

The terms and conditions listed in this document are subject to change with written notification. This program is a pilot program or beta test to see if this is a benefit that employees will utilize. Many of these specific rules are already in the Employee Handbook and are discussed in detail during orientation.

Eligibility rules to apply for the benefit:

1. Employees must have worked for Prosper Home Care for a minimum of 90 days. After 90 days of employment, the employee may apply for this benefit at any time if the requirements are being met.
2. Employees must have averaged 20 hours or more per week in the previous 90 days of employment. Employees who averaged less than 20 hours per week will not be eligible. They may reapply after their hours worked have increased at a later date.
3. Employees must clock in and out compliantly and timely for every shift worked. Reminder: Clocking in and out through the compliant methods below is required and not optional.
 - a. A clock in or out is compliant if:
 - i. The employee used the Soneto portal to clock in or out AND allowed for GPS tracking. Additional settings on the employee's phone may need to be adjusted to allow for location tracking.
 - ii. The employee used the client's physical phone to call the assigned 800 number to clock in and out.
 - b. A clock in or out is NOT compliant if:
 - i. The employee did not allow for GPS location when using the Soneto portal.
 - ii. The employee used their personal phone to call the assigned 800 number to clock in or out.
 - iii. The employee was not within 100 feet of the client's location when clocking in or out.
 - c. A clock in is late if:
 - i. The clock in is not received within 5 minutes of the scheduled shift time.
 - ii. The employee forgot to clock in when they arrived counts as a late clock in.
 - d. A clock out is late if:
 - i. The clock out is not received within 5 minutes of the scheduled shift time. This includes when a client asks a caregiver to leave early. Caregiver must ALWAYS call the office if a client requests the caregiver to leave early so it can be documented.
 - ii. The employee forgets to clock out.
4. Employees must have turned in correctly completed Service Record Forms(SRF) on time for each week.
 - a. Correctly completed SRFs include but not limited to the following:
 - i. Client and Caregiver signatures dated for the last date of service for the week.
 - ii. No missing required information.
 - iii. BM dates and vitals as required.
 - iv. Client and caregiver initials each day.
 - v. Please refer to the Employee Manual for detailed instructions on how to complete SRFs correctly.
 - b. SRFs are due in the Prosper Home Care office on Tuesday by 5pm for the previous week.
 - i. SRFs received in the mail after the Tuesday deadline must be postmarked no later than the Monday after the service week. SRFs postmarked on Tuesday are late.
 - ii. SRFs can be mailed, dropped off during office hours with the front office staff or left in the mailbox right outside the front door.
 - iii. Example of due date:
 1. You work the week of 7/14/2019 (Sunday) through 7/20/2019 (Saturday).

2. The SRFs for that week of service are due in the Prosper Home Care office no later than 7/23/2019 (Tuesday).
5. Employees cannot apply for this benefit if the company has received and verified as accurate client complaints about work ethic, tasks or other poor performance.
6. Employees with multiple call outs will not be eligible.

If the employee applying for this benefit has complied with all the above listed rules, they may begin with the Sprint Phone Plan.

In order to keep the plan, the employee must follow all the same rules as above with the following exceptions:

1. Employees must maintain an average of 20 hours per week worked.
2. Employees must work or be available to work at least one weekend per month.
3. Employees cannot have multiple call outs and must work their shifts as scheduled.

Termination of this benefit can occur at any time per Management Discretion. The following events will initiate termination:

1. No call no show by employee for a scheduled shift.
2. Employment termination either voluntary or involuntary.
3. SRFs arrive to the Prosper Office past the due date for the 2nd time.
4. 3 or more missing or late clock ins or outs.
5. Hours worked per week fall below 20 for 2 consecutive weeks through no fault of the employee.
6. Employee does not respond to calls or text messages for a period of 24 hours unless previous approved for time off.
7. 2 or more verified as accurate client complaints on job performance.

Management will have full discretion on each of the events above. There may be other events that occur which would also initiate in termination of this benefit.

Once the benefit is terminated, the following will happen:

1. Management will immediately suspend the phone line. Prosper Home Care owns the phone and phone number. Once employment or the benefit is terminated, the phone and phone number belong to Prosper. The employee will not be able to port that number to another provider.
2. Employee will be asked to return the device to the office. Failure to return the phone could result in a \$50 equipment fee to be deducted from their final paycheck.

Payroll Deduction Regulations

By completing the application for the Sprint phone, employees agree to have their paychecks deducted for the cost of the plan.

Missed payroll deductions: If at any time, Prosper is unable to deduct the payment from the paycheck due to low or no hours worked, the employee understands that the next payroll will be deducted twice.

If the payment cannot be deducted for two consecutive paychecks, the phone will be suspended. Remember that there is a requirement to work at minimum 20 hours per week to qualify for this benefit.

At this time, Prosper Home Care will not allow for an employee to pay the office directly for the phone if they are not working shifts for Prosper Home Care.

Phone Maintenance and Troubleshooting

Prosper Home Care is providing this service as a benefit for employees. However, Prosper is not responsible for the maintenance of the phone or service. Below is a list of tasks that the office staff of Prosper Home Care will not perform.

1. Port existing phone numbers from other providers.
 - a. There are ways to keep your existing phone number. At the end of this document, you will find instructions on how to port your current number to Google voice.
 - i. There is a \$20 port fee charged by Google voice to do this.
 - ii. You may also be charged an early termination fee from your current provider. Please verify with your current provider before doing this as Prosper Home Care is not responsible for these fees.
2. Pay out existing contracts with other providers.
 - a. If the employee has an existing contract with another provider, they are responsible for any termination fee incurred from cancelling service with that provider. Employees are not required to cancel other services when enrolling in this benefit. However, Prosper Home Care will not be responsible for any charges with other phones or providers.
3. Swap out phones in the office or provide any technical support for phone problems.
 - a. Employees can call Sprint customer service directly if they are having issues with the phones
 - b. 800-927-2199
 - c. Employees can also email the dedicated Sprint representative at sprint.nicole.justice@sprint.com
 - d. In the event that a phone is found to be faulty, Sprint will arrange to have a replacement phone shipped to the Atlanta office and the employee will need to come and pick it up. The faulty phone will have to be returned.
4. Provide employees with call history associated with the phone.
 - a. Prosper Home Care will not monitor call history or app usage on the phone.
 - b. Due to the time involved, Prosper Home Care will not provide employees with any call history.
5. Allow international calling.
 - a. Prosper Home Care cannot incur the additional costs associated with international calling. All phones owned by Prosper Home Care are blocked from being able to make international calls.
 - b. Employees may use apps such as "WhatsApp" to make international calls through WiFi.
6. Allow for phone upgrades.
 - a. At this time, Prosper Home Care will not allow employees to upgrade any phone. Doing so incurs additional costs and Prosper Home Care will not pay those costs.

Employees are instructed to call Sprint first with any phone issues. Prosper Office Staff is not responsible for the phone plans or devices and will not assist in those matters.

HIPAA Disclosure:

The rules and regulations set forth in the Employee Manual in relation HIPAA apply to the Sprint phone as well. Never text or email personally identifiable information about a client. Please review the HIPAA guidelines in your employee manual. Prosper Home Care’s ownership of the phones does not make them HIPAA compliant.

Additional Information about the Benefit:

1. All phones already have phone numbers assigned to them. These numbers cannot be changed.
2. This benefit applies to Prosper Home Care employees only and are not available to family members or friends of the employee.
3. Once a phone is assigned, the caller ID will say “Prosper Home Care.” It takes a few days to have that changed to the employee’s name.

Google Voice Instructions:

The following instructions came from the Google Voice Website. Prosper Home Care is not responsible for the accuracy of these instructions.

Option 1: Port your mobile number to a personal Google Voice account



Note: You can't port your mobile number to a Google Voice account managed by your work or school.

- You'll be charged a \$20 fee to port your mobile number to Google Voice from most mobile service providers, such as Verizon or AT&T. Moving a number to Google Voice after [canceling Google Fi](#) is free.
- Not all mobile numbers can be ported into Google Voice. Check the [Porting Status](#) page to verify your number can be ported.
- Don't cancel your phone plan until Google Voice notifies you the port is complete. To verify the port, we'll call your phone with a code. After the port is finished, your service provider will cancel your phone service. If you have multiple numbers on the account, check with the service provider first to find out about their policies. If you want to keep the plan and get a new mobile number, confirm that with the service provider.

Before you begin

Find your billing account information from your current service provider, such as your account number and PIN. You need this information to complete your port request.

Port your number

1. On your computer, open [Google Voice](#).
2. If you haven't used Google Voice on your account before, [set up Voice](#). You'll be prompted to pick a new number, but your ported number will soon replace it, so it won't matter what that number is.
3. At the top left, click Menu  > Legacy Google Voice. Google Voice will look different, but you're in the right place.
4. At the top right, click Settings  > Settings.

5. Click the "Phones" tab.
6. Next to your current number, click Change / Port.
7. Select I want to use my mobile number. Follow the onscreen instructions to set up your new number and pay.
8. To get calls, [set up phones to receive calls](#).
9. Optional: [Check the status of your number porting](#). Numbers take from 48 to 96 hours to port.

If the port gets stuck or delayed, contact the [Google Voice Community Help Forum](#) for more help.