

CHRYSALIS SPECTRUM



118 Vintage Park Blvd Suite W449,
Houston, TX 77070
Phone: 281 - 407-1662

Welcome to Chrysalis Spectrum

We're excited to have you part of the team and look forward to building a rewarding relationship with you. Chrysalis Spectrum was founded by Dr. Alisa and Donald Elliot in 2017 and since then we have helped over 100 families and individuals needing personal assistant care throughout the Houston metro area. Chrysalis Spectrum is a non skilled medical provider that assists with personal care for the aging and disable population. We contract with caregivers, sitters, direct support professionals, personal assistants, housekeepers, and administrative support personnel.

The following information in this packet will help you understand Chrysalis Spectrum's policy and guidelines. Every situation is not mentioned in the guidelines however my door is always open to speak on issues that are not mentioned in this packet. If you have any questions or concerns feel free to contact me directly at 281-407-1662 ext 700.

Cheers!

Dr. Alisa and Donald Elliot

Owner/Agency Administrator and Alternate Administrator

Alisa.Elliot@chrysalisspectrum.com

281-407-1662 ext 700

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Independent Contractor Handbook

Chrysalis Spectrum is an at-will work environment. An at-will employment relationship can be terminated at any time with or without reason or notice by either the employer or the independent contractor.

Drug Free / Alcohol Free

Independent contractors are prohibited from consuming, distributing, possessing, selling, or using controlled substances while on the premises. In addition, contractors may not be under the influence of any controlled substance, such as drugs or alcohol, while at work, on the premises or engaged in company business. Anyone violating this policy may be subject to disciplinary action, up to and including termination. Prescription drugs or over-the-counter medications, taken as prescribed, are an exception to this policy.

Open Door Policy

We have an open door policy and take our contractors' concerns and problems seriously. We value each worker and strive to provide a positive work experience. Contractors are encouraged to bring any workplace concerns or problems they might have or know about to the attention of Chrysalis Spectrum's Human Resource.

Code of Professional Conduct

We expect our independent contractors to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable and productive. Contractors should be respectful, courteous, and mindful of others' feelings and needs. General cooperation between coworkers and supervisors is expected. Individuals who act in an unprofessional manner may be subject to disciplinary action.

General Attendance

Chrysalis Spectrum's administration team maintains office hours of **9:00 am - 4:00 pm, Monday -Friday and 24 hours for caregivers**. Administration will provide independent contractors with their work schedule. Should an independent contractor have any questions regarding his/her work schedule, they should contact Human Resource. The company does not tolerate absenteeism. Caregivers who will be late to or absent from work should notify Chrysalis Spectrum well in advance, or as soon as practicable in the event of an emergency. Chronic absenteeism may result in disciplinary action. Contractors who need to leave early, for illness or otherwise, must inform HR and be relieved before departure. If an independent contractor has three or more unexcused absences in any 90 day period, this is seen as excessive absenteeism.



Tardiness

Contractors are expected to arrive on time and ready for work. A caregiver who arrives 8 minutes after their scheduled arrival time is considered tardy. We recognize that situations arise which hinder punctuality; regardless, excessive tardiness is prohibited, and may be subject to disciplinary action.

Point System

If an independent contractor has three or more unexcused absences in any 90 day period, this is seen as excessive absenteeism. Attendance infractions reset every 3 months. Calculation of attendance infractions. *More than 3 consecutive last minute call-ins will incur a fee of \$45.00 per call in.*

- Absent with call, more than 24 hr notice: 1 point.
- Absent with call, less than 24 hr notice: 1½ points.
- Tardy: ½ point.
- Early departure: ½ point.
- Absent, no call: 2 points

Attendance issues will result in progressive disciplinary action up to and including termination based on the following point system:

- 3 points: Verbal warning.
- 4 points: Written warning.
- 5 points: Speaking with HR and/or Agency Administrator.
- 6 points: Contract is subject to termination.

Compensation

Chrysalis Spectrum compensation is calculated based on the job description, location, and level of personal care needs. Contractors must complete a timesheet report at the end of each shift that resembles the services that are being requested by the client in order to receive compensation. Additionally, clock in and out locations must be at the client's location unless transporting them to another location at the end of the shift.

Payday Advance Loans

We do not offer payday advance loans.

Gas Mileage

We do not offer gas mileage reimbursement.

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Fees

Chrysalis Spectrum charges contractors the following fees:

- Annual background check \$19.95
- Software for managing schedule, timesheets, and payroll \$8.00 per month
- TrueLink debit card automatically draft monthly fee \$4.00 (optional)
- Polo shirt \$30.00 (optional)

Pay Schedule

Chrysalis Spectrum pays weekly every Friday, the work week starts on Monday and ends on Sunday. Payroll is processed every Wednesday.

Vacation

Vacation requests must be submitted 2 weeks in advance. Administration will approve or deny the request based on available coverage. Chrysalis Spectrum is flexible in approving time off when ample notice is given. Vacation days are granted only on a full day or half-day basis.

Sick Leave

Situations may arise where an independent contractor needs to take time off to address health concerns. You are required to provide notification VIA PHONE no less than 2 hours prior to your shift when taking time off. A response is required, so be sure to leave a message if there is no answer. **Family and Medical Leave Act FMLA** leave is not applicable in this company.

Holiday Pay & Schedule

Holidays may be required per schedule. Holiday pay is paid time and a half and is offered for the following holidays:

Holiday
New Year's Day
Martin Luther King, Jr. Day
Easter Sunday
Memorial Day
Independence Day
Juneteenth

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Labor Day
Thanksgiving Day
Christmas Eve
Christmas Day

If you are unable to work a holiday that you are scheduled, it is your responsibility to have your shift covered. In the event that you leave early during a holiday shift or arrive more than 30 minutes late you will no longer receive holiday pay for that shift.

Jury Duty

Chrysalis Spectrum understands that occasionally independent contractors are called to serve on a jury. Those who are selected for jury duty must provide a copy of their jury summons to a HR immediately after receipt, no less than 2 days in advance of requested time off. Time taken for jury duty is granted on an unpaid basis.

Voting

Contractors are encouraged to participate in elections. Approval for time off to vote is required ONLY if there is a conflict in schedule. Most schedules will allow independent contractors to vote on personal time.

Work Expectations

Chrysalis Spectrum expects every contractor to act in a professional manner. Satisfactory performance of job duties and responsibilities is key to this expectation. Contractors should attempt to achieve their job objectives, and act with diligence and consideration at all times. Poor job performance can result in disciplinary action, up to and including termination. All independent contractors must complete training twice a year.

Mobile Devices

Chrysalis Spectrum understands how important it is to the independent contractors to have access to their personal cell phones at work. However, contractors are expected to maintain professionalism and not disturb the clients by keeping cell phone use to a minimum. Independent contractors should restrict mobile device use during work time, and should use personal cell phones only during scheduled breaks or lunch periods. Chrysalis Spectrum is not liable for the loss or damage of personal mobile devices brought into the workplace.



Dress Code

Caregivers' personal appearance and hygiene is important. All contractors are expected to dress appropriately for their individual work responsibilities and position.

Uniform/Supplies

For those working in the field scrub bottoms are recommended, khaki pants when appropriate. Pajamas and open toe shoes are prohibited, must wear closed toe shoes and clean holeless socks. Company shirts, masks, gloves and hand sanitizer are available to purchase through the company.

Company Property

Chrysalis Spectrum's property, such as equipment, vehicles, telephones, computers, and software, is not for private use. These devices are to be used strictly for company business, and are not permitted off grounds at any time. Company property must be used in the manner for which it was intended. The home phone is provided for business use. Contractors are not to receive personal calls while on duty. If urgent, please keep personal calls to a minimum and conversations brief. Personal long distance calls are not permitted. Violations of these policies could result in disciplinary action.

Privacy

Independent contractors and Chrysalis Spectrum share a relationship based on trust and mutual respect. However, independent contractors should not entertain any expectations of privacy when on company grounds or while using company property.

Communication

All communications including text, calls and emails with Chrysalis Spectrum's clients are to go through the office. Independent contractors are to cease all communication once their contract is no longer active.

Performance Reviews

Chrysalis Spectrum performs annual performance reviews and may periodically evaluate an independent contractor performance. The goal of a performance review is to identify areas where a contractor excels and areas that need improvement. The company uses performance reviews as a tool to determine pay increases, promotions and/or terminations.



All performance reviews are based on merit, achievement and other factors may include but are not limited to:

- Quality of work
- Teamwork and cooperation
- Attitude
- Compliance with company policy
- Knowledge of work
- Past performance reviews
- Job skills
- Improvement
- Attendance and punctuality
- Acceptance of responsibility and constructive feedback

Discipline Policy

The following actions are unacceptable and are grounds for disciplinary action. These actions include, but are not limited to: - Being under the influence, possessing or

- Failing to adequately perform job distribution of a controlled substance or alcohol at responsibilities; work, on company premises, or while engaged in
- Excessive or unexcused absenteeism or company business;
- Tardiness;
- Unauthorized use of company property, equipment, devices or assets;
- Illegal or violent activity;
- Damage, destruction or theft of company
- Falsifying injury reports or reasons for leave; property, equipment, devices or assets;
- Possessing any weapon on premises;
- Removing company property without prior
- Disregard for safety and security procedures; authorization;
- Disparaging or disrespecting supervisors and/or - Falsification, misrepresentation or omission of
- Co-workers; information, documents or records;
- Any other action or conduct that is inconsistent -
- Lying; with company policies, procedures, standards or
- Insubordination or refusal to comply with expectations. directives;

Voluntary Termination

Chrysalis Spectrum recognizes that personal situations may arise which require a voluntary termination of employment. Should this occur, the company requests that the contractor

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provide two weeks advance notice in writing. This request does not alter an independent contractor's at-will relationship with the company. After 3 months of no active work or communication from the contractor, Chrysalis Spectrum will automatically terminate as a voluntary termination.

Notice

This Independent Contractor Handbook has been designed to serve as a quick reference for many questions and issues relating to your employment experience with Chrysalis Spectrum. It is not a contract, nor is it an invitation to contract. Nothing in this handbook is intended to create or imply any contractual rights. Discrimination on the basis of race, sex, color, national origin, religion, age, or political affiliation, or persons with disabilities is prohibited in all aspects of employment with Chrysalis Spectrum.

Independent Contractor's Signature

Independent Contractor's Full Name