Care Agency.**

Confidential Information and Obligations

In your role you will acquire information about certain matters and things which are confidential to Nurses That Care LLC Home Care Agency and/or our clients/employees and which information is the exclusive property of Nurses That Care LLC Home Care Agency and/or the client/employee.

You are required to treat all such information with the utmost confidentiality and privacy, and you are not to discuss or otherwise disclose any such information directly or indirectly in any manner whatsoever including to any other Nurses That Care LLC Home Care Agency employees except as may be necessary in the proper discharge of your employment duties.

Your responsibilities of confidentiality continue after you cease to be an employee and you will not disclose any such information without the prior written permission of Nurses That Care LLC Home Care Agency. Breaking client confidentiality is grounds for dismissal.

Relationships at Work

Nurses That Care LLC Home Care Agency success depends on positive employee morale and good team working relationships. We recognize that sometimes personal relationships can develop between people who work together.

Supervisory employees are not permitted to have romantic relationships with anyone in respect of whom they have the authority and/or responsibility, directly or indirectly, to hire, promote, discipline, evaluate, assign or direct. Violators shall be subject to disciplinary action, up to and including termination.

Should such a relationship develop, it is the responsibility of both parties and any employee who becomes aware of such a relationship, to report the existence of the relationship to Human Resources.

Nurses That Care LLC Home Care Agency does not have a policy against relationships between co-workers who are on the same reporting level. If at any time a romantic pursuit between co-workers becomes unwelcome or interferes with Nurses That Care LLC Home Care Agency positive and productive work environment, or in any way violates a company policy, Nurses That Care LLC Home Care Agency may take action to stop such conduct, including disciplining the employees involved.

All employees are expected to exercise good judgment and discretion regarding their relationships with co-workers, supervisors, clients, client family members, etc. Some relationships may create the appearance of a conflict of interest or favoritism. Employees must notify their supervisor or Human Resources if such a relationship is formed.

Health and Safety Policy

Nurses That Care LLC Home Care Agency is vitally interested in the health and safety of its employees and makes every reasonable effort to provide a safe, healthy work environment. All supervisors and employees must be dedicated to the continuing objective of a safe and healthy workplace.

Workplace safety is the responsibility of both Nurses That Care LLC Home Care Agency and their employees. All employees are expected to follow all relevant safety requirements and work safely at all times. Employees must immediately report any unsafe conditions to their supervisor or directly to Human Resources. Failure to do so, as well as failure to comply with the terms of all health and safety policies and the Health and Safety Act will lead to disciplinary action up to and including termination of employment.

Public Health

Nurses That Care LLC Home Care Agency prioritizes the health and safety of our clients and employees. We strictly adhere to all public health guidelines to ensure the highest standards of care and to prevent the spread of illness. This includes following recommended protocols for hygiene, infection control, and personal protective equipment. We also stay up to date on the latest public health advisories and adjust our practices accordingly.

New Employee Safety Orientation

All employees must complete an online orientation.

Safety Requirements for Clients

We ask the following of our clients to assist in providing a safe workplace for our employees:

- No one smoke while the caregiver is in a client's home.
- Perfumes/cologne and scented candles not be used during the shift.
- Pets are placed in another room, or tied if they are outside.
- Clients use respectful language and behaviors while Nurses That Care LLC Home Care Agency employees are in a client's home. Shouting, name-calling, swearing, sexually suggestive comments, inappropriate touching, alcohol and illegal drug use will not be tolerated during the shift.

Unsafe Client Request

Clients or their family members may offer an assignment that you feel is unsafe work. If this occurs, you should contact your supervisor immediately. Employees have the right to refuse unsafe work.

This policy acknowledges that no employee can be disciplined for acting in compliance.

CPR and First Aid Training Certifications

As a caregiver and direct support worker of Nurses That Care LLC Home Care Agency you are required by Nurses That Care LLC Home Care Agency to maintain your Basic Life Support (BLS) certification. These certifications are your responsibility and must be kept current by you.

Workplace Accidents or Injury

Any workplace accident or incident that results in injury (regardless of severity), property/equipment damage, or that could have resulted in injury (a near miss), must be

reported by employees to your supervisor at the first available opportunity. **Criteria for Notification**

The following shall be reported to Nurses That Care LLC Home Care Agency immediately:

- An accidental explosion or an accidental exposure to a biological, chemical or physical agent occurs at the place of employment, whether or not a person is injured.
- A catastrophic event or catastrophic equipment failure occurs at a place of employment that results, or could have resulted, in an injury.

All serious accidents such as this will be reported immediately at 610-424-9066 Ext 2

The following are considered serious accidents which warrant immediate notification to Nurses That Care LLC Home Care Agency Loss of consciousness:

- An amputation
- A fracture other than a fracture to fingers or toes
- A burn that requires medical attention
- A loss of vision in one or both eyes
- A deep laceration (stitches required)
- Admission to a hospital facility as in-patient
- Death

Accident Investigation Procedures

This procedure outlines Nurses That Care LLC Home Care Agency commitment to the timely reporting of incidents and accidents and to the investigation of such incidents and accidents to:

- a. Determine existing hazards and risks that do or could result in harm to company employees.
- b. Collect and analyze incident/accident data to determine immediate and root causes.
- c. Implement effective corrective actions.
- d. Prevent future accidents and losses.

Nurses That Care LLC Home Care Agency is committed to providing a safe and healthy work environment. The reporting, investigating and analyzing of incidents and accidents in a timely manner will provide the opportunity to implement effective corrective actions/measures and improve the management of the health and safety company wide.

Nurses That Care LLC believes in the following principles:

- All accidents are potentially preventable.
- There should be zero accidents.
- Accidents never happen for one reason alone.
- Accidents are unusual events compared to the number of incidents occurring and compared to the hazards present.
- "Blame" is not a useful concept in the prevention of accidents.
- Investigations should be "fact finding" and not "fault finding".
- Positive reinforcement for safe behavior is an effective means of motivating employees to repeat a desired behavior and to prevent accidents and injuries.

All supervisors will encourage their employees to report incidents and accidents promptly to ensure that hazards are recognized and corrected to avoid future potential harm.

Supervisors can do this by:

- Reacting in a positive way
- Giving more attention to accident prevention
- Recognizing individual performance promptly
- Developing awareness of the value of incident information
- Showing personal belief by action

Criteria for conducting an incident/accident investigation:

- The supervisor and safety officer will collaborate to determine the need to investigate other losses or potential losses.
- Investigations will be conducted when trends are identified.
- All incidents/accidents covered under “Criteria for Notification” above will be investigated internally.
- If an investigation is warranted it will be conducted by the supervisor

Responsibilities

- Report immediately any incident/accident.

Safety Officer is responsible to:

- Follow-up on all incident/accident reports
- Assist Management Team in the Incident/Accident Investigation, as requested.
- Provide training and/or education in incident/accident investigation to appropriate personnel required to conduct investigations.
- Provide summary reports to Management.

Emergency Procedures

Fire Emergency Preparedness

Nurses That Care LLC Home Care Agency believes that preparedness is your best defense against fire. Whenever you go to a new client's home you should always confirm fire safety protocols with the client. Employees requiring specific accommodations will have individualized plans in accordance with the Nurses That Care LLC Home Care Agency Accessibility Policy (below).

- Ask clients to install smoke alarms on every floor.
- Use the test button to check each smoke alarm monthly.
- Ask the client to replace batteries yearly
- Find more than one way off each floor
- Pick a meeting spot outside the house
- Test a cell phone from there home
- If there is a fire, call 911 Vehicle Accident
- Stop immediately and move off the road
- Call 911 - Report What & Where
- Assist with first aid
- Protect the scene until the police arrive
- Do not admit fault to anyone at the incident scene
- Provide statements to the Police, WorkSafe and Nurses That Care LLC
- Vehicle accidents must be reported as soon as possible to supervisor • Take several digital photos

Take down the following information:

Name of the other driver(s) Address and phone number of other driver(s) Vehicle make, year and license number Other driver(s) license number and driver license information Other driver(s) insurance company name, agent and policy number Apparent damage to other vehicle Names, addresses and phone numbers of any witnesses.

Slips, Trips and Falls

During in-home assessments visits at the client's home, Nurses That Care LLC Home Care Agency will point out slip and trip hazards such as uneven floors, places that get wet and poor lighting. While you work, clean without creating slippery places. If possible, dry the floor. Keep the workspace well lit. Look around the room for things to trip over and avoid them.

Wear appropriate footwear. Proper footwear and foot safety are important considerations, especially in icy conditions.

Violence: threats and abuse, sexual and racial harassment, and threats to family and property must be reported to your supervisor immediately. Violence, threats and abuse are not part of the job and will be reported to the police.

If you are threatened:

1. Take note of signs of violence, shouting, agitation, confusion, and the presence of alcohol or drugs
2. Leave if you can.
3. Make a phone call for help if you can.
4. If you are in a vehicle, get to a populated place like a gas station.

When in immediate danger, call 911. Don't wait.

1. As soon as possible, record the details. Your supervisor will review the incident with you.
2. Nurses That Care LLC Home Care Agency will provide you with support.
3. We will investigate to improve prevention.

Violence or threats should not be part of the job Take care of yourself and contact your supervisor or emergency responders who will offer support.

Workplace Hazardous Materials Information Systems

Cleaning Supplies: Most hazardous materials in the home are cleaning supplies.

1. They are poorly marked regarding safety.
2. If a cleaning supply is swallowed, **call 911.**
3. If a cleaning supply gets in someone's eyes, **flush with water for 15 minutes. If not OK, call 911.**
4. If a cleaning supply gets on someone's skin, **wash with water for 10 minutes. If not OK, call 911.**

Medicines: Medicines can be poisons too.

- If you suspect someone has overdosed, call 911. **Extreme**

Extreme Temperatures

EXTREME COLD (HYPOTHERMIA) results when air temperature and wind remove body heat. Most people will shiver. Avoid extreme cold by paying attention to the wind chill factor in the weather reports.

FIRST AID FOR EXTREME HEAT: Heat cramps are painful spasms in leg and belly muscles. They come from over exercising and prolonged sweating in a hot place.

Treatment: Keep the person cool and give sips of slightly salted water every 10 minutes.

HEAT EXHAUSTION occurs when too much sweating causes a depletion of body fluids.

Treatment: Keep the person cool and give sips of slightly salted water every 10 minutes. Remove most of their clothing, elevate their legs and feet, monitor breathing and get them medical aid.

HEATSTROKE occurs when there has been too much time in a hot place or hot sun. Sweating ceases and body temperature rises rapidly. It can be fatal. High body temperature and hot, dry skin indicate heatstroke.

Treatment: Hurry to cool the body quickly. Remove most of the clothing, bath or sponge with cold water. Monitor body temperature and breathing. Obtain medical aid and keep the client cool.

Workplace Expectations

Gloves and PPE

Protective gloves should be always worn when there is a foreseeable risk of injury or harmful contamination to the hands. Nurses That Care LLC Home Care Agency will provide disposable gloves for use when providing personal care or performing other duties that may expose you to bodily fluids (e.g. changing bedding or washing laundry.) Your supervisor will provide instructions on how and where to pick up gloves in your area. **Please note that gloves are provided for employee use ONLY, not clients or their families.** Gloves are not to be used in place of normal hand washing routines. This includes meal preparation. Reusable cleaning gloves can be used for light housekeeping duties, as needed.

Sleeping at Work

- **Caregivers or Direct support worker are not permitted to sleep while on duty.**

Unauthorized Person(s) At Shifts

Employees are not permitted to bring anyone from outside Nurses That Care LLC Home Care Agency (children, grandchildren, friends, family, etc.) with them into a client's home.

Bringing an unauthorized person(s) into the home poses a risk to both our clients and the individual(s) involved. It also breaches our confidentiality policy and commitment to maintaining a professional and respectful environment.

Money From Clients
When shopping for clients, record the amount of money given to you from the clients, as applicable, in the client's journal. Caregivers or Direct support worker are not permitted to write cheques, use debit cards or use credit cards on behalf of the client.

Nurses That Care LLC Home Care Agency does not permit employees to purchase alcohol, cannabis or tobacco for clients.

Alcohol and Drug-Free Workplace Policy

The objective of this policy is to identify and remove the adverse effects of alcohol and drugs on job performance, and to protect the health and safety of all Nurses That Care LLC Home Care Agency employees and those with whom they interact while performing their employment duties.

The use and misuse of alcohol and/or drugs can impair the ability of an employee to perform their duties and may endanger the employee, their clients and co-workers, as well as equipment or property. Nurses That Care LLC Home Care Agency seeks to prevent the use/abuse/misuse of drugs and alcohol by employees in any way that impairs their ability to perform their duties.

The use, possession, sale, transfer, dispensing or storage of illegal drugs, drug paraphernalia and/or alcohol or cannabis by an employee during working hours is not permitted. Further, an employee is strictly prohibited from reporting for work or working under the influence of an illegal drug(s) or in an impaired condition.

Employees taking drugs prescribed by their doctor, including medicinal cannabis, must advise their direct supervisor and/or the Human Resource department in writing of the possible effects of such medication on their job if impairment is a concern. This information will be kept confidential. To keep all employees safe, anyone taking medication that causes drowsiness should not operate machinery.

Employees in breach of this policy may be subject to disciplinary action up to and including termination. All breaches of this policy must be referred to Human Resources who will confer and advise as to the extent of the disciplinary action to be taken.

This policy is subject to every employee's human right and will be applied and interpreted in a way that is consistent with such rights, including Nurses That Care LLC Home Care Agency obligation to accommodate employees with disabilities to the point of undue hardship. **No**

Smoking Policy

In the interests of employee health and in accordance with provincial law, Nurses That Care LLC Home Care Agency is committed to providing a smoke-free environment for all employees.

Employees are not permitted to smoke in a client home or on a client's property.

We also request that clients do not smoke in their home while we are providing service to them. We try our best to minimize smoke exposure to employees; please work with your supervisor on any issues arising from this.

Anti-discrimination, Anti-harassment and Anti-violence Policy

Nurses That Care LLC Home Care Agency is committed to providing a work environment where all employees are treated with respect and dignity. Every employee is entitled to work free of harassment. Workplace harassment will not be tolerated from any person including clients, contractors, other employers, other employees, including Management teams, and members of the public.

This code of practice sets out the requirements for managing workplace harassment at Nurses That Care LLC Home Care Agency.

Everyone at Nurses That Care LLC Home Care Agency is subject to and must comply with this code of practice.

Harassment in a place of employment means any objectionable or offensive behavior that is known or ought reasonably to be known to be unwelcome, including bullying or any other conduct,

comment or display made on either a one-time or repeated basis that threatens the health or safety of an employee, and includes sexual harassment and other discriminatory harassment, but does not include reasonable conduct of an employer in respect of the management and direction of employees at the place of employment.

Discriminatory harassment is harassment based upon race, color, religion, sex (which includes pregnancy, the possibility of pregnancy or circumstances related to pregnancy), gender, national origin, ancestry, age, sexual orientation, marital status, mental or physical disability or any other basis protected by law. Harassment may include verbal, non-verbal and physical conduct.

Sexual harassment means to engage in vexatious comment or conduct of a sexual nature that is known or ought reasonably to be known to be unwelcome. It is also any conduct, comment, gesture or contact of a sexual nature that is known or ought to reasonably be known ii) to cause offence, intimidation or humiliation to any employee, or ii) to be perceived by an employee as placing a condition of a sexual nature on employment or on an opportunity for training or promotion.

Employees must report any incidents of workplace harassment as soon as the circumstances permit to their direct supervisor or, in the event the incident involves that person or there is otherwise a conflict of interest for that person, to the Human Resource Generalist. This can be done verbally or in writing.

The Human Resource Generalist is responsible for implementing this code of practice. The Human Resource Generalist or delegate will deal with all complaints and incidents of workplace harassment fairly, respectfully and in a timely manner. The Human Resource Generalist or delegate will meet with the complainant and respondent(s) (alleged harasser(s)) individually to discuss the allegations and try to resolve the matter. If the matter cannot be resolved, the Human Resource Generalist or delegate will investigate the matter or appoint someone to do so. Complaints and incidents of workplace harassment may be investigated internally or externally, as determined by the Human Resource Generalist or delegate.

Matters relating to an investigation must be kept confidential, except as required to conduct the investigation or by law. The investigator will meet with the employee who reported the alleged harassment, the respondent(s) and any witnesses. The investigator will also review any relevant documents.

The investigator will remind anyone who participates in the investigation that the investigation is confidential.

The Human Resource Generalist or delegate will ensure the process for dealing with possible harassment is documented with the following information, as applicable:

- complainant's allegations and evidence
- response from respondent(s)
- list of witnesses and summary of evidence gathered from them
- list of documents collected and from whom
- summary of what was considered to determine if workplace harassment occurred and findings recommended next steps.

The Human Resource Generalist or delegate must advise the affected employees of the investigation results in writing.

The Human Resource Generalist or delegate and the affected department(s) will implement any corrective measures identified because of any investigation. Written notices will be provided or made available to employees if there are new or revised policies or procedures to follow.

The Human Resource Generalist or delegate will:

meet with the affected employees within a reasonable timeframe after the affected employees are notified of the investigation results and, as applicable, corrective measures are implemented to follow up with the affected employees and determine whether the issue has been resolved and identify any training needs.

Retaliation for reporting an incident in good faith or participating in an investigation is strictly prohibited.

No one will be penalized or disciplined for reporting an incident in good faith or for participating in an investigation.

We will review this code of practice at least annually.

Accessibility Policy

Employees are responsible for ensuring Nurses That Care LLC Home Care Agency is meeting its obligations to clients with respect to accessibility under this policy.

Policy Statement

Nurses That Care LLC Home Care Agency is committed to ensuring accessibility for all persons with a disability and to providing excellent service to all clients, including people with disabilities.

We will strive to always provide goods or services in a timely manner that respects the dignity and independence of persons with disabilities.

Nurses That Care LLC Home Care Agency goal is to provide all persons, including those with disabilities, with the same opportunity to access, use and benefit from services.

Assistive Devices

Nurses That Care LLC Home Care Agency will ensure that employees are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

Employees will always ask before assuming that assistance is required.

Information and Communications

Nurses That Care LLC Home Care Agency, and all who interact with clients and the public on our behalf, shall communicate with people with disabilities in ways that consider their disability.

When asked, Will provide information about our organization and its services, including public safety information in accessible formats or with communication support.

Modifications to This or Other Policies

Any company policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Human Rights Policy

Policy Statement

All Employees have the right to a workplace free from discrimination based upon characteristics protected under human rights law.

Nurses That Care LLC Home Care Agency will treat all employees with respect and dignity.

Discrimination

1. Discrimination occurs when workplace rules, working conditions, or the actions of individuals in the workplace adversely affect an employee because the employee has a protected characteristic.
2. All employees must refrain from engaging in discrimination.

Any employee who feels they have experienced discrimination in the workplace should report the incident to their supervisor or Human Resources.

Accommodation

Nurses That Care LLC Home Care Agency takes the duty to accommodate their employees seriously.

This duty is not without limits, however, Nurses That Care LLC Home Care Agency will accommodate employees to the point of undue hardship.

Employees who require accommodation are requested to make their accommodation needs known in advance of requiring the accommodation, Nurses That Care LLC Home Care Agency to review any requests and make any necessary arrangements.

Requests for accommodation are to be made in writing and submitted to Human Resources. The request should be accompanied by any supporting medical documentation which clearly outlines any limitations the employee may have.

It is the employee's obligation to cooperate by providing this information, and to remain flexible in considering reasonable accommodation solutions.

To facilitate the accommodation process, Nurses That Care LLC Home Care Agency may have questions or seek additional information from the employee or their medical practitioner(s).

Nurses That Care LLC Home Care Agency will maintain confidentiality to the greatest extent possible however, some internal disclosure may be required to facilitate the accommodation process. Personal information concerning an employee's disability will not be released unless the employee provides their prior consent or where there is a legal requirement or exception by law that requires and authorizes the release of that information, or as reasonably required for accommodation purposes.

Nurses That Care LLC Home Care Agency will consult with the employee and any other experts, if necessary, in-order to assess and identify any possible accommodation solutions.

Nurses That Care LLC Home Care Agency is entitled to select the accommodation option that is the most appropriate under the circumstances.

Performance management and career development processes will consider the accommodation needs of all employees.

Workplace Emergency Response

Nurses That Care LLC will provide individualized workplace emergency response information to those employees who have a disability if the disability is such that individualized information is necessary.

Nurses That Care LLC Home Care Agency is aware of the need for accommodation due to the employee's disability.

Attendance, Lateness and Absenteeism

Regular and punctual attendance is an essential condition of employment and a critical standard of performance. In-order for Nurses That Care LLC Home Care Agency to maintain its success, it is imperative that all employees report to work on time each scheduled workday and to remain at work unless disabled by illness or absent with prior approval. Many accidents happen when people are in a rush and are not in the proper frame of mind to carry out the required duties.

Failure to meet this requirement may lead to corrective action up to and including dismissal.

Accountability

Each employee is responsible for notifying Nurses That Care LLC Home Care Agency if you are going to be absent or late for a shift by calling your supervisor prior to the beginning of your shift. Please ensure you are familiar with the proper procedure to follow. Be sure that you speak with someone; leaving a message or sending a text message is not sufficient. This is of the utmost importance as anytime a caregiver is late arriving to a visit or forgets to log in it causes significant work for our scheduling team. We want to make sure that you've arrived at your visit and that the client is being cared for.

Notice Requirements

If you will be absent for a shift for whatever reason you must give at least 4 hours' notice before your shift is scheduled to begin to allow time for us to find a replacement for you.

Failure to provide proper notice of your absence is grounds for discipline, up to and including termination without notice or pay in lieu of notice. These notices must be given to the supervisor verbally over the phone, not via a text message or an email.

Absence Without Leave

When an employee is absent without leave discipline shall be dealt with under corrective action policy to follow, and their employment history will be considered to determine the severity of the discipline. Your supervisor will record all absences in your electronic employee file.

All absences must be approved by your supervisor.

Unexcused Absence

Examples of an unexcused absence are not having a ride to work, car broken down etc. More than (2) unexcused absences in any 12-month period are considered excessive absenteeism and may result in disciplinary action.

If an employee does not report to work as scheduled and fails to notify their supervisor prior to the beginning of their shift, the occurrence is counted as an absent without leave offense.

E-mail and Internet Usage

Internet Access and E-mail Use

You will need to have internet access in-order to be employed with Nurses That Care LLC Home Care Agency, **Any costs associated with internet access are your responsibility.**

You are also required to have a confidential email address to work with us.

You thereby confirm that you are the sole account holder and have not disclosed your password or login information to anyone else. In the event of any email address changes, you are required to notify us immediately in writing. Prohibited Communications

Electronic media cannot be used for knowingly transmitting, retrieving, or storing any communication that is:

1. Discriminatory, harassing or derogatory to any individual or group Obscene, sexually explicit, or pornographic.
2. Defamatory or threatening in violation of any license agreement, patent, copyright, or mark of ownership governing the use of software and intellectual property Engaged in for any purpose that is illegal or contrary to Nurses That Care LLC Home Care Agency policies or interests.

Social Media and Online Presence

Be conscious when mixing your business and personal lives. Online, your personal and business personas are likely to intersect.

Nurses That Care LLC Home Care Agency respects the free speech rights of all its employees, but you must remember that customers, colleagues, supervisors and other employees often have access to the online content you post. Keep this in mind when publishing information online that can be seen by more than friends and family and know that information originally intended just for friends and family can be forwarded on.

In using social media, you must remember that your actions online may affect your workplace. Your actions or statements through social media, even those made through personal accounts during non-working time, that harm the interests of our employees and/or our clients, or that otherwise breach Nurses That Care LLC Home Care Agency, policy may result in discipline, up to and including termination of employment for just cause.

In using social media for any reason, including personal reasons, you should abide by the following common-sense guidelines.

Assume anything posted online is public social media is usually public, and there is no guarantee that anything shared online will remain private, regardless of a social media account's privacy settings. You are personally responsible for what you communicate through social media and should act accordingly.

Speak on your own behalf You must be clear in your social media activity that you are speaking on your own behalf. You must use a personal email address and contact information in personal social media activities.

Be mindful of Nurses That Care LLC interests You should not make disparaging comments about Nurses That Care LLC Home Care Agency, on social media or engage in conduct that is harmful to Nurses That Care LLC Home Care Agency, interests or reputation, or that is competitive with Nurses That Care LLC Home Care Agency, business. Remember NEVER to disclose nonpublic information of Nurses That Care LLC Home Care Agency, (including confidential information), and be aware that taking public positions online that are counter to Nurses That Care LLC Home Care Agency, might make your continued employment untenable.

Use good judgment. You should remember that anything said online can reflect on Nurses That Care LLC Home Care Agency, even if you say you are speaking on your own behalf. You should strive to be accurate in your communications about Nurses That Care LLC Home Care Agency, and remember that online statements have the potential to result in liability for you.

Nurses That Care LLC Home Care Agency, encourages professionalism, respectful conduct and honesty in social media and other communications.

Be respectful. You are required to avoid harassing, threatening or discriminatory conduct on social media that impacts on co-workers or other workplace parties. In personal use of social media, you should also avoid conduct that Nurses That Care LLC Home Care Agency, clients, business partners, suppliers or vendors would reasonably find offensive.

Work-related issues. You should consult with your manager if you have any uncertainty about the appropriateness of a posting or course of conduct online. All interactions with clients and their families should be conducted through official channels and not via personal social media accounts. Any work-related issues or grievances should be addressed through official company channels, not on social media platforms.

Report inappropriate postings. If you are aware of any social media content that disparages or reflects poorly on Nurses That Care LLC Home Care Agency, or constitutes harassment or threatening behavior towards an individual in the workplace, you should contact your manager.

Client Information: Caregivers must not disclose any personal, medical, or sensitive information about clients or their families on social media platforms. Posting photos, videos, or any other media of clients, their homes, or personal belongings is strictly prohibited, even if the client gives verbal consent. Do not share location-based information that could identify clients' addresses or places they frequent.

Friend/Follow Requests: Caregivers should not accept friend or follow requests or follow clients or their family members on personal social media accounts to maintain professional boundaries.

Participation in Online Forums

Although Nurses That Care LLC Home Care Agency, recognizes that participation in some forums might be important, all users should remember that any message or information sent on Nurses That Care LLC Home Care Agency, facilities to one or more individuals via an electronic network – e.g., internet mailing lists, bulletin boards, and other online services – are statements identifiable and attributable to Nurses That Care LLC Home Care Agency,.

Communication

Cell Phone Use

While at work employees must exercise discretion in using personal cell phones. Personal calls, texting, using social media and any other use for personal purposes during your shift are not acceptable, absent an emergency. Phones should be kept on vibrate while on duty.

Nurses That Care LLC Home Care Agency, will not be liable for the loss of personal cell phones brought into the workplace.

After Hours Procedure

The supervisor has a rotation of who is “on call” each evening in addition to their regular workday (9:00am – 5:00pm, Monday - Friday) during the week. Weekend and after-hours communication are for emergency matters only. Please limit calls of non-urgent matters to regular business hours.

Urgent vs. Non-Urgent

The emergency after-hours number for Nurses That Care LLC Home Care Agency, is the same as during regular business hours: **610-424-9066 Ext 2**

Examples of Urgent Issues

- You are sick or unable to make your scheduled shift and your shift starts before 10am the next business day.
- If you have a workplace injury.
- Unsafe work environment (loose animals, harassment or abuse, chemical leak).
- Client has a serious change in condition (example: client hospitalized or 911 has been called, client deceased).

Examples of Non-Urgent Issues

- Anything that does not fall under “urgent” can be addressed during regular business hours.
- Pay inquiries (verify missing shifts, verify missing hours).
- Vacation/time off requests – see vacation policy.
- Correction to ongoing schedule.
- Non-urgent client updates.

Response Time from Nurses That Care LLC Home Care Agency

We will do our best to respond to incoming inquiries in a timely fashion. Depending on the time of day and the volume of incoming inquiries there may be a delay in someone getting back to you. We will make every effort to respond as soon as possible.

Tasks that Caregivers are Permitted To Do

The following are tasks that caregivers **are permitted to do** in the home:

- wash dishes.
- clean out the fridge.

- clean windows, mirrors and dust furniture or electronics within reach
 - wipe down garbage can.
- wipe light switches and doorknobs.
- move small appliances (not the fridge or stove)
- clean sink and faucets • wipe down and tidy counters.
- sweeping, washing, vacuuming floors
- clean top of stove and burners
- clean small appliances
- label and date food with the client's assistance.
- Wipe and organize cupboards within reach
- take out garbage.
- wash and dry, put away laundry
- change non-sterile dressings.
- change incontinence pads • remind clients to take medication.
- general tidying • change and make bed.
- clean toilet (including raised toilet seat or commode) inside and out, including base.
- clean shower, sink, bathtub and bath chair (remove non-slip mat if present in shower to clean it)
- wipe clean the wheelchairs and walkers
- assist with personal care like grooming, personal hygiene, baths, shampoos, etc.
- empty catheter bag and urine drainage bag
- assist with transferring, feeding and other activities of daily living.
- shave with electric razor only.
- clean and dry feet and apply lotion.

Tasks that Caregivers are NOT Permitted To Do

Caregivers are responsible for the areas the client uses, NOT the areas used by others living in the same residence. This includes their dishes, laundry and bedrooms.

For safety reasons, the caregivers' feet are to be on the floor at all times.

- clean inside an oven • Walk or clean up after pets/ litter
- clean silver boxes
- conduct in pickling, canning or • wash house windows from the preserving of food outside
- remove and/or clean curtains • chop wood, use wood splitter, stack.
- Wax floors varnish, paint walls or wood or do yard work cupboards.
- shovel the driveway or use snow
- move heavy furniture (can move blower kitchen chairs) • Mow lawn, repair lawn mower or
- work above head level or on a chair other appliances/equipment or ladder.
- set rodent traps or dispose or
- stand on anything to clean, change carnage a light bulb, etc. • lift clients in and out of cars. •
- use sharp objects for personal care • write cheques, use debit cards, use.
- cut client's nails or hair • credit cards for clients.

- administer tub baths that require
- manage medications, give injection lifting clients of give eye drops or nitro spray.
- lift more than 50-55 pounds, or 30-35 pounds if that is too heavy.

Client Transfers

In the interest of your safety and the safety of your client, Nurses That Care LLC Home Care Agency, aligns with the provincial standard that caregivers do not LIFT. Caregivers shall assist with transferring and repositioning of clients who possess a minimum of 50% strength and 50% of their range of motion, as determined during client assessment by the Department of Social Development and initial assessment completed by your supervisor.

If you find yourself in a situation where you are being asked to lift (rather than transfer) you are required to notify your supervisor immediately. The needs of clients change over time and a re-assessment will be done to determine how to safely care for the client without risking the health of the caregiver. If you are having difficulty performing the transfers, please reach out to your supervisor right away to discuss additional training.

Delegation of Function

In accordance with the standards provided by the Department of Social Development and aligned to policy provided by the Extra Mural Program (EMP) service provider, Nurses Thar Care LLC will provide delegated function services upon the request of said delegation of nursing and rehabilitation functions specific to client needs.

Nurses That Care LLC Home Care Agency,will ensure the following:

- Nurses That Care LLC Home Care Agency, must approve the designation of a function to a caregiver based on case- and care-specific criteria and reserves the right to decline any requested delegated function outside of the standard scope of practice of our trained employees.
- The licensed professional delegates the function to the specific caregiver agreed upon by Nurses That Care LLC Home Care Agency,
- The delegating professional trains the specific caregiver to perform the delegated function
- The delegating professional provides regular supervision of the specific caregiver in performing the delegated function
- The delegated function is not transferable but is client-specific
- Nurses That Care LLC Home Care Agency, approved delegated function and aligned procedure(s) must be documented in writing and signed by the delegating licensed professional and the respective Management Team for Nurses That Care LLC Home Care Agency.

Nurses That Care LLC Home Care Agency,reserves the right to refuse to perform functions that are beyond their employee's scope of practice.

General Criteria for Delegation

Delegation of professional and nursing functions/tasks to unlicensed persons shall comply with the following requirements:

- The licensed professional delegating the function is responsible for the care given to the patient.
- The licensed professional must use reasonable and sound judgment to determine whether the task can be delegated in the specific situation.
- The licensed professional must make a determination of the patient's nursing care needs prior to delegating the task.
- The delegated function must be one that a reasonable and prudent licensed professional would assess to be appropriately delegated; would not require the unlicensed person to exercise nursing assessment, judgment, evaluation of teaching skills; and can be properly and safely performed by the unlicensed person involved without jeopardizing the patient's welfare.
- The unlicensed person shall have on file with Nurses That Care LLC Home Care Agency, documented training skills and provincially approved compliances necessary for the proper performance of the task. Written procedures shall be made available for the proper performance of each task; and
- The licensed professional shall adequately supervise the performance of the delegated task.

Supervision

The licensed nurse shall determine the degree of supervision required after an evaluation of appropriate factors involved, including, but not limited to, the following:

- Stability of the condition of the patient.
- Training and capability of the unlicensed person to whom the function is delegated.
- Nature of the function being delegated; and
- Proximity and availability of a licensed professional to the unlicensed person when performing the task.

Delegation of Nursing Tasks

Professional tasks that may be delegated are those which do not require nursing assessment, judgment, evaluation and teaching during implementation. By way of example, and not in limitation, the following tasks may be considered within the scope of practice to be delegated:

- The collecting, reporting, and documentation of simple data and tasks which meet or assist the patient in meeting basic human needs, including, but not limited to nutrition, hydration, mobility, comfort, elimination, socialization, rest and hygiene.
- Examples include wound/dressing care.

End of Employment and Discipline

All wages or salary earned by the employee up to the time of termination of employment will be paid no later than the next regular pay period along with their employment statement. The employee will be required to return all Nurses That Care LLC Home Care Agency, equipment/property including ID badge.

Resignation

Employees must declare their intention to resign in writing and provide 2 weeks' notice of resignation. Nurses That Care LLC Home Care Agency, may waive the resignation notice period in whole or in part at any time by providing payment of regular wages for the period so waived.

Corrective Action Policy

Before or during imposition of any discipline, you will generally be given an opportunity to explain your perspective and provide any justification you consider relevant. Where appropriate and as circumstances may dictate, management may respond with discipline. To protect the employee and Nurses That Care LLC Home Care Agency,, the following rules will be put in place as a mechanism to resolve situations that apply.

STEP 1

If any employee's job performance declines, attendance declines, fails to meet expectations, and/or other behavioral issues arise or safety violations occur, the supervisor shall notify the employee verbally. During this conversation, the Supervisor will communicate what type(s) of improvement are required.

STEP 2

If the suggested improvements are not made within a reasonable period, then the employee will be notified in writing that the improvements must be made immediately. The employee will then be put on a corrective action plan. In the case of an employee being AWOL this policy will apply beginning with Step Two. STEP 3

If the requested changes are not made to the satisfaction of the Supervisor and Human Resources in a reasonable amount of time, then employment may be terminated.

In cases of more serious behavior issues such as a safety violation, fighting, smoking in unauthorized areas, stealing, being intoxicated in the workplace, then the employee may be terminated after a single incident. Nurses That Care LLC Home Care Agency, reserves the right to administer discipline in such a manner as it deems appropriate to the circumstances, and may, in its sole discretion, terminate your employment without prior discipline or without following a particular order of discipline. Definitions of discipline include:

Verbal Warning – A “verbal warning” is a verbal communication to an employee that their conduct is unacceptable, and that repeated or continued failure to conform conduct or performance to Nurses That Care LLC standards will result in more severe disciplinary action. A record of the notice of the verbal warning may be made and retained in the employee's personnel file.

Written Warning – A “written warning” is a written description of unacceptable conduct or performance of an employee and specifies needed changes or improvements. The written warning is usually retained in the employee’s personnel file.

Disciplinary Probation – An employee may, at the sole discretion of Nurses That Care LLC Home Care Agency,

be placed on disciplinary probation at any time. The length of the disciplinary probationary period will vary based upon such factors as the severity of the offense, the employee’s performance and the employee’s disciplinary record. An employee may be put on a disciplinary probationary period for repeated instances of minor misconduct, failure to conform their conduct or performance to the standards of their position, or for a single serious offense. A record of the disciplinary probation will be retained in the employee’s personnel file.

Termination – If an employee fails to conform their conduct or performance to the standards required by Nurses That Care LLC Home Care Agency, may terminate the employee’s employment for cause, as permitted by applicable law.

Termination

Employees are expected to accept certain responsibilities, adhere to acceptable business practices, and always exhibit personal integrity and professionalism. This involves respecting the rights and dignity of others and refraining from any behavior that might be harmful to you, your co-workers, clients and/or Nurses That Care LLC Home Care Agency,

These values are fundamental in nature and are matters of judgment and common sense. Since it is impossible to list policies to cover every situation, the absence of an illustration from this list, or from inclusion in this Handbook, will not prohibit Nurses That Care LLC Home Care Agency, from taking disciplinary action, up to and including immediate dismissal when Nurses That Care LLC Home Care Agency, believes such action is warranted and as may be permitted by applicable law.

Nurses That Care LLC Home Care Agency, expects you to follow rules of conduct that will protect the interests and safety of all employees and itself. In addition to those set out in your Employment Contract, types of behavior and conduct Nurses That Care LLC Home Care Agency, considers inappropriate include, but are not limited to:

- falsifying employment or other company records.
- unauthorized use or disclosure of client or company confidential information.
- breach of conflict-of-interest policy.
- excessive or patterned absenteeism or tardiness.
- failure to notify your supervisor that you will be late or absent from work in accordance with company policy.
- unauthorized use of company supplies or equipment particularly for personal purposes.
- defacing or damaging company property.

- reporting to work impaired by drugs or alcohol or possession, use, distribution, manufacture, sale, or dispensation of any controlled substance, illegal drug, or lawfully obtained or prescribed substance in the workplace.
- fighting or using obscene, abusive, or threatening language or gestures.
- stealing from clients, Nurses That Care LLC Home Care Agency,, or fellow employees, misappropriation of the assets of Nurses That Care LLC Home Care Agency,or failure to report knowledge of such acts.
- possession of firearms or weapons on Nurses That Care LLC Home Care Agency, premises or while on company business.
- disregarding safety or security regulations.
- insubordination: i.e., failure to comply with a request from management.
- interfering with normal workflow, productivity or morale of a co-worker.
- any action whatsoever that has the potential to negatively affect good relations between Nurses That Care LLC Home Care Agency, and its employees, or between and any of its clients or partners; and
- any violation of company policy or procedure, whether written or verbal.

Compensation and Benefits

Weekly Work Schedule

While we don't guarantee hours, we make every effort to provide reasonably consistent schedule patterns when possible. If you are scheduled in a regular pattern, then you will always know your schedule unless the supervisor communicates a change to you. If there are any changes to your schedule (or if your schedule has regular changes), we will make every effort to provide your weekly schedule by Friday each week for the following week.

Cock In and Cock Out for Work Shifts

HHAeXchange, Electronic Visit Verification (EVV)

All directions are on website www.nursesthatcarellc.com

Not logging in or out is a very serious breach of your responsibilities. The Department of Social Development audits our visits and Nurses That Care LLC Home Care Agency,must prove that you logged in and out of each visit. If this is not done, we risk losing our clients and our government contracts.

You are required to stay for your full shift. If your client is always trying to send you home early, please contact your supervisor. Don't leave early without permission; if you do leave early, you will only be paid for the time worked. This will be verified with the client. If you finish your responsibilities early you can ask the client for more things to do or simply visit with the client. Remember that this job is about relationships and not just about checking off a to do list.

Leaving early without permission, or not logging in/out is grounds for discipline.

Client Cancellation

Nurses That Care LLC Home Care Agency, will notify employees of a client cancellation as soon as possible. Such notice may be delivered by phone, voicemail, email, or text message. Employees are responsible for checking for cancellation notices prior to each scheduled visit.

Nurses That Care LLC Home Care Agency where possible, reschedule an employee to another visit.

Where an employee arrives on time for a scheduled visit, without having been provided prior notice of a cancellation, and if the client is unavailable or sends the employee away, Nurses That Care LLC Home Care Agency, will pay the employee for the scheduled visit length, to a maximum of two (2) hours.

If the client sends the employee away early during a visit, the following will apply:

- Visits scheduled for three (3) hours or less - Nurses That Care LLC Home Care Agency, will pay the employee for the entire originally scheduled visit length.
- Visits scheduled for more than three (3) hours - Nurses That Care LLC Home Care Agency, will pay the employee for three (3) hours and, if applicable, any time beyond three (3) hours that the employee works during the visit.

Overtime

When there is a need, you may be asked to work overtime. You may not work overtime, and are not entitled to be paid overtime, without prior approval from Nurses That Care LLC Home Care Agency, Overtime is calculated based on one and one-half times the minimum wage for each hour worked in excess of 44 hours during a workweek (Sunday to Saturday.)

Employment and Compensation

Probation Period

A newly employed person needs a period of adjustment. During the first six (6) months of your employment, Nurses That Care LLC Home Care Agency, may reach certain judgments regarding employee capability, attitude and performance. If either the employee or Nurses That Care LLC Home Care Agency, feels that this will not be a good fit, then either may decide to terminate the employment.

Pay Periods

All employees are paid by direct deposit on a weekly pay period. Your pay cheque will be directly deposited into your bank account at the institution of your choice every Friday. If there are ever any problems or questions about your pay, please do not hesitate to contact your supervisor at **610-4249066 Ext 2**

If Nurses That Care LLC Home Care Agency made an error on your pay, it will be fixed in the following payroll period.

The deadline to submit new or updated banking and payroll information is the Friday before pay day. Employees who do not submit banking information or payroll information by the deadline will have to wait until the following payroll deposit date for payment or the change to take effect.

Payroll questions, changes, and requests must be submitted via email to your supervisor. You can expect to receive a follow up email by the next business day. Any change or adjustment to an employee's payroll info will require verification to ensure accuracy and prevent fraud.

Personnel Records and Contact Information

In an effort to keep our records current, please keep us informed of any relevant change to your status such as: name, address, telephone number, email, and emergency contact information. In the event your contact information changes, you are required to notify your supervisor immediately.

Any change to your legal right to work in Pennsylvania, such as a change to your immigration status, must be reported as well. Employees should inform their supervisor as soon as a change in status occurs.

Scheduling Vacation Time

Vacations must be approved and agreed upon with your supervisor. A request for vacation time must be submitted to the **HR at least two weeks in advance in writing (email).**

The supervisor will confirm with the employee within 2 business days from the date of request if it is granted. Last minute vacation requests **are not permitted** due to scheduling of clients.

Sick Days

Employees must call and speak with their supervisor about being out sick - **TEXTING AND EMAILING IS NOT ALLOWED** for communication about sick days.

Extension of sick leave may be approved on a case-by-case basis.

Leaves of Absence

All leaves of absence are unpaid unless stated otherwise in this Handbook or as required by law.

Bereavement Leave

Allowed just notify HR or supervisor.

Nurses That Care LLC Home Care Agency

Receipt of Handbook This document shall confirm that I have download a copy of Nurses That Care LLC Home Care Agency Employee Handbook and Personnel Reviewed It.

I have read the employee handbook and understand.

I Acknowledged That I Was Told That A Copy of The Employee Handbook Can Be Download Off The Website At: WWW.NURSESTHATCARELLC.COM

Signature_____ Date:

Nurses That Care LLC Home Care Agency

Office Phone: 610-424-9066