



CARE WITH
love

LIFE WITH DIGNITY

**EMPLOYEE
HANDBOOK**

WELCOME TO OUR COMPANY

2025 / 2026

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Welcome Message

Welcome to Viva Bien Home Care LLC! also known as Viva Bien Health Care.

We're excited to welcome you to the team! At Viva Bien Home Care LLC, We believe that our people are our greatest asset. Whether you're just starting your journey with us or continuing to grow in to your role, we're glad you're here.



Ingrid Brown
"CEO of Company"

This handbook has been created to help you understand our company's mission, values, policies, and expectations. Its a guide to help you navigate your responsibilities and culture we strive to build together every day.

We are committed to fostering a positive, inclusive, and productive work environment. If you ever have questions, suggestions, or concerns, please dont hesitate to reach out to your manager or the HR team. Your voice matters, ad yours contributions make a difference.

Welcome aboard, we're looking forward to doing great things together!

Sincerely,
Ingrid Brown
CEO

Business Description



CARING WITH HEART, SERVING WITH HONOR

At Viva Bien Home Care LLC, we believe that care extends beyond service—it is a familial commitment built on love, respect, and cultural connection. Inspired by the deep-rooted traditions of Latin families, we provide compassionate, high-quality companion and personal care services that honor the warmth of home and the dignity of every individual. Our approach mirrors the nurturing essence of family, ensuring our clients feel valued, supported, and truly cared for.

We are committed to empowering individuals to live well and age gracefully in the comfort of their homes, surrounded by caregivers who understand and respect their cultural traditions. As the most trusted name in culturally centered home care, we set the standard for excellence in Spanish-speaking and Latin-focused personal care, bridging the gap between professional caregiving and the familiarity of family.



At Viva Bien Home Care LLC, we envision a world where every individual, regardless of age or condition, experiences life with dignity, connection, and joy—just as they would in the embrace of family.

Our Team



Ingrid Brown
Founder/ CEO

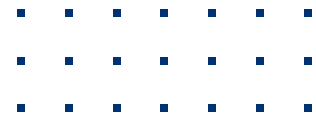


Joselyn Wyatt
Chief Operation
Officer



Jose Wyatt
Chief Recruiter
Officer

Mission & Vision



Mission



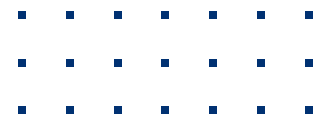
At Viva Bien Home Care LLC, we provide compassionate, high-quality companion and personal care services that honor family values, cultural traditions, and the dignity of every individual. Rooted in the warmth of Latin heritage, we empower our clients to live well, age gracefully, and experience true companionship in the comfort of their homes.

Vision



Viva Bien Home Care LLC vision is to be the most trusted name in culturally rooted home care, setting the standard for excellence in English, Spanish-speaking, and Latin focused personal care services. We envision a world where every individual, regardless of age or condition, can experience life with dignity, connection, and joy.

Employment & Work Policies

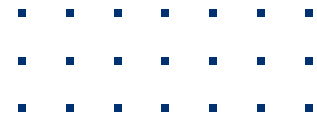


Policy Statement:

Equal Opportunity Employer/ Non-Discrimination

Viva Bien Home Care LLC is committed to providing equal opportunity and access to all individuals. We do not discriminate in our services, referrals, or employment practices based on race, color, national origin, religious creed, ancestry, sex, age, or handicap. This commitment extends to all aspects of our operations, including hiring, promotion, training, and service delivery.

- All employees are required to comply with the rules and standards set forth by applicable county, State, and federal licensing authorities. Viva Bien Home Care LLC is committed to providing equal employment opportunities and does not discriminate against any employee or applicant based on race, color creed, religion, national origin, sex, sexual orientation, disability, age, marital status, or public assistance status.
- Employment decisions, including recruitment, selection. and placement, are solely on the basis of job- related qualifications without discrimination.

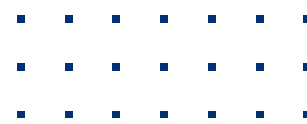


"Viva Bien Health Care LLC, doing business as Viva Bien Home Care, provides equal employment opportunities to all qualified individuals and does not discriminate on the basis of disability. In accordance with the Americans with Disabilities Act (ADA) and the Pennsylvania Human Relations Act, the agency will provide reasonable accommodations to qualified employees or applicants with disabilities to enable them to perform essential job functions, unless doing so would cause an undue hardship."

Equal Opportunity Commitment:

- We are dedicated to offering quality home services to all consumers, regardless of race, color, religion, gender, ancestry, sexual orientation, veteran status, medical or mental condition, or national origin.
- employment and promotion decisions are based solely on merit, ensuring a discrimination-free process.
- Achieving a workplace free from discrimination and harassment requires both commitment and cooperation.
- All employees are expected to uphold this policy in both principle and practice.
- Any employee who believes they have not been given equal opportunity is encouraged to bring their concerns directly to a supervisor or member of management. All complaints will be promptly investigated, and appropriate action will be taken when necessary.

Americans with Disabilities Act (ADA) Reasonable Accommodations



In compliance with the American with Disabilities Act (ADA) and section 504 of the Rehabilitation Act of 1973, Viva Bien Home Care LLC is committed to providing reasonable accommodations to qualified applicants and employees with known physical or mental disabilities, unless doing so would cause an undue hardship to the agency's operations.

- A qualified individual with disability is someone who, with reasonable accommodation, can perform the essential functions of the job.

Reasonable accommodations may include, but are not limited to:

- Making workplace facilities accessible and usable by individuals with disabilities
- Job restructuring
- Part-time or modified work schedules
- provision of readers or interpreters

The determination of whether an accommodation is reasonable or presents an undue hardship will be made case by case basis, considering the specific disability and the needs of the employee.



STAFFING:

Part-time, on-call, and contracted staff may be hired when the nature of the work, schedule, and employment duration allow.

INTERVIEWS:

In-person pre-employment interviews are mandatory for all roles to better understand the candidate and evaluate their suitability for the position.

TESTS:

Competency assessments will be administered to evaluate direct care workers based on specific job requirements.

HEALTH SCREENINGS:

All employees must undergo TB testing as outlined in the Health Screening Policy. The agency may also require a physical examination for applicants (post- job offer) or current employees if the role or individual's health condition necessitates it.

REFERENCE CHECK:

At least two positive, verifiable references must be obtained. Acceptable references are from former employers or unrelated individuals who can confirm the applicant's capability to provide home care services.

Internal Policy Postings:

The non-discrimination statement, including ADA accommodation provisions, is posted in common employee areas such as break rooms and the HR office.

1.1 Hiring & Rostering of Direct Care Workers



In compliance with Pennsylvania Department of Health Home Care Agency/Registry regulations 611.51(a)(b), Viva Bien Home Care LLC upholds the following essential requirements for the hiring and rostering of direct care workers:

1. Initial Hiring Requirements

To be hired or rostered, all direct care workers must meet the following criteria:

- **Age Requirement:** Must be at least 18 years of age.
- **Work Authorization:** Must be legally eligible to work in the United States.
- **Education:** High school diploma or equivalent preferred (not mandatory for all roles).
- **Experience:** Minimum of 6 months of experience in caregiving or successful completion of relevant training (e.g., CNA, HHA, or PCA programs).
- **References:** Two professional or character references must be verified prior to hiring.



2. Criminal Background Checks (per regulation 611.51(a)(2))

- Pennsylvania State Police criminal history clearance (within the last 12 months).
- FBI fingerprint-based background check if the applicant has not been a continuous resident of Pennsylvania for the past 2 years.
- Child Abuse History Clearance (if applicable based on client population).

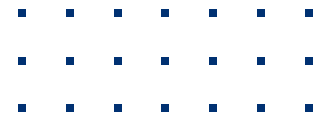
3. Health Screenings

- Initial physical examination performed within 12 months prior to hire.
- Tuberculosis (TB) screening/test within the prior 12 months, in accordance with CDC guidelines.

4. Mandatory Training (per regulation 611.51(b))

Before being assigned to clients, all direct care workers must complete the following training:

- **Orientation Training:** Includes an overview of agency policies, client rights, confidentiality, abuse reporting, and infection control.
- **12-Hour Initial Training:** Covers basic caregiving skills, personal care assistance, safety protocols, and cultural sensitivity, with emphasis on Spanish-speaking client care.
- **Ongoing Annual Training:** Minimum of 12 hours of continuing education annually on topics such as elder care, emergency preparedness, and specialized care (e.g., dementia, mobility issues).



5. Skills Competency Assessment

- Conducted by a qualified supervisor or Registered Nurse, the competency review includes hands-on demonstrations and evaluation of core caregiving skills (e.g., bathing, transfer assistance, infection control).

6. Documentation & Roster Maintenance

- All caregiver records must include verified clearances, certifications, training records, references, health screenings, and onboarding forms.
- Caregivers are only rostered after full compliance is confirmed and documented.

Tuberculosis Screening and Re-Screening Policy



Our agency's TB policy ensures the safety of both clients and staff by maintaining full compliance with state health regulations. No employee may have client contact without documented TB clearance. In accordance with 28 PA, regulation 611.56(a)(b), Viva Bien Health Care LLC requires that all individuals employed or rostered who have direct consumer contact undergo TB screening and testing prior to consumer contact and annually thereafter.

1. Pre-Employment TB Screening

Before having any direct contact with consumers:

Each direct care worker, office staff member with field responsibilities, or owner involved in care delivery must undergo tuberculosis screening.

The screening includes either:

- A Tuberculin Skin Test (TST) (PPD/Mantoux method), or
- A blood-based TB test (e.g., QuantiFERON-TB Gold or T-Spot), administered by a licensed medical provider.
- The TB screening must be completed within 12 months prior to the start date and results must be negative for active TB.

2. Annual Re-Screening

- All employees and rostered individuals with direct consumer contact must complete a TB re-screening annually.
- Results are reviewed and documented in the employee's medical file.
- Staff with previously documented positive results must provide evidence of non-infectious status (e.g., chest X-ray and physician clearance).



3. Documentation & Recordkeeping

- TB screening documentation is required before client assignments and is stored in the employee's confidential health file.
- HR tracks expiration dates and sends automatic reminders 30–60 days prior to annual re-screening deadlines.
- Staff who fail to update TB screening within the required timeframe are removed from the schedule until documentation is received

4. Handling Positive or Suspected Cases

- Any individual with a positive TB result is referred for further evaluation and must be cleared by a medical provider before returning to duty.
- The agency follows CDC and Department of Health guidance in the event of any TB exposure or outbreak.

1.2 Compensation Policy & Work hours



Work Schedule:

Work hours are established by each department within the agency. Full-time salaried employees are expected to work 40 hours per week. Hourly employees will be paid based on the actual hours worked, as recorded on their timecards.

Regular Business Hours:

Standard office hours are Monday through Friday, from 9:00 AM - 5:00 PM. Direct care workers will follow the schedules assigned by their Supervisor or Agency Manager.

Overtime:

In accordance with the U.S. Fair Labor Standards Act (FLSA), nonexempt employees are entitled to overtime pay at 1.5 times their regular rate for any hours worked beyond 40 in a single workweek. Employees classified as Executives, Professionals, Administrative are considered exempt and are not eligible for overtime. All Overtime must be authorized and approved in advance by the employee's immediate supervisor

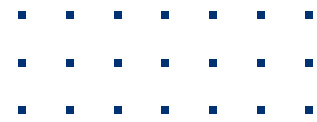


Pay Period:

The Agency's work week runs from Saturday through Sunday. Employees are paid on a weekly basis, and the payroll schedule will be provided upon hire.



1.3 Personnel Records Policy



■ Policy Statement

Personnel records will be maintained for all employees and securely stored in the Agency's office-either in a locked file cabinet or a secured room, to prevent unauthorized access. Employees may review their own personnel files in the presence of the agency Manager or their designated representative. Records will be retained for 7 years and following the end of employment.

■ Purpose

To ensure that accurate, complete, and up to date personnel information is maintained and appropriately safeguarded.

■ Instructions

Each employee's personnel file shall include, but not limited to the following:

1. Pre-Employment Documentation

- signed and dated employment application
- At least two references related to home care or home services.
- Criminal background & history checks as required by law.

- 
- Verification of professional credentials & certifications
 - Proof of current CPR & First Aid Certification, if applicable.
 - Documentation of a face to face pre- employment interview
 - Confirmation of eligibility to work through the Health Care Worker Registry (prior to job offer).

2. Employment Documentation

- Employee's job title.
- Job- specific competency testing for direct service staff
- Signed job description.
- Completed & signed orientation checklist
- Signed confidentiality agreement
- Acknowledgment of review of the Agency's Policy & Procedure Manual

3. Contractor Requirements

- Proof of current physical examination
- Copies of applicable credentials or certifications
- All employees will be supervised by the agency

4. Ongoing Employment Records

The following documents will be maintained as part of the employee's continuing employment files:

- Performance evaluations
- Updated job descriptions
- Record of continuing education
- In-service training documentation
- Current certifications
- Competency assessments
- Disciplinary action records
- Incident reports



5. Medical History & Health Status (confidential)

The following health- related documentation will be maintained securely and treated as confidential:

- TB screening results, chest x-ray, or documentation of treatment, as applicable.



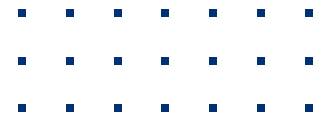
1.4 EMPLOYEE ORIENTATION

Orientation for new employees will be initiated by Viva Bien Home Care LLC manager or a designated representative. During this process, employees will be introduced to the Agency's general policies and employees benefits, that outlined in this guide. Additional orientation will be provided by relevant departments to ensure a well-rounded understanding of job expectations and organizational practices. The orientation program is comprehensive, and upon completion, employees are required to sign a statement acknowledging their participation.

Topics covered during the orientation include, but are not limited to:

- The mission and goals of the agency
- Employee rights, responsibilities, and their role in fulfilling the agency the Agency's mission.
- Consumer confidentiality requirements
- Safety procedures, including home safety, personal safety, fire prevention, and security
- Agency rules, regulations, policies, and procedures
- Overview of employee benefits
- Consumer rights and responsibilities
- The Agency's policies regarding abuse, neglect, and exploitation
- Infection control practices, including universal precautions; infection surveillance, prevention and control, handling communicable diseases; and safety disposal of sharp, hazardous, and infectious materials in accordance with the applicable laws and regulations
- Management of critical incidents
- The Agency's Corporate Compliance Plan

Criminal Background Checks



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Required Background Checks

In full compliance with 28 Pa. Code 611.52(a-1), Viva Bien Home Care LLC maintains a strict and comprehensive policy requiring criminal background checks for all employed or rostered direct care workers, office staff, and direct owners.

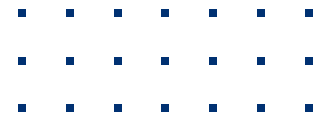
Viva Bien Home Care LLC ensures that, prior to hire or roster, the following individuals complete criminal background clearances:

- All direct care workers.
- All office staff and administrative personnel.
- All owners with direct oversight or involvement in operations.

Required background checks include:

- Pennsylvania State Police Criminal History Record.
- FBI Fingerprint-Based Check (if the individual has not been a resident of PA for the past two continuous years).
- Pennsylvania Department of Aging (PDA) Exclusion List Check.

2 Prohibition Policy for Disqualifying Offenses



Any individual found to have a prohibited conviction, or who appears on the Pennsylvania Department of Aging's ineligibility/exclusion list, is:

- Immediately disqualified from employment or rostering;
- Not permitted to have direct or indirect contact with clients;
- Not permitted to access client records, scheduling systems, or enter client homes;
- Not allowed to hold any administrative or operational role within the agency.

The agency regularly reviews updates to the exclusion list to ensure ongoing compliance.

3 Documentation and Record Retention

All background check results are:

- Obtained before any individual begins work or client interaction;
- Maintained securely in employee or owner personnel files;
- Renewed as required, particularly if employment is disrupted or if legally mandated.

Child Clearances Policy & Processes



Viva Bien Home Care LLC adheres strictly to Pennsylvania's Department of Health requirements under § 611.53(a)(b)(c) regarding Child Abuse History Clearances (commonly known as ChildLine clearances) for all direct care workers, office staff, and direct owners.

Agency Child Clearances Policies

1. Applicability:

Child Abuse Clearances are required for all staff and owners who have direct contact with minors or access to sensitive client information that could include minors. This applies to:

- All employed or rostered direct care workers.
- All administrative and office staff.
- All direct owners are actively involved in the agency's operation

2. Timing & Validity:

- The Pennsylvania Child Abuse History Clearance (via the Department of Human Services) must be obtained prior to the start of employment or rostering.
- The clearance is valid for five years from the date of issuance.
- If an employee's or owner's clearance expires during their time with the agency, they must renew it proactively within 90 days of expiration to remain in compliance.



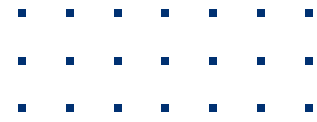
3. Disqualification Criteria:

Any individual whose clearance reveals a founded or indicated report of child abuse will be prohibited from employment or client contact and may be terminated or withdrawn from the roster immediately.

Verification & Recordkeeping Process

Viva Bien Home Care LLC follows a strict internal process to ensure 100% compliance with child abuse clearance regulations:

- **Pre-Employment Checklist:** No staff member may begin work without verified documentation of a valid ChildLine clearance.
- **HR Tracking System:** All clearances are logged in our secure HR system with expiration dates flagged for automatic renewal reminders.
- **Annual Audit:** The HR department conducts an annual review of all clearances to ensure renewals are timely and compliant.
- **Owner Compliance:** Direct owners of the agency must obtain and maintain child abuse clearances, which are stored in a locked personnel file and made available to licensing authorities upon request.



Provisional Employment Policy

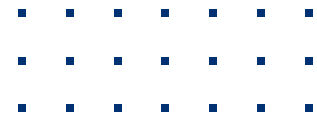
Viva Bien Home Care LLC adheres strictly to Pennsylvania's Department of Health requirements under Regulation 611.53(a)(b)(c) regarding Child Abuse History Clearances (commonly known as ChildLine clearances) for all direct care workers, office staff, and direct owners.

Provisional employment or rostering of individuals only under the conditions allowed by 28 Pa. Code 611.54 and only when absolutely necessary to maintain continuity of client care.

The following policy is applied with strict oversight and documentation:

Eligibility for Provisional Status An individual may be hired or rostered provisionally only if:

1. The individual has applied for all required background checks, including:
 - Pennsylvania State Police criminal background check.
 - FBI fingerprint-based background check (if applicable)
 - Pennsylvania Child Abuse History Clearance (ChildLine)
2. The individual swears or affirms in writing that they are not disqualified from service based on prior convictions or child abuse history.
3. The individual provides proof that the clearance applications have been submitted (e.g., confirmation emails, receipts).



Conditions of Provisional Employment

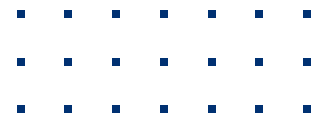
While working under provisional status:

- The individual must be under direct supervision at all times by a staff member with completed and verified clearances.
- They may not be assigned to provide care independently or visit a client alone.
- Provisional status is limited to 30 calendar days from the date of hire.
- If background results are not received and verified within 30 days, the individual is immediately removed from all duties until full compliance is achieved.

Monitoring & Documentation

- The HR department tracks each provisional hire using a clearance verification log and sets up reminders at 7, 14, and 21 days post-hire to follow up on pending results.
- A copy of the written affirmation is stored in the employee's personnel file.
- If any clearance reveals a disqualifying result, the individual is immediately terminated or removed from the roster.

Training & Competency Review Process



Viva Bien Home Care LLC maintains a robust training and competency program that ensures all direct care staff are fully equipped to deliver safe, respectful, and culturally sensitive services. We are committed to exceeding regulatory standards and providing ongoing professional development for our caregivers.

1. Initial Training Requirements (regulation 611.55(a))

All direct care workers must complete a minimum of 12 hours of initial training before providing any client services. This training includes:

- Overview of client rights and confidentiality
- Infection control and universal precautions
- Emergency procedures and safety protocols
- Communication techniques, including cultural sensitivity with Spanish speaking clients.
-
- Personal care tasks, such as bathing, dressing, grooming, toileting, and ambulation
- Meal preparation and nutrition awareness
-
- Fall prevention and body mechanics

All training modules are delivered in person or virtually and may include classroom instruction, demonstrations, and scenario-based learning.



2. Competency Evaluation (Regulation 611.55(b-c))

Before a caregiver is assigned to work independently, they must undergo a documented competency review conducted by a qualified supervisor or Registered Nurse (RN). The evaluation includes:

- Direct observation of the worker performing personal care tasks
- Assessment of communication skills and ability to follow care plans
- Verification of proper use of gloves, handwashing, and hygiene procedures.
- Ability to respond to emergency scenarios (falls, choking, etc.)
- Documentation of client interaction and service reporting

A competency checklist is used and signed by the reviewer, then stored in the employee's file.



3. Ongoing & Annual Training (Regulation 611.55(d))

Each direct care worker is required to complete a minimum of 12 hours of continuing education per year, which may include:

- Specialized topics such as dementia care, hospice support, and chronic illness management.
- Updates to infection control guidelines or emergency preparedness
- Cultural competency and client engagement strategies
- Training is tracked through the HR system, and workers are notified 90 days in advance of due dates to ensure compliance.

4. Supervisor Responsibilities (§ 611.55(e))

- Competency reviews and training oversight are conducted by qualified personnel: an RN, care coordinator, or administrator with applicable credentials and home care experience.
- Supervisors ensure all training is documented, reviewed annually, and adjusted based on performance or care plan changes.

Consumer's Information Confidentiality



Policy:

All Viva Bien Home Care LLC personnel are required to read and sign the following confidentiality acknowledgment:

By accepting employment with Viva Bien Home Care LLC, I agree to uphold the highest standards of confidentiality and professional ethics. I understand that I am strictly prohibited from discussing any consumer's medical condition or personal affairs with individuals outside the Agency unless expressly authorized. I will not disclose any medical information to other consumers or visitors without direct instruction from the Agency.

I acknowledge that all information, whether seen, heard, or otherwise obtained, pertaining to consumers, it is strictly confidential. This includes any information shared directly or indirectly and extends to conversations with family members, friends, and coworkers. I understand that maintaining confidentiality is a core responsibility of my role and that failure to do so constitutes a serious breach of professional ethics and may result in legal consequences.

I agree not to share any information regarding consumers or the Agency with the media. Additionally, I will protect all electronics records, including passwords, in accordance with the guidelines outlined in the HIPAA manual. This is essential for the protection of both the consumers and Viva Bien Home Care LLC.

I further understand that under no circumstances am I permitted to have a consumer endorse a check over to either the Agency or myself.

By signing below, I confirm that I have read and understood the above confidentiality policy and agree to adhere to its terms. I understand that any violation of this policy may result in disciplinary action, up to and including termination of employment.

Employee Signature: _____ Date: _____

Sexual Harrassment Policy



Policy Statement:

The Agency is committed to maintaining a work environment free from sexual harassment. In accordance with Title VII of the Civil Rights Act of 1964, sexual harassment of any kind is strictly prohibited. It is against Agency policy for any employee, regardless of gender, to engage in behavior that constitutes sexual harassment toward another employee.

Definition of Sexual Harassment:

Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is made, either explicitly or implicitly, a condition of employment;
2. Submission to or rejection of such conduct is used as the basis for employment decisions affecting the individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Examples of Prohibited Conduct:

Sexual harassment can take many forms, including:

- **Verbal:** Sexual innuendos, suggestive or inappropriate comments, jokes of a sexual nature, sexual propositions, or threats.
- **Non- verbal:** Displaying sexually suggestive objects or images, graphic commentaries, leering, whistling, or making obscene gestures.



Physical: Unwanted physical contact such as touching, pinching, brushing against someone, coerced sexual acts, or assault.

Complaint Procedure & Investigation:

- Any employee who believes they have experienced or witnessed sexual harassment should report the incident immediately to a designated management representative. The Agency will promptly and thoroughly investigate all complaints.
- To ensure the comfort and confidentiality of the complainant, the management representative conducting the investigation will be of the same gender as the employee filing the complaint, whenever possible.
- If the investigation determines that a violation of this policy has occurred, appropriate disciplinary action will be taken, up to including termination of employment.

Alcohol, Tobacco & Drug Policy



Policy Statement:

Viva Bien Home Care LLC is committed to maintaining a safe, healthy, and productive work environment. Substance abuse presents serious safety and performance risks that can lead to impaired job performance, increased absenteeism, accidents, reduced productivity, and negative impacts on employee morale and well-being. In alignment with this commitment, the Viva Bien Home Care LLC maintains a strict **Drug- and Alcohol -Free Workplace Policy**. Any violation of this policy may result in ***immediate termination of employment***.

Viva Bien Home Care LLC also recognizes the health hazards associated with tobacco use, including the risks posed secondary hand smoke. These risks are especially critical for the vulnerable populations of Direct Care Worker serve, such as older adults and individuals with chronic conditions. To protect the health and safety of all employees, consumers, and visitors, ***all Agency offices and worksites are designated as tobacco-free environments***.

Policy Guidelines:

- The use, possession, sale, distribution, or being under the influence of illegal drugs, alcohol, or unauthorized controlled substances while on Agency property, during work hours, or while representing Viva Bien Home Care LLC is strictly prohibited.
- The use of tobacco or tobacco-related products is prohibited in all areas of Viva Bien Home Care LLC facilities and work sites. Employees who wish to smoke must do so outside designated office areas, ensuring doors remain closed and smoke does not enter the facility.
- All employees are required to comply with the tobacco-free workplace policy as a condition of employment.



Special Instructions:

- Although Viva Bien Home Care LLC does not currently conduct routine drug testing, it reserves the right to implement testing at its discretion.
- Should Viva Bien Home Care LLC determine that drug testing is necessary, written notice will be provided to all employees. Testing may be required for specific individuals or categories of personnel, particularly those with direct contact with consumers.

Termination



Policy Statement:

Viva Bien Home Care LLC reserves the right to terminate the employment relationship at any time, with or without cause. Immediate termination may occur if an employee is found to have misrepresented or withheld critical information during the hiring process, including undisclosed felony convictions. All terminations must be authorized in advance by the Agency Manager.

Procedures:

1. In the event of resignation or termination, the employee's immediate supervisor is responsible for the following:
 - Documenting the reason(s) for the termination or resignation and conducting an exit interview, if applicable.
 - Ensuring the return of all Viva Bien Home Care LLC's property, including identification badges, keys, records, equipment, and any other materials.
 - Notifying all relevant departments, including Payroll and Human Resources, of the employee's departure.
2. Employees who were enrolled in group insurance benefits at the time of termination will be offered the opportunity to continue coverage at their own expense up to (18) months, in accordance with COBRA regulations. Premium payments must be received by the first of each month to maintain coverage.
3. All earned but unpaid wages and applicable benefits will be disbursed to the terminated employee within 30 days of separation, in compliance with applicable labor laws.

Employee Grievance Policy



Policy Statement:

Viva Bien Home Care LLC is committed to providing a fair and transparent process for addressing employee concerns. Any employee who believes they have been subjected to discrimination or unfair treatment may file a formal grievance. Grievances may relate to the interpretation, application, or enforcement of workplace policies, employment agreements, or disciplinary actions, including concerns regarding the fairness or reasonableness of any rule or regulation applied.

Procedures:

1. Employees must submit their grievance in writing to their Immediate Supervisor.
2. The supervisor will review the grievance and meet with the employee within **three (3) working days** of receipt to discuss the matter and communicate the intended course of action. The Supervisor has **fifteen (15) days** from the date the grievance is received to resolve the issue.
3. If the grievance remains unsolved at this stage, the Supervisor shall inform the complainant that the matter is being escalated to Viva Bien Home Care LLC's Manager. Viva Bien Home Care LLC Manager will have an additional (10) days to review and address the grievance.
4. Should the grievance still remains unresolved, it will be referred to the Governing Body. The Governing Body will have (15) days to evaluate and render a decision on the matter.

If the grievance is not resolved through the internal review process, the complainant may file a complaint with the Office of Civil Rights at:

U.S Department of Health & Human Services

Office for Civil Rights
801 Market Street, Suite 9700
Philadelphia, PA 19107

Acquired & Acknowledgment of Employee Handbook



I acknowledge that I have received and reviewed the **Viva Bien Home Care LLC Employee Handbook**. I understand that the handbook contains important information regarding the Agency's policies, procedures, and employee benefits. I also acknowledge that the contents of the handbook are subject to change, and that Viva Bien Home Care LLC reserves the rights to modify, add or eliminate policies and benefits at its discretion.

I understand that I will be informed of any revisions or updates to the handbook and that such changes may only be authorized by management.

It has been explained to me that the handbook outlines the agency's intended employee compensation and benefits programs. I acknowledge that the inclusion of any benefit in the handbook does not guarantee its provision and should not be interpreted as a contractual obligation by the agency. As a condition of my employment, I agree not to hold Viva Bien Home Care LLC liable for the provision of such benefits and hereby release the agency from any and all related claim or liabilities. I further understand that my employment with Viva Bien Home Care LLC is at-will, meaning that either the agency or I may terminate the employment relationship at any time, with or without cause or notice.

I acknowledge that it is my responsibility to read and comply with the policies set forth in the employee handbook. I understand that if I have questions or need clarification regarding any policy, I should consult my Supervisor.

Employee Signature: _____ Date: _____

Employee's full name: _____ Date: _____

Employee's Supervisor/ Manager Signature: _____ Date: _____

Contact Information

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 coming soon!

