



**NuLook**  
Home Care Agency



# Employee Handbook

*A Guide to Our Culture, Values,  
and Workplace Policies*



# Letter from the President / Director

Dear Team,

Welcome to NuLook Home Care Agency.

I want to personally thank you for choosing to be part of our organization. The work you do matters deeply, and I do not take lightly the responsibility that comes with serving seniors and adults with disabilities in their homes.

NuLook Home Care Agency was created from personal experience. When my mother needed home care assistance, I witnessed firsthand how powerful, compassionate, respectful care can be and how damaging it is when individuals are treated without dignity, patience, or accountability. Those experiences stayed with me and ultimately led me to create NuLook with one clear goal: to set a higher standard in home care.

At NuLook, we believe that clients are not tasks, schedules, or checklists. They are people. They deserve to feel safe, respected, and valued in their own homes. That belief guides every policy, every expectation, and every decision we make as an agency.

This Employee Handbook outlines the standards we expect all employees to uphold. It is designed to provide clarity, structure, and guidance so that you can do your job confidently and professionally. I encourage you to read it carefully, ask questions when something is unclear, and take pride in the role you play in the lives of those we serve.

Being part of NuLook means committing to integrity, professionalism, and compassion even when the work is challenging. In return, we are committed to providing clear expectations, ongoing support, and a workplace built on respect and accountability.

Thank you for the care you provide, the responsibility you carry, and the standard you help uphold every day. Together, we can continue to build an agency that families trust and employees are proud to represent.

Sincerely,

*Timiki Crowder*

Timiki Crowder  
President & Director



**Timiki Crowder**  
President / Director

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# SECTION 1: WELCOME & COMPANY FOUNDATION

## Welcome to NuLook Home Care Agency

Welcome to NuLook Home Care Agency.

You are joining an organization that was created with intention, compassion, and accountability at its core. NuLook Home Care Agency exists because quality care matters and because every individual deserves to be treated with dignity, respect, and humanity in their own home.

Home care is not just a service. It is a responsibility. The work we do affects people at vulnerable moments in their lives. Whether you work directly with clients or support operations behind the scenes, your role plays an essential part in the safety, comfort, and well-being of those we serve.

This Employee Handbook is designed to help you understand who we are, how we operate, and what is expected of you as a NuLook employee. It is important that you read this handbook carefully and use it as a guide throughout your employment.

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## Our Story

NuLook Home Care Agency was founded by **Timiki Crowder, President and Director**, out of personal experience and a deep commitment to improving the standard of care provided to seniors and adults with disabilities.

Timiki's passion for home care began when her mother required in-home assistance. Through that journey, she witnessed firsthand the impact compassionate, attentive care can have and also saw how harmful it can be when individuals are rushed, disrespected, or treated as tasks rather than people.

Those experiences shaped the vision for NuLook.

NuLook was created to **set a new standard** in home care, one that prioritizes dignity, accountability, and person-centered support. Our agency was built on the belief that clients deserve care that is not only reliable, but respectful; and that caregivers deserve clear expectations, proper training, and support to do their jobs well.

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## Who We Serve

NuLook Home Care Agency provides non-medical in-home care services to **seniors and adults with disabilities** who wish to remain safely and comfortably in their homes.

Our clients may require assistance with daily living activities, companionship, supervision, or support to maintain independence. Each client is unique, and services are tailored based on individual needs, care plans, and authorized service hours.

We work closely with families, care coordinators, healthcare providers, and community partners to ensure continuity of care and positive outcomes.

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## **Our Mission**

Our mission is to provide **compassionate, dependable, and high-quality in-home care** that empowers individuals to live with dignity, independence, and confidence in their own homes.

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## **Our Vision**

Our vision is to be a trusted leader in home care services by setting a higher standard for ethical, respectful, and person-centered care while fostering a professional, supportive, and accountable workplace for employees.

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## **Our Core Values**

NuLook Home Care Agency is guided by the following core values:

### **Respect**

We respect the dignity, choices, culture, and individuality of every client. We also respect our coworkers, supervisors, and partners by communicating professionally and working collaboratively.

### **Empathy**

We recognize that home care is personal. We approach our work with compassion, patience, and understanding, knowing that each client's situation is unique.

### **Integrity**

We do the right thing even when it is difficult and even when no one is watching. We follow policies, laws, and ethical standards at all times.

### **Trust**

We build trust through reliability, honesty, and accountability. Our clients and their families depend on us, and we take that responsibility seriously.

### **Empowerment**

We support independence, informed decision-making, and personal growth for clients and employees alike.

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## Our Commitment to Quality Care

NuLook Home Care Agency is committed to providing care that is:

- Client-centered and respectful
- Delivered according to authorized care plans
- Compliant with all applicable state, federal, and Medicaid requirements
- Provided by trained, competent, and accountable staff

We expect every employee to uphold these standards in daily practice.

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## Use of This Handbook

This handbook serves as a guide to NuLook's expectations, policies, and workplace standards. It is not intended to cover every situation that may arise, but it establishes the foundation for professional conduct and decision-making.

Additional procedures, training, and guidance may be provided separately as needed.

## SECTION 2: EMPLOYMENT RELATIONSHIP & WORKPLACE FOUNDATION

### Employment Relationship (At-Will Employment)

Employment with NuLook Home Care Agency is **at-will**. This means that either the employee or NuLook Home Care Agency may end the employment relationship at any time, with or without cause or notice, in accordance with applicable law.

Nothing in this handbook, verbal statements, or agency practices creates a contract of employment for any specific duration. The at-will nature of employment may only be altered in writing and signed by the President/Director of NuLook Home Care Agency.

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### Employment Classifications

Employees are classified based on scheduled work hours and operational needs. Classification impacts eligibility for certain benefits and policies.

#### Full-Time Employment

- Regularly scheduled to work **32 or more hours per week**

- Full-time status does not guarantee a fixed schedule or set number of hours beyond operational needs

## **Part-Time Employment**

- Regularly scheduled to work **fewer than 32 hours per week**

## **PRN / As-Needed Employment**

- Scheduled based on client needs, staffing demands, and availability
- Hours may vary week to week

Employment classification may change based on agency needs, funding authorization, or employee availability.

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## **Equal Employment Opportunity**

NuLook Home Care Agency is committed to providing equal employment opportunities to all employees and applicants. Employment decisions are made without regard to race, color, religion, sex, age, national origin, disability, veteran status, or any other status protected by applicable law.

This commitment applies to all aspects of employment, including:

- Hiring and placement
- Training and development
- Compensation
- Promotion
- Discipline and termination

Employees who believe they have experienced discrimination, harassment, or unfair treatment are encouraged to report concerns promptly to Human Resources or management. Retaliation for good-faith reporting is strictly prohibited.

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## **Professionalism & Workplace Conduct Expectations**

All employees are expected to maintain professional conduct at all times while representing NuLook Home Care Agency. Professionalism applies whether an employee is:

- In a client's home
- In the office
- Communicating by phone, text, or email
- Representing the agency in the community

Employees are expected to:

- Communicate respectfully and clearly
- Follow agency policies and procedures
- Maintain appropriate boundaries
- Act in a manner that reflects positively on the agency

Unprofessional behavior, disrespectful communication, or failure to follow agency expectations may result in corrective action.

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## **Communication & Chain of Responsibility**

Clear communication is essential to safe and effective operations.

Employees are expected to:

- Follow the appropriate chain of communication for questions, concerns, or issues
- Report work-related concerns promptly
- Respond to agency communications in a timely manner

Failure to communicate issues that impact client care, scheduling, or compliance may result in disciplinary action.

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## **Conflict of Interest**

Employees must avoid situations that create a conflict between personal interests and agency responsibilities.

Employees may not:

- Use their position for personal gain
- Engage in outside activities that interfere with job duties
- Enter into financial or personal arrangements with clients or families that compromise professional boundaries

Any potential conflict of interest must be disclosed to management immediately.

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## **Employee Responsibility & Accountability**

All employees are responsible for:

- Knowing and following agency policies
- Asking questions when expectations are unclear
- Performing assigned duties accurately and ethically

- Protecting the agency's reputation and integrity

Failure to meet these responsibilities may result in corrective action, up to and including termination.

## **SECTION 3: CARING FOR CLIENTS – STANDARDS OF CARE & PROFESSIONAL BOUNDARIES**

Providing care at NuLook Home Care Agency is a responsibility that requires professionalism, compassion, and accountability. Employees are entrusted with the well-being of individuals who may be vulnerable due to age, disability, or health conditions. How employees conduct themselves in a client's home directly reflects the values and reputation of NuLook.

All employees are expected to follow the standards outlined in this section at all times.

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### **Client-Centered Care**

NuLook provides **person-centered care**, meaning each client is treated as an individual with unique needs, preferences, routines, and values.

Employees must:

- Treat every client with dignity and respect
- Support independence whenever possible
- Honor the client's right to privacy
- Communicate respectfully and patiently
- Encourage, not control, the client

Clients must never be rushed, spoken to disrespectfully, ignored, or treated as a task to be completed.

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### **Following the Care Plan**

Each client has an authorized care plan that outlines approved services, schedules, and limitations.

Employees are required to:

- Follow the care plan exactly as authorized
- Perform only tasks assigned within the care plan
- Provide services only during scheduled care hours
- Report any changes in a client's condition to the agency

Employees may **not** add, remove, or modify services on their own. Working outside of the care plan or beyond authorized hours is strictly prohibited.

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## Respect for the Client's Home & Privacy

A client's home is their personal space and must be treated with respect at all times.

Employees must:

- Keep the client's living area clean and organized during care
- Respect household rules and routines
- Maintain client privacy during personal care
- Avoid discussing personal matters or agency issues in the client's home

Employees should never invite unauthorized individuals into a client's home.

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## Professional Boundaries

Maintaining professional boundaries protects both clients and employees.

Employees may **not**:

- Share personal problems or financial situations with clients
- Form personal, romantic, or dependent relationships with clients or family members
- Accept favors, loans, or assistance from clients
- Provide care outside of scheduled hours

Employees must always maintain a professional caregiver relationship.

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## Gifts, Money, Bribes & Financial Exploitation

Employees are **strictly prohibited** from:

- Accepting gifts, money, tips, or favors from clients or their families
- Borrowing money or items from clients
- Purchasing items on behalf of clients using personal funds unless pre-approved
- Handling client finances without explicit authorization

Any attempt by a client or family member to offer gifts or money must be reported to the agency.

Violations of this policy may result in **disciplinary action up to and including immediate termination**.

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## Theft & Misuse of Property (Zero Tolerance)

NuLook Home Care Agency has **zero tolerance** for theft.

Employees are prohibited from:

- Taking client property, including money, food, medications, personal items, or household goods
- Taking agency property, including supplies, equipment, documents, or materials
- Using client or agency property for personal use

---

**Theft of client or agency property is grounds for immediate termination** and may result in legal action.

## Communication with Clients & Families

Employees are expected to:

- Communicate clearly and respectfully with clients and families
- Refer questions about care plans, scheduling, or billing to the agency
- Avoid making promises outside of their authority

Employees must not discuss agency policies, internal matters, or other clients with families.

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## Cultural Sensitivity & Respect

NuLook serves individuals from diverse backgrounds.

Employees must:

- Respect cultural, religious, and personal preferences
- Avoid judgmental language or behavior
- Provide care without discrimination or bias

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## Transportation of Clients

Employees may transport clients **only when transportation has been approved or scheduled by NuLook Home Care Agency**.

Employees may **not**:

- Transport clients without authorization
- Deviate from approved transportation arrangements

- Use personal vehicles for client transport unless approved

Failure to follow transportation guidelines may result in disciplinary action.

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## Reporting Concerns About Client Care

Employees are required to report:

- Changes in a client's condition
- Safety concerns
- Suspected abuse, neglect, or exploitation
- Boundary violations

Failure to report concerns may result in disciplinary action.

## SECTION 4: CONDUCT, ETHICS & CONFIDENTIALITY

NuLook Home Care Agency holds all employees to high ethical and professional standards. Employees represent the agency in clients' homes, in the community, and through all forms of communication. Conduct that compromises trust, safety, or compliance will not be tolerated.

---

### Professional Conduct Standards

Employees are expected to:

- Act honestly and ethically at all times
- Follow agency policies and procedures
- Use respectful language and behavior
- Maintain appropriate boundaries with clients, families, and coworkers
- Avoid actions that could harm clients or the agency's reputation

Unprofessional conduct, including disrespectful behavior, dishonesty, or policy violations, may result in disciplinary action.

---

### Confidentiality & HIPAA Compliance

Employees have access to sensitive personal, medical, and agency information. Protecting this information is a legal and ethical obligation.

Employees must:

- Keep all client and agency information confidential

- Access information only as required to perform job duties
- Avoid discussing client information in public or unauthorized settings
- Secure documents, devices, and electronic records at all times

Employees may not:

- Share client information with unauthorized individuals
- Post client information or images on social media
- Remove agency records without authorization

Violations of confidentiality or HIPAA requirements may result in **disciplinary action up to and including immediate termination**.

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## **Social Media & Electronic Communication**

Employees must use caution when using social media or electronic communication.

Employees may not:

- Post or share client information or images
- Discuss agency business publicly
- Represent personal opinions as agency positions
- Engage in online behavior that reflects poorly on NuLook

Employees are expected to communicate professionally via phone, text, email, and agency systems.

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## **Use of Personal Phones While Working**

Personal phone use during work hours should be limited to emergencies or agency-related communication.

Employees may not:

- Use personal phones excessively while providing care
- Allow phone use to interfere with client safety or attention
- Use phones to take photos or videos of clients

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## **Gifts, Bribes & Financial Exploitation (Zero Tolerance)**

Employees are **strictly prohibited** from:

- Accepting gifts, money, tips, or favors from clients or families

- Requesting or soliciting gifts or assistance
- Borrowing money or personal items from clients
- Engaging in any form of financial exploitation

Any offer of gifts or money must be reported to the agency immediately.

Violations of this policy may result in **immediate termination**.

---

## **Theft, Misuse & Fraud (Immediate Termination)**

NuLook Home Care Agency maintains **zero tolerance** for theft, misuse, or fraud.

Employees are prohibited from:

- Taking client property
- Taking agency property or supplies
- Misusing agency resources
- Falsifying records or documentation

Any confirmed theft or misuse of property is grounds for **immediate termination** and may result in legal action.

---

## **Honesty, Documentation & Reporting**

Employees must:

- Provide accurate and truthful information
- Complete documentation honestly and timely
- Report concerns, incidents, or violations promptly
- Cooperate with investigations

Dishonesty or failure to report required information may result in disciplinary action.

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## **Non-Retaliation**

NuLook prohibits retaliation against employees who report concerns in good faith. Any form of retaliation is a serious violation and may result in disciplinary action.

# **SECTION 5: ATTENDANCE, SCHEDULING & TIMEKEEPING**

Reliable attendance, accurate scheduling, and proper timekeeping are critical to client safety, regulatory compliance, and agency operations. All employees are expected to follow the requirements outlined in this section without exception.

Failure to comply with these requirements may result in disciplinary action, up to and including termination.

---

## Attendance Expectations

Employees are expected to:

- Report to work on time for all scheduled shifts
- Remain on duty for the full duration of assigned shifts
- Notify the agency as soon as possible if they are unable to work as scheduled
- Follow all call-out and notification procedures

Excessive absenteeism, tardiness, or failure to follow attendance procedures may result in corrective action.

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## Scheduling Requirements

### Authorized Schedules

Employee schedules are based on:

- Client care plans
- Authorized service hours
- Agency staffing needs

Employees may only work **approved and scheduled hours**.

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## Clinical Staff – Care Plan Hour Enforcement (CRITICAL)

Clinical staff **must strictly follow the client's authorized care plan hours**.

- Employees may **not** exceed scheduled or authorized hours
- **Overtime (OT) is not permitted**
- **Overage hours will not be paid**
- Working beyond authorized hours without approval is prohibited

Any time worked outside of approved care plan hours is considered unauthorized and may result in disciplinary action.

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## Electronic Visit Verification (EVV) Requirements

Clinical staff are **required** to use the agency-approved **EVV application** to record all work time.

Employees must:

- Clock in at the **start of the scheduled shift**
- Clock out at the **end of the scheduled shift**
- Clock in and out **from the client's location**
- Ensure entries are accurate and complete

Failure to properly use the EVV system may result in disciplinary action.

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## Missed Punches & Time Corrections

Accurate timekeeping is the responsibility of the employee.

- Any missed, late, or incorrect punch **must be resolved the same day**
- Employees must follow the agency's **approved timesheet submission protocol**
- Delayed corrections or repeated missed punches are not acceptable

Failure to resolve missed punches in a timely manner may result in:

- Delayed payment
- **Wages not being paid for unverified or unauthorized time**

---

## Timekeeping Accuracy & Honesty

Employees must:

- Record time honestly and accurately
- Never clock in or out for another employee
- Never falsify time records
- Never remain clocked in when not actively working

Falsification of time records is a serious violation and may result in **immediate termination**.

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## Office & Non-Clinical Staff Timekeeping

Office and non-clinical staff must:

- Accurately record all hours worked
- Follow assigned schedules
- Obtain approval before working outside scheduled hours

Unauthorized hours may not be paid.

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## Responsibility & Accountability

Employees are responsible for understanding and complying with all attendance, scheduling, and timekeeping requirements.

Failure to follow this policy may result in:

- Corrective action
- Suspension
- **Non-payment of unauthorized or unverified hours**
- Termination of employment

## SECTION 6: ISSUES, INCIDENTS & EMERGENCIES

NuLook Home Care Agency is committed to the safety and well-being of our clients and employees. All employees are required to respond promptly and appropriately to issues, incidents, and emergencies. Failure to report concerns or follow procedures may result in disciplinary action.

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### Reporting Issues, Concerns & Emergencies

If an employee experiences or observes an issue, incident, emergency, or concern related to client care, safety, scheduling, or operations, they are **required** to immediately contact NuLook Home Care Agency.

#### Primary Reporting Contact

 **Call or Text: 919-747-9491**

This number must be used for:

- Client care concerns
- Injuries or accidents
- Medical emergencies
- Safety concerns
- Scheduling issues affecting care
- Any situation where guidance or immediate support is needed

Employees should **not delay reporting** while attempting to resolve issues independently.

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## Medical Emergencies

A medical emergency includes, but is not limited to:

- Difficulty breathing
- Loss of consciousness
- Severe pain
- Falls with injury
- Signs of stroke or heart attack
- Any situation that appears life-threatening

### In a Medical Emergency:

1. **Call 911 immediately**
2. Ensure the client is safe to the best of your ability
3. **Call or text NuLook at 919-747-9491 as soon as possible**
4. Follow any instructions provided by emergency responders and agency leadership

Employees must never leave a client unattended during an emergency unless directed by emergency personnel.

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## Non-Emergency Issues

Non-emergency issues may include:

- Changes in a client's condition
- Missed visits or scheduling conflicts
- Equipment concerns
- Care plan questions
- Behavioral concerns

These issues must still be reported promptly by calling or texting **919-747-9491**.

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## Incidents & Injuries

An incident includes any unexpected event that may affect:

- Client safety
- Employee safety
- Quality of care
- Agency compliance

Examples include:

- Client falls (with or without injury)
- Medication concerns
- Injuries to employees
- Property damage
- Boundary violations

All incidents must be reported **immediately** to NuLook by calling or texting **919-747-9491**, even if no injury appears to have occurred.

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## **Abuse, Neglect & Exploitation Reporting**

Employees are **mandated reporters** and must report any suspected abuse, neglect, or exploitation immediately.

Employees must:

- Ensure client safety
- Contact NuLook immediately at **919-747-9491**
- Cooperate fully with any investigation

Failure to report suspected abuse, neglect, or exploitation is a serious violation and may result in disciplinary action, up to and including termination.

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## **Employee Responsibility**

Employees are responsible for:

- Knowing when and how to report concerns
- Acting promptly and responsibly
- Following instructions provided by agency leadership
- Documenting information accurately when requested

Failure to follow reporting procedures may result in corrective action.

## **SECTION 7: DRESS CODE & PROFESSIONAL APPEARANCE**

NuLook Home Care Agency employees are expected to present a professional appearance at all times. How employees look and identify themselves directly impacts client trust, safety, and the agency's reputation.

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## General Appearance Standards

All employees must:

- Maintain clean and appropriate personal hygiene
- Present a neat and professional appearance
- Wear clothing appropriate to their role and work environment
- Ensure attire does not interfere with safety or job duties

Clothing that is torn, excessively wrinkled, revealing, offensive, or unsafe is not permitted.

---

## NuLook-Approved Uniforms

All employees are **required** to wear **NuLook-approved uniforms** while on duty.

- Uniforms must be clean, in good condition, and properly fitted
- Employees may not substitute personal clothing for agency uniforms
- Uniforms must be worn during all scheduled work hours unless otherwise approved

Failure to wear the required uniform may result in disciplinary action.

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## Employee Identification Badges

All employees are **required to wear their NuLook-issued identification badge at all times** while on duty.

- Badges must be visible and easily identifiable
- Badges may not be shared or altered
- Lost or damaged badges must be reported immediately

Failure to wear an identification badge may result in disciplinary action.

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## Footwear & Safety Considerations

Employees must wear appropriate footwear based on job duties, including:

- Closed-toe shoes
- Slip-resistant soles when required
- Footwear that supports safe movement and prevents injury

Unsafe footwear is prohibited.

---

## Grooming & Personal Presentation

Employees are expected to:

- Maintain clean hair and grooming
- Avoid excessive fragrances
- Keep nails clean and at a safe length for caregiving tasks
- Maintain a professional and respectful appearance

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## Consequences for Non-Compliance

Failure to comply with dress code and appearance standards may result in:

- Verbal warning
- Written corrective action
- Removal from a shift
- Additional disciplinary action up to and including termination

## SECTION 8: COMPENSATION, PAID TIME OFF & LEAVE

NuLook Home Care Agency is committed to paying employees accurately and fairly for authorized work performed. Employees are responsible for understanding compensation and leave expectations as outlined in this section.

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## Compensation & Payroll Practices

Employees are paid for **authorized hours worked** in accordance with agency policy and applicable law.

Key expectations include:

- Employees will be paid based on verified time records
- All hours worked must be authorized and properly documented
- Unauthorized hours may not be paid
- Payroll schedules are established by the agency and communicated to employees

Employees are responsible for reviewing their pay and reporting discrepancies promptly so they may be addressed.

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## Overtime

Overtime eligibility is determined by job classification and applicable law.

- **Clinical staff are not permitted to work overtime**
- Overtime worked without prior approval is unauthorized
- Unauthorized overtime will not be paid

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## Paid Time Off (PTO)

### Eligibility

- Paid Time Off (PTO) is available **only to full-time employees**
- Full-time employment is defined as **32 or more hours per week**
- **Clinical staff are not eligible for PTO**
- PTO begins accruing after **90 days of continuous employment**

Eligibility is based on employment classification and role.

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### Accrual & Availability

- PTO accrues according to the agency's established accrual schedule
- PTO may only be used after the accrual waiting period is met
- PTO balances are subject to review and verification

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### Requesting & Using PTO

Employees must:

- Request PTO in advance
- Receive approval prior to taking PTO
- Use PTO only for approved dates and times

PTO:

- May not be used retroactively
- May not be used to extend a resignation or separation date
- Is subject to staffing needs and operational requirements

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### PTO Payout & Forfeiture

PTO payout upon separation, if applicable, will be handled in accordance with agency policy and applicable law.

Unused PTO may be forfeited depending on the circumstances of separation.

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## Bereavement Leave

NuLook Home Care Agency recognizes the importance of supporting employees during times of loss.

- Employees may receive up to **three (3) days of bereavement leave**
- Bereavement leave applies to the death of an **immediate family member**
- Documentation is **required**

Additional time off may be requested using available PTO or unpaid leave, subject to approval.

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## Unpaid Leave

Unpaid leave may be considered on a case-by-case basis and must be approved by the agency. Approval is based on operational needs and applicable laws.

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## Accuracy & Responsibility

Employees are responsible for:

- Understanding compensation and leave policies
- Requesting time off appropriately
- Ensuring time worked is accurately recorded

Failure to follow compensation or leave policies may result in disciplinary action.

## SECTION 9: TRAINING, SAFETY & COMPLIANCE

NuLook Home Care Agency is committed to providing safe, competent, and high-quality care. Training, safety awareness, and compliance with all applicable regulations are essential responsibilities of every employee. Employees are expected to understand and follow the requirements outlined in this section at all times.

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## Training & Orientation Requirements

All employees are required to complete onboarding and orientation training prior to providing services or performing assigned duties.

Training may include, but is not limited to:

- Agency policies and expectations
- Client rights and responsibilities
- Confidentiality and HIPAA requirements
- Safety and emergency procedures
- Role-specific duties and responsibilities

Employees may not begin independent work until required training is completed and verified.

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## Ongoing Training & Continued Education

Training at NuLook does not end after onboarding. Employees are required to participate in ongoing training to maintain competency and compliance.

Employees must:

- Complete all required in-service and refresher training
- Attend mandatory meetings or training sessions as scheduled
- Stay informed of updates to policies, procedures, or regulations
- Maintain any required licenses, certifications, or credentials related to their role

Failure to complete required training may result in suspension of work, reassignment, or disciplinary action.

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## Competency Expectations

Employees are expected to demonstrate competency in all assigned duties.

This includes:

- Performing tasks safely and correctly
- Following care plans and agency procedures
- Demonstrating appropriate judgment and professionalism
- Knowing when to seek guidance or report concerns

If an employee is unable to demonstrate competency, additional training or supervision may be required. Continued inability to meet competency standards may result in corrective action.

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## Workplace Safety

NuLook Home Care Agency is committed to maintaining a safe environment for clients and employees.

Employees must:

- Follow all safety guidelines and procedures

- Use proper body mechanics and safe lifting techniques
- Report unsafe conditions immediately
- Avoid actions that place themselves or clients at risk

Employees are expected to take reasonable precautions to prevent accidents and injuries.

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## **Infection Control**

Infection control is critical in a home care setting.

Employees must:

- Follow standard infection control precautions
- Use personal protective equipment (PPE) when required
- Practice proper hand hygiene
- Follow protocols related to exposure to bloodborne pathogens or communicable diseases

Failure to follow infection control procedures may result in disciplinary action.

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## **Reporting Injuries, Exposures & Safety Concerns**

Employees are required to report:

- Work-related injuries
- Exposures to blood or bodily fluids
- Unsafe conditions in client homes
- Equipment malfunctions or hazards

Reports must be made immediately in accordance with agency procedures.

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## **Regulatory Compliance**

NuLook Home Care Agency operates under applicable local, state, and federal regulations, including Medicaid requirements where applicable.

Employees are responsible for:

- Following all agency policies related to compliance
- Performing duties within the scope of their role
- Cooperating with audits, inspections, or investigations
- Reporting any suspected violations or concerns

Failure to comply with regulatory requirements may result in disciplinary action up to and including termination.

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# **Responsibility & Accountability**

Each employee is responsible for:

- Taking training seriously
- Maintaining competency
- Working safely and responsibly
- Asking questions when expectations are unclear

Compliance is not optional. It is a condition of employment at NuLook Home Care Agency.

## **SECTION 10: USE OF AGENCY EQUIPMENT, SYSTEMS & TRANSPORTATION**

NuLook Home Care Agency provides equipment, systems, and resources to support safe, efficient, and compliant operations. Employees are expected to use all agency property responsibly and only for authorized purposes.

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### **Use of Agency Equipment**

Agency equipment may include, but is not limited to:

- Mobile devices
- Tablets or computers
- EVV-related tools
- Office equipment
- Care-related supplies

Employees must:

- Use agency equipment only for work-related purposes
- Handle equipment with care and responsibility
- Follow all instructions related to proper use
- Protect equipment from loss, damage, or misuse

Employees may not:

- Use agency equipment for personal purposes
- Share equipment with unauthorized individuals
- Modify, remove, or disable equipment safeguards

Loss, damage, or misuse of agency equipment must be reported immediately.

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### **Use of Agency Systems & Technology**

Agency systems may include:

- EVV applications
- Scheduling platforms
- Communication systems
- Documentation and record systems

Employees are required to:

- Use systems accurately and honestly
- Access only information necessary for job duties
- Protect login credentials and passwords
- Log out of systems when not in use

Employees may not:

- Share login credentials
- Access or alter records without authorization
- Circumvent system controls or monitoring

Improper use of agency systems may result in disciplinary action up to and including termination.

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## **Data Security & Information Protection**

Employees are responsible for protecting agency and client data.

Employees must:

- Secure devices and systems at all times
- Avoid storing client information on personal devices unless authorized
- Report suspected data breaches or unauthorized access immediately

Failure to protect data may result in disciplinary action and legal consequences.

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## **Transportation of Clients**

Client transportation is permitted **only when approved or scheduled by NuLook Home Care Agency.**

Employees must:

- Follow approved transportation arrangements
- Comply with all safety requirements
- Transport clients only for authorized purposes

Employees may not:

- Transport clients without prior approval
- Deviate from scheduled transportation plans
- Use personal vehicles for client transport unless explicitly approved

Failure to follow transportation policies may result in disciplinary action.

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## **Return of Agency Property**

Upon separation of employment, employees must return all agency property, including:

- Equipment
- Devices
- Badges
- Documents
- Supplies

Failure to return agency property may result in final pay adjustments and/or legal action, as permitted by law.

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## **Accountability**

Employees are accountable for:

- Proper use of agency equipment and systems
- Compliance with transportation rules
- Prompt reporting of issues or concerns

Misuse, negligence, or unauthorized use of agency resources may result in corrective action up to and including termination.

## **SECTION 11: INCLEMENT WEATHER & EMERGENCY OPERATIONS**

NuLook Home Care Agency is committed to maintaining client safety and continuity of care during inclement weather, natural disasters, and other emergency situations. Employees are expected to follow agency instructions and exercise sound judgment at all times.

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### **Inclement Weather**

Inclement weather includes, but is not limited to:

- Severe rain or flooding
- Snow or ice
- Extreme heat or cold
- Hurricanes or severe storms
- Any condition that may impact safe travel or client care

During inclement weather, NuLook will assess conditions and communicate expectations regarding operations.

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## Employee Responsibilities During Inclement Weather

Employees are expected to:

- Monitor weather conditions affecting their assigned area
- Follow agency instructions regarding schedules or changes in services
- Prioritize safety while maintaining care responsibilities
- Notify the agency immediately if weather conditions prevent safe travel

Employees should **not** assume shifts are canceled unless notified by the agency.

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## Emergency Situations

Emergency situations may include:

- Natural disasters
- Power outages impacting client safety
- Building evacuations
- Community emergencies
- Any situation that threatens client or employee safety

In any emergency situation, employees must act promptly and responsibly.

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## Emergency Communication & Reporting

Employees must **immediately contact NuLook Home Care Agency** if inclement weather or an emergency affects their ability to provide care or impacts client safety.

### Emergency Contact

 **Call or Text: 919-747-9491**

This number should be used for:

- Weather-related delays or inability to reach a client
- Emergencies impacting scheduled care
- Safety concerns related to environmental conditions
- Instructions or guidance during emergency situations

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## Client Safety During Emergencies

Employees must:

- Ensure client safety to the best of their ability
- Follow emergency instructions provided by first responders or agency leadership
- Never abandon a client during an emergency unless directed by emergency personnel

If a medical emergency occurs, employees must:

1. **Call 911 immediately**
2. Ensure the client is safe
3. **Contact NuLook at 919-747-9491 as soon as possible**

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## Continuity of Care

NuLook will make every effort to maintain continuity of care during emergencies. Employees may be asked to:

- Adjust schedules
- Assist with emergency planning
- Communicate updates regarding client status

Employees are expected to cooperate with reasonable requests made in the interest of client safety and care continuity.

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## Accountability

Failure to follow inclement weather or emergency procedures may result in disciplinary action.

## SECTION 12: DISCIPLINE, GRIEVANCES & SEPARATION OF EMPLOYMENT

NuLook Home Care Agency is committed to maintaining a professional, respectful, and compliant workplace. Employees are expected to meet performance, conduct, and compliance standards at all times. When expectations are not met, corrective action may be taken.

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## Corrective Action & Discipline

NuLook uses a **progressive discipline approach** when appropriate. The type and level of corrective action taken will depend on the nature, severity, and frequency of the issue.

Corrective action may include, but is not limited to:

- Verbal counseling
- Written warnings

- Final written warning
- Suspension
- Termination of employment

NuLook reserves the right to skip steps in the progressive discipline process when the situation warrants immediate action.

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## Immediate Termination Offenses

Certain actions are considered serious violations and may result in **immediate termination**, including but not limited to:

- Theft of client or agency property
- Financial exploitation of clients
- Accepting gifts, money, tips, or bribes from clients or families
- Falsification of time records or documentation
- Working outside authorized care plan hours
- Violation of confidentiality or HIPAA
- Abuse, neglect, or exploitation of a client
- Failure to report incidents, emergencies, or abuse
- Use of drugs or alcohol while on duty
- Violence, threats, or harassment
- Unauthorized transportation of clients

This list is not exhaustive.

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## Grievances & Employee Concerns

NuLook encourages employees to raise concerns in a timely and professional manner.

Employees who wish to file a grievance related to disciplinary action, workplace treatment, or other concerns must:

- Attempt informal resolution when appropriate
- Submit a grievance to Human Resources if unresolved
- Submit the grievance **within seven (7) days** of the issue or action

Human Resources will review grievances and may conduct meetings or investigations as necessary.

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## Non-Retaliation

NuLook strictly prohibits retaliation against any employee who raises concerns, reports issues, or participates in an investigation in good faith.

Any act of retaliation is a serious violation and may result in disciplinary action up to and including termination.

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## Separation of Employment

Employment with NuLook may end voluntarily or involuntarily.

### Voluntary Separation

Employees who choose to resign are encouraged to provide advance notice when possible. Employees are expected to work scheduled shifts through their final day unless otherwise directed.

### Involuntary Separation

NuLook may terminate employment for performance issues, policy violations, or operational needs, in accordance with applicable law.

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## Final Pay & Return of Property

Upon separation:

- Employees must return all NuLook property, including uniforms, badges, equipment, and documents
- Final pay will be processed in accordance with applicable law
- Any outstanding obligations related to agency property may be addressed as permitted by law

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## Post-Employment Obligations

Employees remain responsible for:

- Maintaining confidentiality
- Protecting client and agency information
- Avoiding misuse of proprietary information

These obligations continue after employment ends.

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## Handbook Authority

This handbook outlines general expectations and guidelines. NuLook Home Care Agency reserves the right to interpret, modify, or update policies as needed. This handbook does not create a contract of employment.



**We're excited to  
have you on board!**



# Contact Information

-  (984) 283-2273
-  [nulookhomecare.com](http://nulookhomecare.com)
-  [hr@nulookhomecare.com](mailto:hr@nulookhomecare.com)
-  2949 New Bern Ave  
Suite 108 B R1  
Raleigh, NC 27610

