

ABRIVA

HOME HEALTH CARE

Employee Handbook



Abriva Home Health Care, L.L.C.

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Welcome to Abriva Home Health Care

Abriva Home Health Care, L.L.C. exists to bring warmth, dignity, and steady support into the homes of the Minnesotans we serve. We provide person-centered, in-home care that respects each client's independence and honors their individual routines, preferences, and goals — whether that means a few hours of companionship each week or around-the-clock nursing-backed support.

We believe every person we serve, regardless of age, background, or ability, deserves to feel safe, respected, and heard in their own home. That starts with the people who deliver our care. Every caregiver, nurse, and staff member at Abriva is part of what makes that promise real, and this handbook is here to help you understand what we expect of each other as we do that work together.

Care is not simply a service we provide, it is the foundation of who we are as an agency, and we're glad to have you as part of the team.

About This Handbook

This handbook summarizes Abriva's personnel policies and workplace guidelines as of the effective date on the cover page. It is meant to help you understand what to expect as an employee of Abriva and what Abriva expects of you. It is a guide, not an employment contract.

Employment with Abriva is at-will. This means either you or Abriva may end the employment relationship at any time, for any lawful reason, with or without notice or cause.

Abriva may revise these policies at any time as our organization or applicable law changes. Updated versions will be shared with staff as they take effect.

Equal Opportunity Employment

Abriva hires, promotes, and manages all employees based on qualifications and performance, without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, disability, or any other status protected by law. These same standards apply consistently to every position within the agency.

Pre-Employment Screening

Before starting work, all candidates must complete:

- Professional reference checks
- Verification of any required license or certification
- A criminal background study, including review of the OIG and Minnesota Department of Human Services exclusion lists
- Documentation confirming freedom from communicable disease, including TB testing

Any candidate or current employee who does not clear a background study, or who appears on a state or federal exclusion list, is not eligible for employment with Abriva.

Orientation and Introductory Period

New employees complete an orientation covering the core responsibilities of their role. All new hires are considered introductory employees for their first 520 hours worked. If performance during this period does not meet Abriva's standards, orientation may be extended or employment may be ended.

Workplace Conduct

Harassment-Free Workplace

Every Abriva employee is entitled to work in an environment free from harassment, whether verbal, physical, visual, or otherwise, related to sex, age, race, national origin, disability, sexual orientation, or veteran status. Conduct that is intimidating, offensive, or unwelcome has no place at Abriva.

Employees who report a concern about harassment will not face retaliation for doing so. If you believe you have experienced or witnessed harassment, report it to your supervisor or the Administrator right away. Abriva will investigate promptly and take appropriate corrective action.

Client and Employee Confidentiality

Protecting the privacy of our clients and their families is both a professional and legal obligation. Confidential information includes client and family names, medical and care records, and internal business or employee information, whether shared in writing, verbally, or electronically.

Client information may never be shared with anyone, including other clients, friends, or family members, without written authorization or a clear professional need to know. Keep timecards, notes, and client records out of view of anyone who does not have a right to see them, and never discuss a client, past or present, outside the course of your job duties, including on personal calls.

Gossip, careless remarks, or any other unauthorized disclosure of client or employee information is a serious breach of confidentiality and grounds for immediate termination.

Performance Evaluations

All care staff receive a written performance evaluation at least once a year, based on their job description and Abriva's personnel standards. All licensed staff must keep proof of current licensure on file with Abriva at all times.

Professional Appearance

Employees are expected to arrive to every visit clean, well-groomed, and dressed in modest, comfortable attire appropriate for working in a client's home. Keep fingernails short and filed for client safety, and limit jewelry to items that will not interfere with care, such as a wedding band. Abriva-issued name tags must be worn during all client visits.

Punctuality and Late Arrivals

Clients rely on you to arrive on time, and being late without warning can cause real worry for a client who is expecting care. If you are running more than 15 minutes behind your scheduled shift start time, call your supervisor immediately so Abriva can notify the client and, if needed, arrange coverage. Do not wait until you arrive, or rely on texting the client directly, to report that you are running late.

Documentation and Charting

Chart only your own observations and the care you personally provided, never on behalf of another staff member. Every narrative note should include your full name and title.

Sleeping and Overnight (Sleep) Shifts

Staying awake and alert is a core safety requirement of the job. Sleeping, dozing, or resting with your eyes closed during any shift where you are expected to be awake and providing active care is a serious violation of Abriva policy and may result in immediate termination, regardless of how the client or family feels about it.

Some overnight assignments are authorized by Abriva as a designated "sleep shift," where the care plan and staffing agreement specifically allow the employee to sleep for a defined period while remaining in the home and available to respond. Sleep shifts are only permitted when authorized in advance by your supervisor and reflected in the client's care plan; you may not decide on your own that a shift is a sleep shift.

- On an authorized sleep shift, you must remain in the client's home, be reachable, and wake immediately to respond to any client need.
- Consistent with federal wage law, on shifts of 24 hours or more, up to 8 hours of uninterrupted, agreed-upon sleep time may be unpaid if adequate sleeping facilities are provided and you are able to get a full, uninterrupted period of rest.
- If your sleep period is interrupted to provide care, that interrupted time is paid; if the interruption prevents you from getting reasonable sleep overall, the full period is paid.
- Falsifying EVV or timecard entries to claim sleep-shift pay exclusions you did not actually take, or claiming full pay for a sleep period you did not work through, is treated the same as any other timecard falsification.

Health & Safety

Employee Health Requirements

All caregiving staff must provide evidence of freedom from tuberculosis before their first day of work, such as a negative two-step Mantoux test or a chest x-ray following a prior positive result. If you suspect you have a communicable illness, contact your supervisor before reporting to work.

Please give at least four hours' notice for a sick call whenever possible, and do not leave a sick-call message on voicemail, speak with a supervisor directly. Repeated late notice may result in disciplinary action.

Workplace Injuries

If you are injured while working, notify your supervisor immediately. Abriva will complete an Incident Report and First Report of Injury, and you should see a physician as soon as possible. Before returning to work, your physician must complete a return-to-work release.

Tobacco-Free Care

Staff may not smoke in a client's home, on their property, or in a client's presence.

Substance-Free Workplace

Employees may never provide care while under the influence of alcohol or any impairing substance. Any employee found to be impaired while working will be subject to disciplinary action up to and including termination.

Professional Boundaries

Gifts and Gratuities

Abriva employees may not accept money or gifts of significant value (over \$50) from clients or their families. A small token, such as candy or a cup of coffee, is acceptable. Any gift offered by a client, including a meal, should be reported to the Administrator.

Restricted Roles

In keeping with state law and Abriva policy, employees may not act as a client's Power of Attorney, guardian, or conservator.

Employees Caring for Family Members

Abriva supports employees who wish to provide paid care to their own family member where allowed under the client's payer program, such as certain waiver or PCA Choice arrangements. If you are hired to work with a family member, the same professional standards in this handbook apply in full, including accurate EVV clock-ins at the correct location, charting only the care you actually provided, and never billing for time not worked.

- You must disclose the family relationship to Abriva before beginning care and at any point the relationship changes.
- Abriva, not the family member, remains your employer and supervisor of record; care must still follow the authorized care plan and be subject to Abriva's supervision and evaluation requirements.
- Employees may not authorize, approve, or sign off on their own timecards, EVV records, or care plan changes.
- Any suspected falsification of hours or services for a family member is treated the same as any other timecard violation and may result in immediate termination.

Payroll & Timekeeping

Paychecks

Paychecks are issued on Abriva's published payroll schedule. If not picked up from the office, checks are mailed the following business day; please allow 2–3 days for delivery.

Timecards & Electronic Visit Verification (EVV)

Minnesota law requires that all direct care visits be verified through Abriva's Electronic Visit Verification system. You are responsible for clocking in and out at the correct time, at the client's authorized service location, for every shift you work.

Timecard and EVV records must be submitted accurately and on the schedule provided by your supervisor. Late, missing, or incomplete submissions delay payroll processing and will hold up payment of the affected shift until your supervisor can review and verify the record.

- Hours clocked outside the client's authorized service address, or outside the days, hours, or services authorized in the client's care plan, are not billable to the payer and will not be paid unless a supervisor approved the change in advance.
- Repeated EVV discrepancies, missed clock-ins or clock-outs, or any falsification of time or visit records are considered a serious violation of Abriva policy and may result in disciplinary action, up to and including termination.
- Abriva reviews EVV location and schedule data regularly to verify that billed time matches authorized, delivered care.

Overtime

Overtime is paid at 1.5 times your regular rate for all hours actually worked beyond 40 in a single workweek, consistent with state and federal law. All overtime must be approved by a supervisor in advance; unapproved overtime may result in corrective action even though it will still be paid as required by law.

Benefits & Leave

Earned Sick and Safe Time

Employees working at least 80 hours per year earn one hour of paid Sick and Safe Time for every 30 hours worked, accruing from the start of employment. This time may be used for:

- Your own illness, injury, medical care, or preventative appointments
- Safety-related appointments, including those addressing domestic violence
- Caring for a sick or injured family member
- A family member's school or care-program closure due to weather or a public emergency
- Situations where a communicable disease prevents you or a family member from safely working or attending care

Employees returning from Sick and Safe Time are reinstated at their prior rate of pay.

Pregnancy and Lactation Accommodations

Nursing employees are provided reasonable, private break time to express milk in a clean space that is not a restroom and includes access to an electrical outlet. Pregnant employees may request additional or longer breaks, modified duties or scheduling, seating, and reasonable limits on heavy lifting.

Leaves of Absence

Employees who are pregnant and wish to continue working must provide a physician's note after each visit confirming that continued work will not endanger their health or the pregnancy.

Minnesota Paid Leave

Abriva complies with the Minnesota Paid Leave law (Minnesota Statutes Chapter 268B), effective January 1, 2026. This is a state-administered program, not an Abriva-funded benefit: wage-replacement payments

come directly from the State of Minnesota, funded through required payroll contributions shared between Abriva and its employees.

Eligible employees, generally those who have earned a minimum wage threshold set annually by the state, may apply directly through the state for:

- Up to 12 weeks of Medical Leave per benefit year for the employee's own serious health condition, including pregnancy and childbirth
- Up to 12 weeks of Family Leave per benefit year to bond with a new child, care for a family member with a serious health condition, or address a qualifying military or personal safety need
- A combined maximum of 20 weeks of Medical and Family Leave in a single benefit year

Job protection and reinstatement rights under this law apply to employees who have been employed with Abriva for at least 90 days. Employees seeking to use Minnesota Paid Leave should notify the Administrator as soon as possible and apply directly through the state's Paid Leave program; Abriva will provide any employer information required to support the application.

- Jury Duty: Abriva provides paid leave for jury service and will make up the difference between jury pay and your regular wage.
- Bereavement: Up to three paid days may be granted by the Administrator following a death in the employee's immediate family.
- Personal Leave: Unpaid personal leave may be granted at the Administrator's discretion.

Standards of Conduct & Termination

Ending Employment

Because employment with Abriva is at-will, either you or Abriva may end the relationship at any time. We ask for two weeks' written notice when you resign, though a shorter notice may be arranged with the Administrator in an emergency. Employees who resign in good standing may be considered for future re-employment.

Reliable attendance is essential to client safety and continuity of care. An employee who accumulates three no-call/no-show occurrences, meaning failure to report for a scheduled shift without any notice to Abriva, will be terminated for cause, without eligibility for rehire.

Grounds for Immediate Termination

The following are considered serious violations and may result in immediate termination:

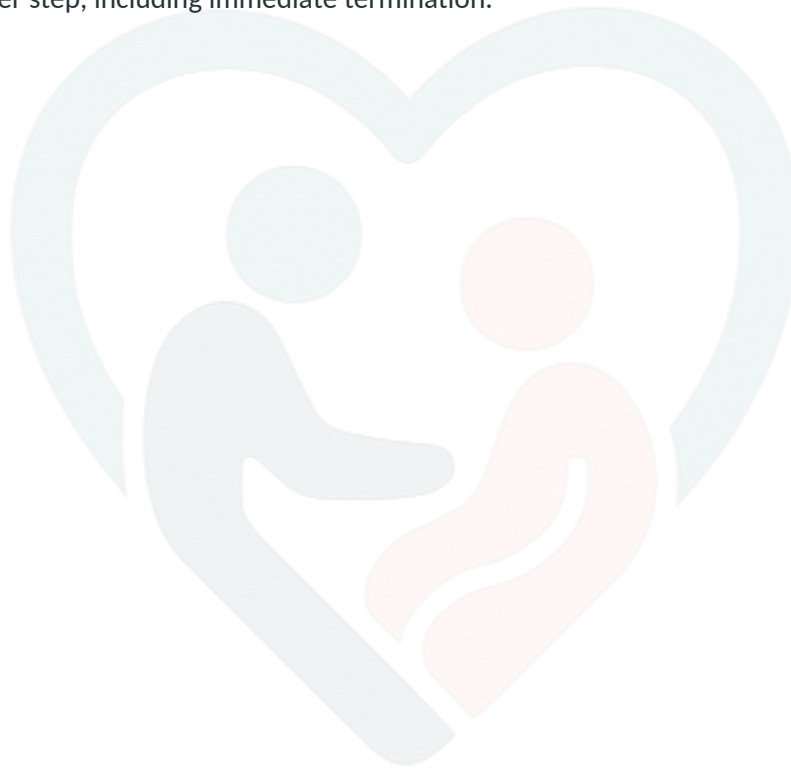
- Dishonesty or falsification of records
- Neglect or misconduct that could expose Abriva or a client to harm or liability
- Discriminatory or intolerant conduct of any kind
- Failure to follow reasonable, lawful instructions
- Reporting to work under the influence of alcohol or drugs
- Unreported absence from a scheduled shift
- Insubordination or violence in the workplace
- Abuse, neglect, or exploitation of a vulnerable adult

- Disclosing confidential client or employee information without authorization
- Violating a client's rights under Minnesota law
- Failing to report a suspected vulnerable adult violation
- Financial exploitation of a client, including accepting loans or high-value gifts
- Failure to follow required safety practices

New employees may be released at Abriva's discretion at any point during their first 520 hours. No employee will be suspended, demoted, or dismissed without sufficient cause, and any employee who is disciplined may request a written explanation of the decision.

Progressive Discipline

Where circumstances allow, Abriva follows a progressive process: a verbal warning, followed by a written warning, followed by suspension without pay, followed by termination. Depending on severity, Abriva may skip directly to a later step, including immediate termination.



Acknowledgment of Receipt

I acknowledge that I have received, read, and understand the Abriva Home Health Care Employee Handbook, and I agree to these terms as a condition of my employment with Abriva Home Health Care, L.L.C.

Employee Signature

Date

Print Name

