

WARM HEAVEN ENTERPRISE INC. EMPLOYEE HANDBOOK



Welcome to **Warm Heaven Enterprise Inc.** We are thrilled to have you as a part of our dedicated team. Our mission is to provide a safe, supportive, and compassionate environment for the individuals in our care. This handbook outlines our policies, procedures, and the standards we uphold to ensure we deliver the highest quality of care.

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INTRODUCTION

1.1 Mission Statement

At Warm Heaven Enterprise Inc., our mission is to provide compassionate and personalized care to the individuals who call our group home their own. We are committed to creating an environment where residents can live with dignity, respect, and support, regardless of their background or individual challenges. Our team focuses on enhancing the quality of life for our residents, ensuring their emotional, physical, and mental well-being is a priority.

We believe that every individual deserves a safe, nurturing space where they are empowered to grow and thrive. Our mission drives our daily operations and motivates us to continuously improve the care and support we provide. Through collaboration, compassion, and commitment, we strive to foster a warm and inclusive atmosphere that feels like home for everyone in our care.

1.2 Vision and Values

Our vision is to set the standard for group home care by promoting an inclusive, person-centered approach that addresses the unique needs of every resident. We aspire to be a place where residents feel valued, respected, and empowered to lead fulfilling lives. We aim to expand our services while maintaining our core values of compassion, integrity, and excellence in care.

At the heart of Warm Heaven Enterprise Inc. are our values: Compassion, which reminds us to treat each resident with care and kindness; Integrity, ensuring we are honest and transparent in all our dealings; Professionalism, where we commit to the highest standards of service; and Respect for Diversity, understanding the importance of inclusivity and cultural awareness in the care we provide. These values are the foundation of everything we do.

2. EMPLOYMENT POLICIES

2.1 Equal Employment Opportunity

Warm Heaven Enterprise Inc. is an equal opportunity employer. We are dedicated to maintaining a work environment that respects diversity and provides equal employment opportunities to all employees and applicants for employment. We do not discriminate against any individual based on race, color, religion, gender, sexual orientation, age, disability, marital status, or any other protected status. This commitment applies to all aspects of employment, including hiring, promotions, discipline, and terminations.

We actively foster an inclusive workplace where all employees feel valued and respected. We believe diversity enriches our work environment and improves the quality of care we provide to our residents. Employees are encouraged to voice concerns or suggestions related to diversity and inclusion to ensure that our practices align with our core values of respect and equality.

2.2 Anti-Discrimination and Harassment Policy

Our company has a zero-tolerance policy towards discrimination and harassment. We are committed to providing a workplace free from any form of harassment, whether verbal, physical, or psychological. Harassment based on race, gender, age, religion, disability, or any other protected status will not be tolerated. All employees are expected to maintain professionalism and uphold the dignity of their coworkers and residents.

If an employee believes they have been subjected to discrimination or harassment, they are encouraged to report the issue to their supervisor or HR representative immediately. All complaints will be handled confidentially and investigated promptly. Retaliation against employees who report harassment or discrimination is strictly prohibited, and such cases will be dealt with according to our disciplinary procedures.

2.3 Employment Classification

Employees at Warm Heaven Enterprise Inc. are classified into three main categories: full-time, part-time, or temporary. Full-time employees are those scheduled to work at least 40 hours per week and are eligible for benefits such as health insurance and paid time off. Part-time employees typically work

fewer than 30 hours per week and may have limited access to certain benefits. Temporary employees are hired for a specific period or project and may not be eligible for benefits, depending on their contract.

Understanding your employment classification is essential for knowing your eligibility for benefits, overtime pay, and scheduling requirements. Any changes in employment classification, such as moving from part-time to full-time status, must be formally documented and approved by management. Your supervisor will inform you of any applicable changes to your role and its associated responsibilities.

2.4 Background Checks

Due to the sensitive nature of the work at Warm Heaven Enterprise Inc., all employees are required to undergo background checks before they can begin employment. This ensures that we provide a safe environment for our residents, many of whom are vulnerable and rely on us for their care. Background checks will typically include criminal records, previous employment verification, and other relevant checks based on the nature of the position.

The results of the background check are considered confidential and will only be shared with authorized personnel. Any issues or concerns arising from the background check will be discussed with the applicant or employee, and decisions regarding employment will be made on a case-by-case basis. Our top priority is ensuring the safety and well-being of the residents we serve, while also respecting the privacy and dignity of our staff.

3. CODE OF CONDUCT

3.1 Professionalism

At Warm Heaven Enterprise Inc., professionalism is a cornerstone of our work environment. Employees are expected to maintain a high level of professionalism in all interactions, whether with residents, colleagues, or external stakeholders. This includes dressing appropriately, speaking respectfully, and adhering to company policies and procedures. Professionalism also extends to your attitude and demeanor, ensuring that you approach challenges with a solutions-oriented mindset and a positive outlook.

Professionalism also requires that all employees avoid conflicts of interest and demonstrate ethical behavior at all times. Engaging in behaviors that may undermine the trust and respect of residents, families, or coworkers will not be tolerated. By maintaining professionalism, we foster a workplace culture that is respectful, productive, and supportive of both employees and residents.

3.2 Confidentiality

Given the sensitive nature of the personal and medical information of our residents, confidentiality is paramount. Employees at Warm Heaven Enterprise Inc. must respect and protect all confidential information related to residents, including their medical conditions, personal history, and care plans. This information should never be shared with unauthorized individuals or outside the workplace unless required by law or with the explicit consent of the resident.

Breaches of confidentiality are taken very seriously and may result in disciplinary action, up to and including termination. Employees should also ensure that any paperwork, digital records, or communications containing sensitive information are properly secured and handled with care. If you are unsure whether certain information is confidential, consult your supervisor or the HR department before disclosing it.

3.3 Employee-Resident Boundaries

Maintaining clear and professional boundaries between employees and residents is essential in group home settings. While it is natural to develop caring relationships with residents, employees must avoid any behavior that could be perceived as inappropriate or overly familiar. Employees are prohibited from

forming personal relationships with residents outside of the workplace and should always prioritize the well-being and safety of the resident.

Boundaries also involve ensuring that any physical or emotional care provided respects the resident's personal space and autonomy. Employees should be aware of their behavior at all times and avoid actions that could be misinterpreted. If an employee feels that a boundary is being crossed, either by a resident or another staff member, they should report the situation immediately to their supervisor.

3.4 Attendance and Punctuality

Timeliness and reliability are critical in the group home environment, as residents depend on us for their care and daily routines. Employees are expected to arrive on time for their scheduled shifts, meetings, and training sessions. Failure to maintain good attendance can disrupt the care of residents and place additional burdens on coworkers. If you are unable to attend work due to illness or an emergency, it is your responsibility to notify your supervisor as soon as possible.

Repeated lateness or unexcused absences may result in disciplinary action, including termination. We understand that emergencies happen, but clear communication with management is vital to ensure adequate coverage and resident care. Employees who consistently demonstrate reliability and punctuality contribute to a stable, supportive environment for both staff and residents.

4. EMPLOYEE RESPONSIBILITIES

4.1 Resident Care Standards

Providing high-quality care to our residents is at the core of Warm Heaven Enterprise Inc.'s mission. Employees are responsible for ensuring that all residents receive compassionate and individualized care according to their specific needs. This includes assisting with activities of daily living (ADLs) such as bathing, dressing, and eating, as well as ensuring that medication is administered correctly and in a timely manner. Employees must also encourage residents' independence wherever possible, fostering a sense of dignity and self-worth.

In addition to physical care, employees are expected to provide emotional support to residents, offering companionship and empathy in their daily interactions. It is crucial to recognize that every resident is unique, and care plans should be adapted accordingly. All care provided should align with the resident's health plan and respect their personal preferences and rights.

4.2 Emergency Protocols

In the event of an emergency, such as a medical incident, fire, or natural disaster, employees must follow the emergency protocols established by Warm Heaven Enterprise Inc. This includes knowing the evacuation routes, the location of emergency supplies, and the appropriate steps to take in different types of emergencies. Employees are expected to remain calm, act quickly, and prioritize the safety and well-being of the residents.

Employees should also ensure that they are familiar with the specific medical needs and emergency plans for each resident. Regular training on emergency procedures will be provided, but it is the responsibility of each employee to stay informed and be ready to act when necessary. Failure to follow emergency protocols may result in harm to residents and disciplinary action for the employee involved.

4.3 Documentation and Reporting

Accurate documentation is critical in maintaining the quality of care provided to residents and ensuring compliance with state regulations. Employees must document all care provided, including medication

administration, incidents, and any changes in a resident's condition. This documentation must be completed promptly and thoroughly, as it forms an essential

5. HEALTH AND SAFETY POLICIES

5.1 Workplace Safety

At Warm Heaven Enterprise Inc., workplace safety is a priority to ensure a secure environment for both staff and residents. Employees are expected to adhere to all safety protocols, including proper use of equipment, keeping work areas clean and hazard-free, and immediately reporting any potential safety concerns. Safety drills, such as fire and emergency evacuation drills, will be conducted regularly, and participation is mandatory for all employees to stay prepared in the event of an emergency.

Additionally, all employees must comply with health and safety regulations set forth by state and federal guidelines. This includes wearing appropriate personal protective equipment (PPE) when required and following procedures for the safe handling of hazardous materials. Employees are also responsible for assisting residents during emergencies, ensuring their safe evacuation and care during unexpected events.

5.2 Infection Control

To maintain a healthy environment for residents and staff, strict infection control protocols are in place at Warm Heaven Enterprise Inc. Employees must practice good hand hygiene, including washing hands thoroughly before and after interacting with residents, especially when administering medications or handling food. Staff are also expected to use gloves and other protective equipment when necessary to prevent the spread of infection.

If an employee becomes ill or suspects exposure to a contagious disease, they are required to notify their supervisor immediately and may be required to stay home until they are cleared to return. The

health and safety of our residents, many of whom are immunocompromised, depend on the diligence of our staff in adhering to infection control measures. Regular health screenings and vaccination requirements may also be in place to further protect our community.

5.3 Injury and Accident Reporting

Any injury or accident, whether involving a resident, employee, or visitor, must be reported immediately to the employee's supervisor. Employees are responsible for ensuring that proper documentation, such as an incident report, is completed within 24 hours of the event. Prompt reporting allows for swift investigation and corrective actions to be taken to prevent future occurrences. It is crucial that all injuries, even minor ones, are documented to ensure that we maintain a safe environment.

In cases where the injury requires medical attention, the employee should follow the company's procedures for seeking treatment. If an employee is injured, they may be eligible for workers' compensation benefits, and it is important that they follow the reporting procedures to ensure their eligibility. Ensuring a culture of transparency and accountability around safety issues is key to maintaining a healthy workplace.

6. TRAINING AND DEVELOPMENT

6.1 Orientation Program

New employees at Warm Heaven Enterprise Inc. are required to participate in an orientation program that introduces them to the policies, procedures, and values of the company. This program is designed to help new hires understand their role, the expectations placed upon them, and the high standards of care that are required when working with our residents. During orientation, employees will receive training on resident care, emergency protocols, documentation practices, and workplace safety, among other essential topics.

In addition to practical training, the orientation program provides an opportunity for new employees to familiarize themselves with the company's culture and team dynamics. This initial introduction is vital for creating a supportive work environment where employees feel confident and prepared to fulfill their duties. Supervisors will assess each new employee's progress during this period and provide additional training where necessary.

6.2 Ongoing Training Requirements

At Warm Heaven Enterprise Inc., we believe that continuous learning is essential to maintaining the high-quality care our residents deserve. All employees are required to participate in ongoing training programs that cover a range of topics, including updated health and safety regulations, advances in resident care practices, and changes to state and federal policies. These trainings may be conducted in-person or online, and employees will be notified in advance of any mandatory sessions.

Ongoing training also provides employees with the opportunity to enhance their skills and advance their careers within the company. We encourage employees to pursue professional development opportunities, and in some cases, Warm Heaven Enterprise Inc. may cover the cost of external certifications or training programs relevant to the employee's role. By staying current with best practices, employees help ensure that Warm Heaven Enterprise Inc. remains a leader in providing compassionate, quality care.

7. EMPLOYEE BENEFITS

7.1 Paid Time Off (PTO)

Warm Heaven Enterprise Inc. offers Paid Time Off (PTO) to all full-time employees to promote a healthy work-life balance. PTO can be used for vacation, personal time, or illness, and employees accrue PTO based on the length of their service. Part-time employees may also be eligible for prorated PTO based on their hours worked. Employees are encouraged to schedule PTO in advance whenever possible to ensure adequate staffing for resident care.

Employees must submit PTO requests to their supervisor for approval, and while we aim to accommodate these requests, priority will be given to maintaining the smooth operation of the group home. In cases of illness or emergencies, employees must notify their supervisor as soon as possible to use their accrued PTO. PTO balances are updated regularly, and employees can check their available time through our HR portal.

7.2 Health and Wellness

Eligible full-time employees may also receive health and wellness benefits, including access to medical, dental, and vision insurance. Warm Heaven Enterprise Inc. strives to offer competitive benefits packages that help employees maintain their well-being and that of their families. Detailed information about the specific benefits available, including coverage options and enrollment periods, will be provided during the on boarding process.

In addition to health insurance, we encourage employees to take advantage of wellness programs offered by the company, such as mental health support services, gym memberships, or wellness challenges. Maintaining a healthy lifestyle not only benefits employees personally but also ensures that they are in the best condition to provide excellent care to our residents. Warm Heaven Enterprise Inc. is committed to supporting the overall well-being of its staff through these initiatives.

8. Grievance and Disciplinary Procedures

Warm Heaven Enterprise Inc. is committed to fostering a positive and respectful work environment. We encourage open communication and provide a formal grievance procedure for employees to raise concerns about their work environment or any potential conflicts with coworkers, supervisors, or company policies. Employees who wish to file a grievance should first attempt to resolve the issue with their direct supervisor. If this is not possible or the issue remains unresolved, employees may submit a formal complaint to the HR department. All grievances will be addressed promptly, confidentially, and without fear of retaliation. We aim to resolve conflicts in a fair and transparent manner, ensuring that both employees and management are satisfied with the outcome. In cases of policy violations or misconduct, Warm Heaven Enterprise Inc. has a clear disciplinary process that ranges from verbal warnings to suspension or termination, depending on the severity of the issue. Consistency and fairness in enforcing disciplinary actions are essential to maintaining a safe and respectful workplace.

9. Termination and Resignation Policies

Employees wishing to resign from their position at Warm Heaven Enterprise Inc. are asked to provide at least two weeks' notice in writing. This allows for a smooth transition and ensures that residents continue to receive uninterrupted care. Employees must submit their resignation to their supervisor and will be expected to complete an exit interview with HR. During this process, employees will have the opportunity to discuss their experience and provide feedback on their time with the company.

In the case of termination, employees will be provided with a reason for their dismissal, whether it is due to performance issues, violations of company policies, or other factors. Depending on the situation, employees may be eligible for severance or unemployment benefits. Warm Heaven Enterprise Inc. strives to handle all resignations and terminations professionally and respectfully, ensuring that both the company and the employee part ways under the best possible circumstances.

10. Acknowledgment and Signature

This handbook is a guide to understanding the policies, procedures, and expectations of Warm Heaven Enterprise Inc. By signing this document, you acknowledge that you have read, understood, and agree to comply with the guidelines set forth. It is your responsibility as an employee to adhere to these standards during your employment with Warm Heaven Enterprise Inc.

Employee Name: _____

Signature: _____

Date: _____

This handbook is designed to ensure that employees are informed and empowered to provide the best care possible in a professional and safe environment.