



PALMER'S HOME CARE
EMPLOYEE HANDBOOK

2025

TABLE OF CONTENTS

I.	MISSION.....	2
II.	OVERVIEW.....	3
III.	WELCOME TO PALMERS!	4
IV.	EMPLOYEE EXPECTATIONS.....	7
V.	COMPANY RESOURCES.....	14
VI.	BENEFITS AND INSURANCE.....	15
VII.	POLICIES AND PROCEDURES.....	20
VIII.	SERVICES OFFERED by PALMER'S HOME CARE.....	22
IX.	HOME AND COMMUNITY BASED SERVICES INFORMATION.....	25





MISSION

Our Mission at Palmer's Home Care is to equip, educate, and empower individuals with disabilities to live unique, healthy, and fulfilling lives in their homes and communities.

VISION

At Palmer's Home Care, we believe that people with disabilities are no different from anyone else and they deserve and are entitled to the same human rights as their friends, family, and neighbors. The individuals we support have the same hopes, dreams, desires, and frustrations that all of us do. At Palmer's Home Care, we encourage and support our clients in pursuing healthy and fulfilling lives, meaningful relationships, a positive sense of purpose, and self-reliance. We will educate, advocate, and support individuals with disabilities as well as our community members to this end. We work to reduce stigma, increase awareness, compassion, cooperation, and to bring about positive societal changes for individuals with disabilities by educating our community.

PURPOSE

Palmer's Home Care provides personalized support for the individuals that we serve. Our highly trained staff teach, model, encourage, support, advocate, and assist our individuals to be successful and live their most independent life.

II.

OVERVIEW

The Palmer's Home Care Employee Handbook (the "Handbook") has been developed to provide general guidelines about Palmer's policies and procedures for employees. It is a guide to assist you in becoming familiar with some of the privileges and obligations of your employment, including Palmer's policy of voluntary at-will employment. None of the policies or guidelines in the Handbook are intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time, or any specific type of work. Additionally, with the exception of the voluntary at-will employment policy, these guidelines are subject to modification, amendment or revocation by Palmer's at any time, without advance notice. The personnel policies of Palmer's are established by the Chief Operating Officer (COO), which has delegated authority and responsibility for their administration to the CEO. The CEO may, in turn, delegate authority for administering specific policies. Employees are encouraged to consult the CEO for additional information regarding the policies, procedures, and privileges described in this Handbook. Questions about personnel matters also may be reviewed with the CEO. Palmer's will provide each staff a copy of this Handbook upon employment. All employees are expected to abide by it. The highest standards of personal and professional ethics and behavior are expected of all Palmer's employees. Further, Palmer's expects each employee to display good judgment, diplomacy and courtesy in their professional relationships with members of Palmer's Executive team, committees, membership, staff, and the general public.



THE CEO WELCOME!

Welcome to Palmer's Home Care! We appreciate your decision to work with us in our mission to provide quality care to those with Intellectual/Developmental Disabilities.

At Palmer's Home Care, we do things a little differently, sometimes a lot differently, than other companies. We take great pride in doing the right thing, for our individuals, for our staff, and for the community. Having everyone work in partnership for the good of all gives us all a sense of well-being and fellowship with community members and each other. We love hearing new ideas and trying outside of the norm activities and programs.

At Palmer's Home Care, we want to give the best possible care to all our individuals in all our services. Our philosophy is to provide the best services to each individual, we will provide a good environment, nice furnishings, and ample staffing and then encourage our staff so that they feel appreciated and cared for. Then staff will be in a better state to provide that quality care to the individual. We sincerely hope that you enjoy your time here and that it is a long and beneficial period with us.

New for 2025:

- ★ We will be starting a 401k for full-time employees,
- ★ We have increased the percentage of medical insurance premium we are covering with United Healthcare.
- ★ DSP's will earn a minimum of \$19/hr.
- ★ We have switched to a new payroll and timekeeping system, Paycom, for easier and better access to your timecard and paystubs.

I look forward to working with you!

Heath Clark, CEO

One Employee's Success



Jennifer Tate is a valued employee that started working for Palmer's Home Care in May of 2014. She started working here as a DSP and has been promoted to a house manager, a manager over 2 houses, a house manager trainer, and is now a DPM and manages other house managers. She also helps out when needed in the training department.

What led you to direct care?

Growing up, I was raised by my grandmother, and when I was 14, she became very ill. Taking on the responsibility of caring for her during my teenage years gave me a deep understanding and passion for direct care work. That experience inspired me to earn my CNA license and pursue a career in direct support. Before joining Palmer's Home Care, I worked as a Direct Support Professional at another company. I've been committed to helping others ever since.

How did you join Palmer's Home Care?

It's a bit of a funny story! I initially worked for a small direct care company when the owner decided to sell. She met with several providers in the area. She connected with Robert, the owner of Palmer's Home Care, and decided to sell her company to him. Robert kept all the original staff in their positions so we could continue caring for the individuals we knew so well.

About a year later, the director of Palmer's asked if I'd be interested in moving to another ISL (Individualized Supported Living) home that needed staff. I agreed and was transferred to work with two individuals I still care for closely. I've grown close to them and enjoyed my time in the ISL.

Since I had a strong understanding of these individuals, I often provided guidance and insights to new managers coming into the home, training them on how best to interact with the residents and explaining the various forms and procedures for our residential program. It's been a rewarding experience to support both the individuals and our team!

How did your career progress at Palmer's Home Care?

After working in a residential home for some time, a house manager position opened up when the previous manager resigned. The director of Palmer's reached out to me, knowing I had built strong relationships with the individuals I cared for and had a solid understanding of the company's policies and procedures. I accepted the promotion and began my journey as a house manager under the guidance of Angela Wright, who was a great boss. Angela helped me further develop my skills, and before long, I was entrusted with managing a second residential home.

In 2021, Heath Clark, the new director of Palmer's Home Care, expressed how impressed he was with my work as a house manager and direct support professional. Heath, who had previously been a caseworker with RCCDS, had worked closely with me on several cases, which helped him see my dedication firsthand.



He and Robert then offered me the Degreed Professional Manager role—a position I proudly hold today. I feel incredibly fortunate to work for a company that values growth and has given me many opportunities to develop my skills.

Along my journey, I started working closely with our training department on various small trainings, eventually becoming a certified CPI Instructor and a PBS-certified instructor. I look forward to continuing my career as a Degreed Professional Manager and helping Palmer's mission in any way possible.

What do you owe your success to?

Honestly, my success has come from just doing my job with commitment, even when I didn't think anyone was watching. I focused on providing the best care possible and followed through on every responsibility. Over time, people noticed, and that led to my promotions.

My advice for anyone aiming to succeed would be to always work as if someone is watching you and to give your best in whatever role you have. Never stop learning—our titles and jobs may change. Still, building skills will always help us grow as individuals and professionals. Lastly, never ask others to do something you wouldn't do yourself. Lead by example and stay committed to your own growth.

Why have you stayed with Palmer's Home Care?

I've stayed with Palmer's because of our genuine quality of care and the deep connections I've formed with our individuals and coworkers. Over the years, the company has truly felt like family. I was part of one of the very first ISLs that Palmer's established, and it's been incredible to watch how much the company has grown and evolved, thanks to the dedication of my teammates and our leaders.

One of my most vivid memories is working alongside Robert and seeing him step in to work shifts as a direct support professional. In my previous roles, I rarely saw upper management take on direct care work, so witnessing the owner himself get involved made a strong impression on me. That level of commitment from leadership showed me that Palmer's is a company that genuinely cares, and that's why I've chosen to stay.

IV.

EMPLOYEE EXPECTATIONS**Palmer's Home Care LLC Code of Conduct**

At Palmer's Home Care LLC, we uphold the highest standards of professionalism, respect, and compassion in our interactions with individuals with intellectual and developmental disabilities. Our staff members are vital in creating a supportive and empowering environment. This Code of Conduct outlines the expectations and guidelines for interactions with both individuals and fellow staff members:

1. Respect and Dignity:

- Treat every individual and staff member respectfully, recognizing their inherent worth and individuality.
- Interact in a courteous, considerate, and inclusive manner that promotes their dignity and autonomy.

2. Active Listening:

- Listen attentively and patiently to each individual and staff member's needs, preferences, and concerns.
- Acknowledge their input and involve them in decisions affecting their care and well-being.

3. Clear Communication:

- Use clear and understandable language when communicating with individuals, avoiding jargon or complex terms.
- Encourage open dialogue, allowing individuals to express themselves freely.
- Refrain from using offensive language with other staff members and individuals (any utterance that is commonly considered obscene, indecent, insulting, hurtful, disgusting, morally repugnant, offensive to others, or which breaches widely accepted standards of decent and proper speech)

4. Empowerment and Choice:

- Support individuals in making informed decisions about their care, daily activities, and lifestyle.
- Offer choices whenever possible, respecting their preferences and autonomy.

5. Maintaining Boundaries:

- Establish and maintain professional boundaries with individuals and other staff members, refraining from inappropriate relationships.
- Respect the personal space and emotional boundaries of staff and individuals.

6. Confidentiality:

- Safeguard the privacy and confidentiality of individuals' personal and medical information.
- Obtain proper consent before sharing any information with colleagues or external parties.
- Staff shall refrain from capturing photographs and videos of the individuals under our care unless explicit consent has been obtained from both the guardian and the individual being supported, with the approval of the appropriate supervisor.



7. **Problem Resolution:**

- Address concerns or conflicts promptly and respectfully, involving supervisors when necessary.
- Seek solutions that prioritize the individual's well-being and comfort.

8. **Cultural Sensitivity:**

- Embrace diversity by respecting individuals' and staff's cultural, religious, and personal backgrounds.
- Avoid making assumptions and engage in culturally sensitive practices.

9. **Collaboration:**

- Collaborate with colleagues and supervisors to provide comprehensive and coordinated care.
- Share information and insights to ensure individuals' needs are met effectively.

10. **Continuous Learning:**

- Engage in ongoing education to enhance your understanding of intellectual and developmental disabilities.
- Stay up to date with best practices to provide the highest level of care.

11. **Professional Appearance:**

- Present yourself in a neat, clean, and professional manner that reflects the high standards of our organization.

12. **Reporting and Documentation:**

- Accurately document interactions, care provided, observations, and incidents promptly and thoroughly.
- Report any changes in individuals' conditions or concerns to supervisors promptly.

13. **Compliance:**

- Adhere to all federal, state, and local laws, regulations, and licensing requirements governing intellectual and developmental disabilities care.
- Adhere diligently to all the policies and procedures of Palmer's Home Care to the utmost extent of your capability.

14. **Visitors:**

- Please ensure that only authorized individuals access Palmer's Home Care premises. However, in an emergency requiring staff to bring in a family member or external guest, kindly seek your supervisor's approval first. This approval will then be presented to the COO, CEO or Owner of Palmer's Home Care for the ultimate decision. If the COO, CEO or Owner does not provide a final endorsement, it's important to note that the request for a guest by the employee will be considered denied.

By adhering to this Code of Conduct, we are committed to promoting the well-being, dignity, and independence of individuals with intellectual and developmental disabilities. Failure to comply with this Code may result in disciplinary actions, including termination of employment.

- Missouri Quality Outcomes

Part of being an employee of Palmer's Home Care is to engage all our individuals served and provide a quality of life that they deserve. All Palmer's Employees should know the Missouri Quality Outcomes, or the goals we need to keep in mind as we provide supports to individuals in our care.

The Missouri Quality Outcomes are:

- People participate in meaningful daily activities of their choice.
- People live in communities they choose, with whom they choose, and in homes and environments designed to meet their needs.
- People are active members of their communities while determining valued roles and relationships through self-determination.
- People are able to choose health/mental health resources and are supported in making informed decision regarding their health and well-being.
- People are educated about their rights and practice strategies to promote their safety and security.
- People have opportunities to advocate for themselves, others, and causes they believe in, including personal goals and dreams.
- Families are provided with knowledge that empowers them to facilitate opportunities for the individual's self-determination throughout the course of his or her life.

-Call Off Protocol

If you are not going to be able to work your scheduled OR agreed upon shift, you will have to notify the house manager by phone, through a phone call. You cannot call off of your shift by text. You need to call and speak to your manager. You may leave a message, but you will have to call again in 10 minutes to speak to the manager. If you get the manager's voice mail again, then call the Degreed Professional Manager and then Chief Operating Officer until you speak to someone. This is done so we can start working on filling your shift and it is not left to the last minute.

You should also call off at least 2 hours before your shift is to begin. We do understand that this is not always possible, but if it is not 2 hours before, then corrective action will have to be handed out. Please refer to PHC-110, the Time and Attendance Policy.

-No Call/No Show

If you do not show up for you scheduled shift, and you have not notified your supervisor that you will not be there, that is considered a no call/no show, and is grounds for immediate termination. This does include training classes. In order to ensure that you are attending all classes and shifts, you must check your e-mail and Paycom system regularly.



-Leaving Your Individual

Palmer's Home Care has some individuals that do have alone time written into their plan. This gives the individual and us the opportunity to plan for time that the individual can be at home by themselves, or in the community by themselves, depending upon the plan. This time is not for the direct support staff to decide when it will be used but will need to be a decision made by the House Manager, the DPM, and executive staff with the individual involved as well.

- At no time is it appropriate to leave the individual alone without them knowing they are being left. The individual can't be left for any amount of time without them knowing, even after they have gone to bed for the night.
- At no time is it appropriate for the Direct Support Staff to leave the individual without the house manager or DPM knowing and approving of the individual to be left alone.
- At no time can you leave your individual to just run to the gas station, to get food, etc. Not without alone time being in the plan and it being preapproved by the house manager, DPM, and the individual.

If you leave your individual alone without permission and without it being written into the individual's plan, you will be terminated.

-Respecting Your Supervisor/Admin Staff

Your job with Palmer's is difficult. Then, when unexpected things or errors occur, it makes things even tougher. Your frustration is understandable, but it should not be taken out on your supervisor or administrative staff. Their job is difficult as well. Mistakes happen and we will correct whatever mistakes where we can, but we have to follow our protocols and standards. Do not take out your frustrations on Palmer's staff. That will not be tolerated. Unprofessional behavior will result in corrective action up to and including termination.

-Documentation

As a direct support professional, you are responsible for providing "Adequate documentation" by writing a complete and detailed summary of each shift worked. Other terms that you may hear staff members use for documentation include: "notes, logs, etc." Another staff member should be able to read your documentation and quickly understand what took place during your assigned shift with the individual being served. Your documentation should include the following:

1. First, last name and middle initial, as well as date of birth of individual supported. If there is more than one individual being supported during your shift, you will create a shift log for each of them separately.
2. Accurate, complete, and legible description of each service provided.
3. Name, title, and signature of the provider of service.
4. Month, day, and year of service provided.
5. Begin and end time of service provided.
6. The setting in which the service was provided (home, community location(s), etc.).

7. The need for services provided in relation to the person's Individual Support Plan, particularly goals and objectives, including progress, or lack of progress on goals/objectives, and what provider is doing to support progress.
8. Supporting documentation including receipts, invoices, tickets, employee records, etc.

It is recommended that you complete your documentation by the end of the shift worked. However, the notes **MUST** be completed within 48 hours from the date the service was provided. Failure to complete adequate documentation may result in a pay decrease to minimum wage for any hours submitted.

Your documentation is considered complete if they are 1. ACCURATE, 2. LEGIBLE, AND 3. COMPLETE.

1. ACCURATE - Provides a detailed description of the individual's activities and how the individual was supported in making progress or movement toward the outcomes listed in the individual's current ISP. The notes should include activities that are goal oriented or relevant. Restroom breaks, for example, would not be included unless the activities involved were part of the outcomes in the individual's ISP towards self-sufficiency.
2. LEGIBLE (readable) –
3. COMPLETE - Date of service, the actual starting time and ending time of the service, the individual's full name and either middle initial or date of birth, Description of the type of service provided for a given period matches the service definitions in DMH Home and Community Based Waiver Manual, and the note includes the printed name, signature and title of the staff person providing the service and authoring the note.

Staff will receive feedback regarding whether their documentation satisfies the requirements after agency management completes random audits of daily progress notes.

- **Clocking In /Out**

As a direct support professional working at an hourly rate, please clock in and out as you are trained. Then any time you work, clock in and out. You are responsible for making sure your timecard is correct. If you have forgotten to clock in or out, you will need to submit a punch-change request in Paycom, and your supervisor will need to review and approve this request. This should be completed on the same day as the error occurred. You will be directed to review and approve your timecard before payroll is submitted, and you should be checking and timecard daily for needed corrections. If you have approved your timecard with errors on it, then you will not be paid for the needed and approved corrections until the next payroll. If you do not approve your timecard, your needed and approved corrections will not be paid until next payroll.

ALL DSP'S MUST CLOCK IN AND OUT FOR TRAINING CLASSES!

Please refer to policies PHC-110 for our attendance policy and PHC-123 for our Time Keeping policy

- **Emergency or Possible Emergency Situations**

Staff **MUST** be able to work independently and make decisions based on the Individual Support Plan for the supported individual, with the individual's health and safety in mind. In a situation where staff is unsure of best course of action, the Call Protocol should be used. Especially when it concerns the client's health and safety. Sound judgement should be used regarding what constitutes an event



that requires immediate contact/action versus situations that can wait. If staff have any questions, discuss with your immediate supervisor or if there is question, contact using the Call Protocol.

In a true emergency (as defined by the first aide/CPR or Level 1 Med Aide class) **ALWAYS** call 911 first. Otherwise, all direct support staff will follow the Call protocol for ALL questions of health and safety.

Depending on the nature of the request/question, this is the order of calling. If there is no answer, direct support staff should wait 15 minutes for a return call, then try again. If there is no answer and no response after another 15 minutes, then call the next person on the list. If the client is in need of immediate answers or relief, then this protocol can be expedited.

CALL PROTOCOL

1. House Manager/Live-In Staff/Host
2. Degreed Professional Manager assigned to the individual
3. COO
4. CEO
5. Owner

If/When the issue is of a medical nature, Community RN should be contacted by House Manager/Live-In Staff/Host, and/or Degreed Professional Manager, see the following for when to contact the Community RN. For direct support staff, if the house manager/administration fails to answer in the time defined above, or the condition of the client served worsens, follow the guidelines below.

See Policy PHC-207

- Harassment

Harassment of any kind will not be tolerated. If you feel like you are being harassed, please contact your supervisor, or a member of the executive team immediately. Please refer to our policy PHC-106 for more information.

- HIPAA

We do have access to the private health information of the individuals we serve. We cannot, at any time, put our individual's protected information into the public's knowledge. There can be NO social media posts of our individual's name, picture, voice, address or any other protected health information. We cannot have visitors at the individual's home without prior permission from the house manager, DPM, individual, and guardian if applicable.

Please ask your house manager or a member of the executive team if you have any questions, and refer to PHC-107 to read our policy.

- Overtime

Overtime is considered any time over 40 hours per week, Sunday – Saturday, for hourly staff. All Overtime must be approved by the executive team prior to being accrued.

- PRN

A PRN is a temporary staff person that has been hired and is on our PRN list. These PRN staff can be called, and when they agree, can be used in a home to cover a shift that is open. PRN's are paid \$21/hr. and should only be used when approved by the DPM, COO, and/or CEO. PRN's should be used for 19 hours or less in a week, but can be used for more hours when approved.

A House Manager may pick up hours at houses other than the one they manage at the standard PRN rate. However, they cannot use PRN's, other managers, or accrue overtime at their own homes during the same week. Also, house managers may not pick up more than 19 hours per week as a PRN staff, just like other PRN's.

- Driving Individuals in Personal Cars

Palmer's Home Care has leased company vehicles in all our locations, including residential homes and day program sites. Those vehicles are maintained by Palmer's and have fleet insurance that covers Palmer's employees and individuals. It is imperative that all transportation of individuals happens in company vehicles, as our fleet insurance does not cover your personal car or you or the individual if you are in your car and have an accident. It is possible that your personal insurance won't cover an accident if you are using your car for company business. Using your personal vehicle for transporting individuals is prohibited unless approved by the Palmer's owner, CEO, or COO.

- Workman's Comp

If you are injured or have an accident at work, you must immediately notify your supervisor and/or the HR department. You will receive instructions on seeking medical treatment at an appropriate medical facility. Within 24 hours of the injury, the employee must complete an Incident Report Form. This form should clearly explain:

- What happened
 - How the injury took place
 - The time, location, and other relevant details of the incident
- Workman's Compensation Form:

The employee must complete a Workman's Compensation Form along with the Incident Report Form. This form gathers all the necessary information to process the claim with our workman's compensation vendor.

Workplace Safety Emphasis:

Palmer's Home Care LLC encourages all employees to prioritize safety and follow all workplace safety guidelines to prevent injuries. This includes:

- Using all provided safety equipment appropriately
- Reporting any unsafe conditions immediately to a supervisor
- Attending mandatory safety training and refresher courses as required by the company



V.

COMPANY RESOURCES

[Paycom](#)

www.paycomonline.net

Palmer's Home Care uses a Human Resource Management System called Paycom. This matters to you as it is the website/phone app you will use to clock in and out on a daily basis. Paycom will be where you will find important announcements, your paystubs, and open shifts. It is your responsibility to download/print your paystubs, Palmer's does not provide physical copies. Palmer's will also use it to post documents that you will need to sign for Department of Mental Health standards, policy updates, and even tax information.

[Therap](#)

www.therapservices.net

Therap is the electronic data system we use to keep track of our individual logs and Medication Administration Records (MAR). During orientation, you will be given your username and your password for Therap

Logging: When you work a shift with an individual or individuals, you will complete a record of what you and the individual did and/or accomplished during the shift. This is called a log and is an official document that is used to bill Medicaid and can be subpoenaed in a court of law.

MAR's: The MAR is the current list of all medications and doctor's ordered procedures that each individual has. During your shift, you will be required to pass medication according to the MAR and the medication label. You will also be required to document giving each medication on that individual's MAR. Other things will be documented on the MAR as well, like blood pressure readings, blood sugar levels, bowel movements, weights, etc. as per ordered by the Dr.

VI.

BENEFITS**2025 Insurance Package**

Full benefits are available in the Summary of Benefits of each plan. Enrollment in the plans are completed through the orientation training and entered in Paycom.

Medical Insurance through United Healthcare

Deductible	\$2500	\$5000 per family
Primary Care	\$35	
Specialist	\$45 or \$90 for non-designated providers	
Coinsurance	20%	
Hospital	Deductible/ then 20%	\$5000 per family
Out of Pocket Maximum	\$6250	\$12500 per family
Medication	Tier 1 - \$15 Tier 2 - \$40 Tier 3 - \$75 Tier 4 - \$200	
Employee paid premium: Cost per Pay Period for Employee	Employee Only: \$91.75 Employee & Spouse: \$631.22 Employee & Child(ren): \$370.66 Family: \$968.85	

Minimum Essential Coverage (MEC) Plan Available through Reliance Standard

	Dollar Amounts Listed are Paid to the Member
Inpatient Benefits	
Room & Board	\$500 per Day – Limit of 90 Days per Year
Cancer	\$4,000 – 1 Payout per Year
Heart Attack	\$3,000 – 1 Payout per Year
Accidental Injury	\$2,000 – 1 Payout per Year
Stroke	\$1,500 – 1 Payout per Year
Childbirth	\$1,500 – 1 Payout per Year
Preventive Care	Covered 100%
Outpatient Benefits	
New Patient Office Visit	\$100 – 1 Payout per Year
Established Patient Office Visit	\$70 – 5 Payouts per Year
ER Treatment of Injury	\$500 – 2 Payouts per Year
Chiropractic Care	\$40 – 26 Payouts per Year
Diagnostic Services	



Labs	\$40 – 5 Payouts per Year
MRI	\$175 – 1 Payout per Year
CT Scan	\$75 – 1 Payout per Year
All Other Radiology	\$40 – 5 Payouts per Year
Surgery Benefit	Max Benefit is \$1,000 / \$200 for Anesthesia
Pharmacy	
Generic	\$25 – 18 Payouts per Year
Brand	\$50 – 2 Payouts per Year
Premiums	Bi-weekly
Employee paid premium: Cost per Pay Period for Employee	Employee Only: \$31.64 Employee + Spouse: \$96.19 Employee + 1 Child: \$67.79 Employee + Children: \$133.47 Family: \$182.88

Dental Plan through Delta Dental

	PPO	Premier	Out of Network
<u>Deductible</u>			
Individual	\$50	\$100	\$100
Family	\$150	\$300	\$300
No deductible for preventive	yes	Yes	Yes
<u>PLAN CO-INSURANCE</u>			
Type I - Preventive	100%	100%	100%
Type II – Basic Services	90%	80%	80%
Type III – Major Services	60%	50%	50%
Annual Maximum	\$1000 per person		
Employee paid premium: Cost per Pay Period for Employee	Employee Only: \$12.60 Employee & Spouse: \$25.78 Employee & Child(ren): \$29.53 Family: \$46.06		

Vision Plan through Guardian

Copay 1 per 12 months	\$10
Lenses 1 pair per 12 months	\$25
Frames 1 set per 24 months	Up to \$130, 20% discount
Contact Lenses 1 per 12 months	In lieu of eyeglasses, up to \$130
Employee paid premium: Cost per Pay Period for Employee	Employee Only: \$3.75 Employee & Spouse: \$7.50 Employee & Child(ren): \$10.31

	Family: \$25.99
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Additional Voluntary Benefits Available that are Based on Age/Salary/Benefit Amount Elected
(Rates are available in Benefits Packet and PayCom)

Voluntary Life and Accidental Death & Dismemberment
 Accident Plan
 Short Term Disability
 Critical Illness
 Hospital Indemnity

Earned Time Off (ETO)

Palmer's Home Care, LLC (PHC) recognizes that employees have diverse needs for time off from work and, as such, Palmer's Home Care, LLC has established this earned time off (ETO) policy. The benefits of ETO are that it promotes a flexible approach to time off by **COMBINING VACATION, SICK, AND PERSONAL LEAVE**. Employees are accountable and responsible for managing their own ETO hours to allow for adequate reserves if there is a need to cover vacation, illness or disability, appointments, emergencies, or other situations that require time off from work.

Full-Time Direct Support Staff

Accrual and Payment of ETO:

Accruals are 1 hour earned for every 30 hours worked. Employees can earn up 56 hours in a calendar year. Any ETO not used at the end of the calendar year may be carried over up to 80hrs earned.

For the policy, see PHC-100b.

House Managers/Program Coordinators

All House Managers/Program Coordinators will receive 80 hours of ETO per calendar year. House Managers/Program Coordinators that start during the calendar year will have this time prorated for the first year. Total time accrued will be reset at the beginning of the calendar year. Any ETO not used at the end of the calendar year may be carried over up to 80hrs earned.

If the House Manager/Program Coordinator has been promoted from a direct support position, then an additional 40 hours will be added onto the ETO bank the staff person has accrued up to 80 hours of ETO total. The Manager shall not have more than 80 hours in a calendar year.

For the policy, see PHC-100a

Senior Administration

All Senior Level Administration Staff will receive 120 hours of ETO per calendar year. Senior Level Admin staff that start the position during the calendar year will have this time be prorated for the first year. Total time accrued will be reset at the beginning of the calendar year.

For the policy, see PHC-100a.



Palmer's Home Care will also provide paid time off for Bereavement Leave, Jury Duty, and National Guard service. Please see our policies PHC-113 and 114.

Changes to the ETO policy will occur in 2025 as per Proposition A when Missouri Legislature goes into effect.

Holidays

Due to the differing and all-encompassing services offered to our individuals, Palmer's Home Care provides 24-hour a day care, 365 days a year. Since some of our staff will have to work Holidays, and some of our staff will not have the opportunity to work Holidays, we have policies in place for each service we provide.

Residential Staff policy for Holidays

Our residential staff will still have to work on observed holidays in which they are scheduled. Our individuals live in their own homes, and we provide the staffing to support them. So as some of the residential staff will have to work on our observed holidays, those staff that work will be paid at time and a half of the hourly rate of pay. Example, if you work at \$19/hr., then on a holiday, you will be paid \$28.50/hr. This is called Holiday Worked.

Day Program Staff policy for Holidays

Day programs run Monday through Friday, and most of them are 8am to 4pm, with the exception of the Discovery Program. On observed Holidays that occur Monday – Friday, and Palmer's closes for that Holiday, then the staff at the Day Programs will receive 8 hours of Holiday pay at their regular hourly rate, called Holiday Pay.

If Palmer's does not close the Day Program on an observed Holiday, then the day program staff working that day will receive Holiday Pay at time and a half on the hours they work. If the Day Program opts to take the day off, they will have to use ETO if they have accrued enough to cover the day. If they do not have ETO to use, then they will not be paid for that day.

Day program staff **cannot** receive both Holiday Pay and also Holiday Worked pay. If the Day Program is closed on a day that is an observed Holiday, Monday -Friday, and Day Program staff is to be paid Holiday Pay, but that Staff chooses to pick up a shift at a residential home to earn the Holiday Worked pay at time and a half, then that staff will forego the Holiday Pay.

Senior Administrative Staff policy for Holidays

Admin staff will receive 8 hours of paid time for those observed holidays that occur Mon-Fri.

House Managers do have the option of working as PRN staff at the PRN in homes that they do not supervise. When a house manager works as a PRN staff on a Holiday, the House Manager cannot receive both Holiday Pay and also Holiday Worked pay. If the House manager picks up a shift at a residential home that they do not supervise to earn the Holiday Worked pay at time and a half, then that staff will forego the Holiday Pay at 8 hours of regular pay. The House manager would receive the hours they worked at a rate of time and half of the PRN rate.

Palmer's Home Care observed Holidays:

New Year's Day	Memorial Day.
Juneteenth	Independence Day
Labor Day	Thanksgiving Day
Christmas Day – Will be recognized the day prior to the holiday (if needed)	





VII.

POLICIES AND PROCEDURES

All Palmer's Home Care Policies and Procedures are found on our website at <https://www.palmershomecarellc.com/policies-procedures> and can be viewed at any time.

EMERGENCY MANAGEMENT PLANS

Each location will have a specific emergency management plan with contact information and designated meeting spots for emergencies. Please review the emergency drill book in each location where you are working.

In the event of an emergency, when in doubt call 911

For specific procedures for the following, please refer to the emergency book in the location in which you are working.

STAFF RESPONSIBILITIES & EMERGENCY NUMBERS

It is important to get all individuals and staff to a safe location and maintain a calm and reassuring environment for all. The outcome of the situation will determine what other actions will be taken as far as continuation of business, changes in scheduling/staff, etc.

Staff responsibilities and exceptions:

- STAY CALM and listen carefully
- Staff must stay with individuals until we can return to the building, or until individuals return to their homes. This may require staying past your normal shift and this will be expected if necessary.
- **Staff are prohibited from using cell phones during the emergency period.** This includes no calls to family, friends, babysitters, radio stations, etc. This rule is in effect to maintain security, prevent inaccurate information from spreading, to keep staff attentive to the evacuation and client safety, and enable everyone to hear announcements. Specific staff can utilize cell phones regarding duties specific to the emergency response plans and this does not indicate permission for general phone use. After assessing the emergency, permission to use cell phones will be specifically given on an as needed basis. Any staff that violates this directive will be subject to disciplinary action, up to and including termination.
- No one will be allowed to re-enter the building or home until permission is announced by the Degreed Professional Manager (DPM)/Director or designee.
- Staff are not allowed to talk to any media representative but need to refer them to the DPM/Director or designee.

Agency Staff Emergency Phone Numbers (cell phones):

COO –	Dylan Hayes 1-817-308-2597
CEO –	Heath Clark 1-660-346-6005
Owner –	Robert Palmer 1-573-673-8437

Plans that can be found in the emergency book:

- POWER OUTAGE/UTILITY FAILURE
- FIRE OR SMOKE
- TORNADO OR SEVERE WEATHER
- BOMB THREAT
- EARTHQUAKE
- INTRUDER WITHOUT WEAPON, ARMED INTRUDER, HOSTAGE SITUATION
- LOCKDOWN
- GENERAL INFORMATION FOR EVACUATION/EMERGENCIES:
- ELOPEMENT / Missing Persons



VIII.

SERVICES OFFERED BY PALMER'S HOME CARE

Residential Services

Individual Supported Living (ISL)

The purpose of our ISL's is to provide our individuals with the services they need to enable them to live in their own beautiful home. At Palmer's Home Care, we assist each individual in living a safe and secure home in a good neighborhood in the community.

Our highly trained staff teach, model, encourage, assist, advocate, equip, and support our individuals to live their most independent life possible. Everyone has the right to be a member of their community and Palmer's Home Care will encourage meaningful and valued relationships within that community.

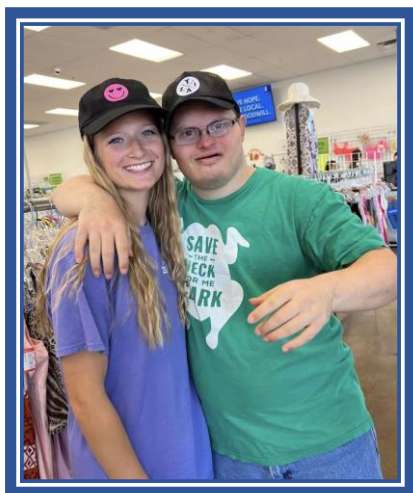
Host Home/Shared Living

Our Shared Living/Host Homes allow an individual to live in a family setting while receiving needed support and learning life skills necessary for independence. The individual will have their own room and be able to accompany the family on trips and other daily activities, just like any other family member. Each host home is selected after careful screening and approval from the Missouri Department of Mental Health.

Respite

Respite offers families of individuals with developmental/intellectual disabilities that may still live at home, relief or respite staff provided by Palmer's Home Care to provide our services to the individual. We offer 2 different types of respite care:

In Home Respite: This is where we can provide services in the individual's home, and the family can then go out shopping/attend appointments, or whatever it is that they may need to do.



Day Services

Day Programs

Palmer's Home Care provides day program services to individuals with disabilities in Columbia and Moberly as well as the surrounding areas. Day program services are provided in structured and supervised environments and based in modern buildings that are clean, well maintained. Day program activities and programs are developed with the individuals' needs and desires in mind. Day Program services include but are not limited to; skill acquisition and enhancement in the areas of social and interpersonal skills, decision making, cooking, home management, money handling, recreation/leisure, self-care and safety in and out of the home.

Community Networking (CN)

This service provides support for participation in community activities that the individual wants to do. CN services are designed to increase an individual's connection to and engagement in their community. Services are designed to develop flexible, sustainable, and supportive community resources and relationships. Individuals are introduced to community resources and supports that are available in their area and supported to develop skills that will facilitate integration into their community.

Individual Skill Development (ISD)

ISD services are individualized supports, delivered in a personalized manner, to support individuals who live in their own or family homes with acquiring, building, or maintaining complex skills necessary to maximize their personal independence. Teaching methods are individualized to what the participant wants to accomplish, learn and/or change based on the identified skill as developed in the person-centered planning process and provided in accordance with the ISP to achieve identified outcomes. Complex skills development includes but are not limited to domestic and home maintenance, budgeting and money management and using public transportation.





Employment Services

We offer Customized Employment services. Customized Employment is a flexible process designed to personalize the employment relationship between a job candidate and an employer in a way that meets the needs of both. It is based on an individualized match between the strengths, conditions, and interests of a job candidate and the identified business needs of an employer.

Training Department

Our training department offers training to Palmer's Home Care employees and to members of other agencies and the community at large in any and all aspects of knowledge that you may need to help provide the best services possible to our individuals. Training includes:

- Positive Behavior supports
- Crisis Prevention and Intervention
- Level 1 Medication Aide
- First Aid and CPR
- Insulin
- Other classes as needed.

Behavior Services

Palmer's Home Care has added ABA services to our DMH waiver contract. We are able to provide Applied Behavioral Services to individuals that need behavioral services and have received approved units on that waiver. Behavioral services are provided by a Board-Certified Behavioral Analyst (BCBA).

VI.

Home and Community Based Services Information for Employees

Objectives: Employees will be competent in the philosophy of the home and community based (HCBS) rule to ensure that people with disabilities have full access to and enjoy the benefits of community living through long-term services and supports in the most integrated settings of their choosing.

Palmer's training record applies to all employees of Palmer's to verify HCBS training occurred before working with the individuals supported for the 42 CFR 441.301 Federal HCBS Rule that was effective March 14, 2014.

Person Centered Planning (42 CFR 441.301(c)(1))

Staff will receive training to ensure they understand how to support participants during their person-centered planning process and the development of their Individualized Support Plan.

Community Access (42 CFR 441.301(4)(i))

Staff will receive training to ensure they understand how to support a participant to access their community.

Employment Opportunities (42 CFR 441.301(4)(i))

Staff will receive training to ensure they understand and support all participants to have the right to employment opportunities.

Money Management/Personal Resources (42CFR 441.301(4)(i))

Staff will receive training to ensure they understand the importance of participants having control of their own money and resources and provide support.

Services in the Community (42 CFR 441.301(4)(i))

Staff will receive training to ensure they understand how to assist and support participants in accessing services in the community.

Choice of Services (42 CFR 441.301(4)(ii))

Staff will receive training to ensure they understand how to support participants with options for waiver services in settings other than with participants with disabilities. Staff will receive training regarding how to support participants in modifying their services at their request and express their concerns or ask questions regarding the services they receive.

Restrictions and Modifications (42CFR 441.301(4)(ii)).

Staff will receive training to ensure they understand how to support participants with restrictions/modifications and understand the due process.

Privacy (42CFR 441.301(4)(ii)) and (42CFR 441.301(4)(iii))

Staff will receive training to ensure they understand the importance of participant privacy and Participants who have expressed their choice as a room or house mate.



Housing Opportunities (42CFR 441.301(4)(ii))

Staff will receive training to ensure they understand the importance of participants and have options available to choose their living arrangements.

Code of Conduct (42CFR 441.301(4)(iii))

Staff will receive training to ensure they understand the importance of treating participants with dignity and respect.

Grievance Procedures (42CFR 441.301(4)(iii))

Staff will receive training to ensure they understand the importance of participants understanding their rights, grievance process and how to file an anonymous complaint.

If applicable, Staff will receive training to ensure participants are coercion and restraint free.

Freedom of Choice (42CFR 441.301(4)(iv))

Staff will receive training to ensure they understand the importance of the participant's freedom of choice, individual initiative, and independence in making their own informed decisions.

Visitors (42CFR 441.301(4)(iv))

Staff will receive training to ensure they understand how to support participants who invite family and friends to their home.

Services and Supports (42CFR 441.301(4)(v))

Staff will receive training to ensure they understand the importance and process to assist participants in having input with their support and

