



CODE OF ETHICS

Confidentiality

The care of our clients is, by its very nature, personal. Cobb's Home Care Specialists staff must keep absolutely confidential any and all information about our clients, including addresses, problems, health issues, financial status, relationships, etc. We insist that our home care staff respect this policy both in spirit and in fact. Divulging information about our clients, during and after employment, is considered a gross violation of our company policy, and we will take disciplinary action.

Dress Code

Cobb's Home Care Specialists considers all home care staff, licensed or non-licensed, to be home care professionals. We require all our employees to reflect professionalism by being dressed neatly, cleanly and in uniforms on a daily basis. No blue jeans or shorts are permitted on an assignment.

Uniforms are required for agency staff on assignment. The company uniform consists of dark blue scrubs pants and any approved-color top with the employee's Cobb's Home Care-issued nametag clearly visible and pinned to the top.

CLIENT CARE POLICIES

Often a number of family members or friends are involved with the client, each concerned with the care and welfare of that individual, and the home care staff employee is placed in the sensitive position of caring for a vulnerable and dependent person. We understand that families can become suspicious of any employee action that appears questionable. We have established the following policies to help prevent misconduct, avoid potential conflicts between our clients, their families, the agency and our home care professionals; and prevent misunderstandings that could lead to claims of abuse, neglect, theft or any type of criminal conduct.

The management of Cobb's Home Care Specialists will always cooperate fully with police or any investigating agency concerning allegations by a client or a client's family with regard to the misdeed of an agency employee.

All Cobb's employees are required to conduct themselves in accordance with the following policies.

1. Employees may not solicit money from clients for any school, social, church, volunteer or charitable organization.

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2. Employees may not accept money from a client. This includes, but is not limited to, gifts or loans for any purpose. NOTE: This policy includes any form of payment for services. All payments must follow the agency's normal billing procedure.
3. Employees may not accept any gifts from a client. The agency does recognize, however, that on some occasions (birthdays or holidays) a client may want to express appreciation or good wishes with a gift. If so, employees must inform the client that he/she must contact the office before accepting any gift.
4. Employees may not assist the patient with financial matters such as bill paying or check writing, unless this assistance had been arranged through the office and documented in the client's file by a member of the office staff. To avoid potential conflict, Cobb's Home Care will inform family members when we are providing this assistance.
5. In the state of North Carolina, it is illegal for anyone other than licensed professionals - RNs or LPNs - to administer medication or injection. Employees may not, under any circumstances, dispense or administer medication (including over-the-counter or prescription medications) unless they are a licensed professional nurse, and then only with a doctor's order that has been obtained by the nursing supervisor. If employees are not licensed, and are requested by the client, the client's family or the client's doctor to dispense medication, they must refuse to do so and call the office immediately. Cobb's Home Care will make arrangements to ensure the client receives his/her medication. The unlicensed employee's responsibility is to say "NO."
6. Employees may not discuss matters relating to a client's Last Will and Testament with the client or anyone. If a client asks a Cobb's Home Care employee for advice, the employee will encourage the client to consult an attorney. Employees may not sign or witness any documents for the client such as checks or wills.
7. Employees may not accept private employment from a client for whom they have provided services through this agency during the preceding 90 days. Accepting work within the 90-day period will place employees in violation of this policy and may be grounds for termination.
8. Employees may not accept any keys, including house, car, safe deposit box, etc. from a client unless the employee first notifies the scheduling coordinator or nursing supervisor and has received approval.

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9. Employees may not bring any unauthorized individual into the client's home during a scheduled assignment or when off duty. This includes children, family members, friends or pets.
10. Employees may not drive the client's car or drive the client in his/her car. The agency discourages client transport by an employee. However, we do recognize the need for transportation, and we will grant permission for an employee to transport a client only after we have received a signed Release from Liability from the client. In these cases, safety belts must be worn at all times.
11. Employees may not use the client's telephone for any personal calls unless an emergency arises. What about the employee's cell phone? Should they be on the phone at all?
12. Under absolutely no circumstances are employees to give out a client's telephone number. If an employee's family needs to reach him/her, the family is to contact the agency office and a member of the office staff will contact the employee at the client's home.
13. Employees may not give their personal telephone numbers or addresses to any client for whom they may work. Even if the employee expects the client will want to contact him/her, they are not permitted to give out their information. Clients can contact employees through the Cobb's Home Care office. For our employees' protection, we will never give out our employees' telephone numbers.
14. If employees are required, in the course of their duties, to make purchases for the client, and the client provides cash for those purchases, employees must obtain receipts to account for all money spent. Employees must return these receipts and any unspent money to the client. If it is necessary for the client to write a check, the client must, in their own handwriting, make notation of the transaction on the face of the check (Example: groceries, medicine, etc.). Cobb's Home Care keeps records of all money exchanged in homes.
15. Employees may not use the client's credit or charge privileges for any purpose. The unauthorized use of another person's charge account is illegal and could result in criminal charges.
16. Employees may not consume or use alcoholic beverages or drugs prior to their shift or while on duty. Violation of this policy will result in immediate termination. The client's medication is for client use only. Employees may not take any prescription or non-prescription medication belonging to the client.

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17. Employees are to only perform the duties or provide the care outlined in their job descriptions or designated in the care plan or task sheet for the client to whom they are assigned. Employees or clients should call the office if they have any questions regarding care responsibilities.
18. Employees may not leave a client's home during their scheduled hours without notifying the office before they leave. After notifying the office, employees may only leave at the request of the client as long as the health and safety of the client will not be jeopardized.
19. Employees must immediately report to the office any incident in a home or institution involving an accident or injury to the client or themselves. We require that proper reports be filed to protect the interests of both our clients and our employees
20. Employees must report missing or lost personal property belonging to the client or themselves. We require that proper reports be filed to protect the interests of both our clients and our employees. An employee who removes any personal property from a client's home is subject to immediate termination.
21. Cobb's Home Care has a zero-tolerance policy on theft. To help protect against theft, our experienced employees are screened, bonded, insured and supervised by a registered nurse. Any claims will be thoroughly investigated. If theft by an employee is substantiated, the employee is subject to immediate termination and appropriate criminal measures will be taken.
22. Employees must provide their own food and beverage while working in a client's home. The client's food is not for employee consumption. The only exception to this policy is employees working as live-ins, in which case, the client provides the meals.
23. Employees are not permitted to smoke cigarettes or use any other tobacco products while on duty in a client's home.
24. Employees are not permitted to cut client's fingernails or toenails.
25. Employees are expected to arrive on time for their scheduled shifts. We recognize that a client's welfare may depend on the employee's promptness. If an employee is unable to arrive on time, he she must contact the office so we can provide coverage for client. Employees are not permitted to contact the client directly. Employees who do not show up for work or notify the office of their inability to report to work will be subject to immediate termination.

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26. Our policy regarding attendance is as follows:
 - a. No Show is grounds for disciplinary action, possibly termination.
 - b. Two Call-Offs, with or without proper notice, is grounds for probation. Proper notice for a call-off is at least six (6) hours, 5:00 PM the evening before a shift beginning between 7:00-9:00 AM, and one day for a live-in assignment.
27. All scheduling is done through the office. Employees may not alter any schedules without first notifying the office.
28. Clients and their families are, at all times, to be treated in a courteous and respectful manner. Employees are expected to always be tactful, diplomatic, polite and cheerful when dealing with a clients and their families. Problems should be directed to the office.
29. Employees must keep the client's affairs confidential and respect the client's privacy.
30. Employees are not permitted to disclose or discuss with anyone (including the client's family members, unless they are responsible for the client) any personal or financial information regarding the client that they have learned through their position in the client's home. If employees are unsure whether or not to disclose certain information to a responsible family member, they are to contact the office.
31. Employees are never allowed to sleep on any assignment – unless they are assigned to a sleep-over or live-in case. Sleeping while on duty will result in disciplinary action.
32. Employees may not discuss their personal problems with the client or their families or develop social relationships with them outside of caregiving. Employees are expected to maintain friendly, but professional relationships.
33. Employees may not discuss their hourly wage with clients.