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Connected Health   
Ireland

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# EMPLOYEE HANDBOOK IRELAND



# CONTENT

01	Words from the CEO	3
02	Company Values	4
03	About this handbook	6
04	Equality, Diversity and Inclusion	7
05	Employment, Training and General Rules	8 - 11
06	Absence from Work	12 - 16
07	Wages, Salaries and Benefits	18 - 20
08	General Information	21 - 23
09	Conduct	25
10	Company Facilities and Amenities	26
11	Disciplinary	28 - 33
12	Dignity at work, Anti-bullying and Harassment	33 - 35
13	Summarised Company Policies	36 - 44
14	Considering Pastures New?	45 - 46
15	Closing Statement	47

# Words from the CEO



The most valuable resource of any organisation is its people. The success of any organisation and its people depends very largely on the people themselves. Our mission is to provide the highest quality of care to our clients and to provide a place to work that is safe, free from discrimination and harassment and provides encouragement for people to develop their full potential. We all have a role to play in this process.

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A Company, like any team, is only as good as its combined members make it. Team spirit cannot be bought - no amount of money can compensate for lack of interest or replace the will to win. Such spirit can only be created from within. Great team effort is required to award our clients and their families with the level of care and service that they deserve, the quality of our service ensures our clients satisfaction and the continued security of our jobs, our people have contributed greatly to our success over the years.

We welcome you and express our sincere hope that you will be happy here in our team. We ask that you study carefully the contents of this Employee Handbook as, in addition to setting out our standards and regulations, it also contains a great deal of helpful information. We hope that you will enjoy being part of Connected Health's

team and we wish you every success in your career. I would like to take this opportunity to welcome you to Connected Health.

Douglas Adams, CEO

# Company Values■

Connected Health was established in 2013; we provide effective and efficient high quality healthcare services in the home and in the community, thereby promoting prevention and decreasing the demand for costly hospitalisation.

Our 3Ts approach of talent, training and technology ensures effective connections between all of those involved so that, together, we deliver better and more responsive support in a way that measurably improves the lives of those in our care.

## **Our Values**

At Connected Health, we are simply CENTRED on what we do. Those receiving care must always be at the very centre of all that we do. It is our responsibility and our duty to effectively connect all of those involved so that, together, we deliver better and more responsive support in a way that measurably improves the lives of those in our care. Our core values are:

### **Service Users Come First**

Satisfying our service user's individual needs is paramount. We should put our service users' needs ahead of our own needs. We should therefore take the time to understand, to share a smile, a tear, and to put our arms around clients in a time of need. We must ensure that the holistic needs of our service users are consistently met.

### **Complete Professionalism**

Regardless of roles, we should set ourselves high personal and professional standards, we constantly strive to achieve these standards and always look for ways to make ourselves more effective. Every improvement, no matter how small, can make a difference.

### **Teamwork**

We work together as a team as it makes everyone's life easier, makes work-life more enjoyable to care for our service users. Team workers support their colleagues and go out of their way to help others.

### **Open Communication**

Employees should communicate to service user's, next of kin and each other in a respectful manner. We must communicate openly, feel free to comment on areas that can be improved and have the strength of character to take feedback constructively, to learn from it and improve as a result of it.



OUR VALUES | **C**ENTRED

# Caring

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The Client is at the core of everything we do.



# About This Handbook ■

This Handbook has been drawn up by the Company to provide you with information on employment policies and procedures. It is important for you to read the Handbook carefully as this, together with your Contract of Employment, sets out your main terms and conditions of employment. The information covers a wide range of subjects relating to your employment and in the event that information in this Handbook conflicts with terms and conditions as stated in your Contract of Employment, the Contract will take precedence. If you have any questions or any part of the Handbook is unclear to you, please do not hesitate to raise any queries with Human Resources. It is important that you do this before signing that you have read, understood and are willing to abide by all the Company's terms and conditions.

DISCLAIMER: The information contained in this employee handbook is not an employment contract, but rather is a summarised version of existing policies. Connected Health reserves the right to modify this employee handbook from time to time according to their sole discretion without notice. If a more detailed explanation of any policy in this handbook is needed, employees should consult with their supervisor/manager.

# Equality, Diversity and Inclusion ■

## Statement of Policy

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The aim of the policy is to ensure no job applicant or employee is discriminated against either directly or indirectly on any unlawful grounds, which are: gender, marital status, family status, sexual orientation, religious belief, age, disability, race or membership of the travelling community. Connected Health has overall responsibility for ensuring that this policy is implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice. The Company will ensure that the policy is circulated to any agencies responsible

for its recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment. The policy will be communicated to all private contractors reminding them of their responsibilities toward the equality of opportunity. The Company will maintain a neutral working environment in which no worker feels under threat or intimidated. Discrimination is unacceptable and breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.

## Recruitment, Selection and Career Development

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Connected Health will endeavour, through appropriate training, to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions. Promotion and career development will be made on merit. If you have any specific needs, the Company will accommodate and support you as far as practicable. All decisions relating to this will be made within the overall framework and principles of this policy.

Job descriptions, where used, will be in line with this equality, diversity and inclusion policy. Job requirements will be reflected accurately in any person's specifications. The Company will adopt a consistent, non-discriminatory approach to advertising vacancies.

The Company will not confine its recruitment to areas or social media sources that provide only,

or mainly, applicants of a particular group. All applicants who apply for jobs with the Company will receive fair treatment and will be considered solely on their ability to do the job.

All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate. Shortlisting and interviewing will be carried out by more than one person where possible. Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.

The Company will not reject any applicant because they are unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the job.

# Employment, Training and General Rules ■

## Contract of Employment

Every employee will be issued with the Contract of Employment which the copy will be given to the Employee and a copy will be retained

electronically. Your terms and conditions will give you specific details regarding your role and entitlements.

## Training

### Induction Training

You will be provided with full induction training, which will be specific to your role. You will also be provided with job-specific training if you change your role throughout your employment with Connected Health. A record will be kept for each employee showing the training received. The training records will be monitored regularly and

the needs checked. All training programmes will be monitored and revised as necessary to meet changing business needs. The Company will provide any necessary training and will meet the initial costs involved (deductions may apply when a contract of employment ends).

### Ongoing Training

Ongoing role-related training will be provided and we will make every effort to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision.

**Field Based Roles:** As an employee, you will be advised of your renewal date warning and will be given two weeks to complete your training. If you do not complete the required training within this time frame you will be given a one-week extension. If you still are non-compliant and have not completed the training, then you may be

removed from the rota for four weeks after the renewal date until the training is completed. Furthermore, if an employee fails to complete the training or their employment ends within one year of completing any external training course for any reason except redundancy, the employee must reimburse the cost of any training on a pro-rata basis. Employees will be required to sign an 'Agreement to deduct from pay before starting any external course, which authorises the Company to make this deduction.



OUR VALUES | CENTRED

# Empathy

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We ensure we maximise our understanding and empathy around clients and their families.



**ConnectedHealth**



connecting innovation and care

## Dress Code/ Uniform

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Employees represent Connected Health and we would expect that Employees' appearance should be appropriate at all times. Uniforms must be kept clean and presentable.

### Office Staff

You should wear your Connected Health branded shirt (top) along with black trousers/skirt and black shoes. **Your ID Badge must be worn at all times.**

### On Ground Staff / Nurses

Your uniform will consist of a Connected Health branded tunic (black tunic for Care Assistants, white tunic for Nurses) / polo shirt with black trousers and appropriate plain black shoes (fully

covered). **Your ID badge must be worn at all times.**

In the interest of Health and Safety jewellery must be kept to a minimum, only stud earrings, wedding ring/band is permitted to be worn. Hair must be tied back. Artificial nails/long are deemed to be inappropriate, this is especially important when providing personal care to a client.

## Personal Protective Equipment (PPE)

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Any PPE that is issued by Connected Health must be worn at the relevant time and by the direction of your Line Manager. Failure to comply or to wear PPE as directed may result in disciplinary action.

## Smoking

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It is illegal to smoke/vape in enclosed or substantially enclosed workplaces and the Company has a policy that prohibits smoking throughout the entire workplace with no exceptions.

This policy applies to all employees and visitors to the premises. Smoking/vaping must not take place in uniform, which should be removed or

covered with a jacket. On returning to work, appropriate steps should be taken to ensure any smell of smoke is removed (i.e. using hand sanitiser or fragrance) before entering a service user's home.

Failure to comply with this policy will result in disciplinary action.

## Probationary Period

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Every employee joins Connected Health on a probationary period of six months. During this period your work performance, conduct and your suitability to undertake the role will be monitored and assessed. On successful completion of your probationary period, you will receive a notification from your Line Manager.

If you have not met the required standards to perform in your role Connected Health and your

Line manager will liaise with you directly to support you in your role. Your probationary period shall not exceed six months duration, except in limited circumstances such as absence from work under a specified provision e.g. sick leave, maternity leave, parental leave etc., where the probationary period may be extended by the duration of the employee's absence up to a maximum of twelve months.

## Performance Reviews

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All staff will normally attend a performance review (and additional supervisions for field-based roles) discussion with Management regularly. Our policy is to monitor your work

performance continuously so that we can maximise your strengths, and help you to overcome any possible weaknesses.

## Performance Improvement

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If we have any concerns about your performance, we will normally work with you to help improve it informally first. This may include providing you with training or an improvement plan, meeting with you and monitoring your performance. We understand that it can be difficult to have discussions about performance improvement. We aim to deal with any performance issues sensitively, constructively and where possible, in confidence. However, it is important for our business that our employees perform to a satisfacto-

ry standard. If an informal approach to improving performance is unsuccessful, it may result in formal action, which will be managed using the performance review procedure. Failure to improve on performance after a reasonable time, you may be dismissed unless the required standard of performance is achieved and maintained. If such improvement is not forthcoming after an agreed period of time, you may be dismissed.

## Breaks

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Please refer to your Terms and Conditions of your Employment.

## Time Keeping

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You should ensure that you arrive at your place of work sufficiently early to be ready to commence work at your specified start time. If you are unable to get to work on time you must contact your Line Manager or Coordinator to inform them

of your expected time of arrival and to explain the circumstances. For salaried staff, you will be expected to work the time back. However, if you arrive consistently late, disciplinary action may be taken.

# Absence From Work ■



## Notification of Absence

If you need to be unexpectedly absent from work due to sickness or any other reason apart from annual leave, you need to follow the correct notification of absence procedure.

- You should call your Line Manager or Coordinator to notify them about your absence and explain reasons
- You must call as soon as possible and at least **two hours** before the start of your shift on the first day of your absence.
- Texts and emails will not be accepted and treated as a failure to follow the correct notification of absence procedure and deemed as unauthorised absence and may lead to disciplinary action
- Only **you**, must call your Line Manager / Coordinator, only in exceptional circumstances may someone call on your behalf.



## Medical Certificate

The medical certificate must be produced when the sickness absence is more than two days. A medical certificate can be obtained from GP to cover longer periods of absence.

You must send a copy of these certificates to your Line Manager/ Coordinator, HR and payroll. Failure to produce appropriate documentation on time may delay your payment being made.



## Sickness benefits

The Organisation does not pay occupational sick pay.

Employees will be entitled to Statutory Sick Pay (SSP) providing you meet the criteria set down in the Sick Leave Act 2022.



## Statutory Sick Pay Criteria

You are entitled to Illness Benefit during absence as a result of sickness or injury, provided you meet the criteria laid down by the Department of Social and Family Affairs. You should claim Illness Benefit or any other social welfare benefit to which you may be entitled from the Department of Social Protection. There is no contractual Nursing Home sick pay entitlement in addition to Illness Benefit/Social Welfare entitlement. If you need to leave work before your normal finishing time or take time off during normal working hours, you must obtain authorisation from Management. Any failure to comply with the above procedures will be dealt with under the Company's disciplinary procedure.

If you are going to be late for work, please contact your Manager immediately giving the reason and approximate time of arrival. The Company will monitor and review the attendance levels of all employees on a regular basis, including lateness. In deciding whether to take further action in respect of sickness absence, the evidence of a medical certificate may not be sufficient, and the Company may seek alternative medical information.

If your attendance level or timekeeping does not improve despite previous informal discussions and reasonable adjustments (where applicable), or you have an unacceptable level of absence or lateness that is impacting on the efficient and effective running of the Company, then this will result in disciplinary action. Unacceptable absence and/or lateness is defined as:

**Periods of absence/lateness:**

- Three or more periods of absence/lateness in a rolling six-month period, or;
- Five or more periods of absence/lateness in a rolling twelve-month period.

**No. of days of absence/lateness:**

- Five days of absence/lateness or more in a rolling six-month period, or;
- Ten days of absence/lateness in a rolling twelve-month period.

**Other patterns or trends:**

- Where an unacceptable absence trend is identified e.g. repeated absence linked to weekends, holidays, bank holidays etc

As a result, a warning may be issued and added to your file. Subsequent warnings may result if there is no improvement in your attendance or timekeeping. If you receive a final written warning, any further absence or lateness following this warning may result in further disciplinary action, which could result in dismissal from the Company.



### Long Term Absence or Ill Health

Long-term absence is classed as any absence of over four weeks in duration. If you are unable to return to your

current role in full due to medical reasons, the Company will look at what reasonable adjustments can be made.

Also, the Company will look at whether or not there are any other roles you could undertake.

If it's likely that you cannot return to your role and that no further reasonable adjustments can be made to allow for a successful return, or that your ongoing absence is having an impact on the Company, then we might terminate your employment. This would be on the grounds of ill health. We don't take these decisions lightly and it would be our last resort. If we do terminate your employment, we'll write to you as soon as possible to confirm it and explain why. You'll be able to appeal against the decision if you want to. You'll be given contractual notice or a payment to make up for your contractual notice.



### Adverse Weather Conditions

In the event of extremely adverse weather conditions, e.g. heavy snow or flooding, you are expected to make every reasonable

effort, including the use of alternative means of transport, to arrive at work at your scheduled start time.

If you decide that the weather conditions are sufficiently severe to prevent you from travelling to work and arriving safely you may choose to:

- take the day(s) as annual leave,
- take the day(s) as an authorised unpaid leave of absence.
- work from home if possible and if authorised by your manager



In either case, you must telephone your Line Manager/ Coordinator (for field-based staff) or your Line Manager (for Office-based staff) before your scheduled start time and inform them of the option you wish to take. If the Manager is not available, you must ensure that another senior person is notified.



### AWOL (Absence without leave) and Unauthorised absence

You have a duty to be at work during your agreed working hours unless authorisation has been given for your absence.

You must inform your manager if you are unable to attend work as a result of illness or any other unforeseen circumstance, by following the absence notification procedure.



### Jury Service

In accordance with the Juries Act 1976 a member of staff may be called upon to do Jury Service or as a State Witness and consequently leave with full pay which will be provided without loss of any other employment rights. Please inform your Manager. If an employee is released early from jury service on a particular day, he/ she should attend at work for the remainder of the day.

Connected Health aims to fully comply with all employment regulations.



### Force Majeure Leave

The purpose of Force Majeure Leave is to provide limited paid leave to enable you to deal with family emergencies resulting from the injury or illness of a family member, as defined below. You will be entitled to: - up to 3 days of paid Force Majeure Leave in any consecutive 12- month period; or - up to 5 days in a 36 consecutive month period.

Absence for part of a day is counted as a full day of "force majeure" leave. Entitlement to "force majeure" leave is limited to circumstances where your immediate presence at the place where the ill or injured person is situated is indispensable. Entitlement to "force majeure" leave is limited to circumstances where your immediate presence at the place where the ill or injured person is situated is indispensable.

Force Majeure Leave will be granted in respect of the illness or injury of the following family members: child/adopted child; spouse/partner; a person with whom you are in loco parentis; your parent or grandparent; your brother or sister; Person who resides with the employee in a relationship of domestic dependency..



### Other Special Leave

Other special leave requests (such as armed forces leave, voluntary work or any other leave) should be discussed and agreed upon (or not) on a case-by-case basis with your Line Manager.

Such leave will normally be unpaid, and any payment will be at Senior Management's discretion.



### "Family Friendly" Rights

The company is not providing payments for family-friendly leave, such as maternity/paternity, adoptive leave, parental leave, parents leave and parental bereavement leave, however,

**For Maternity Benefit:** It is a payment made to women in Ireland on ordinary maternity leave from work and who have paid a certain amount of PRSI (Pay Related Social Insurance). You need to apply for the payment 6 weeks before you intend to go on maternity leave to the Maternity Benefit Section, Department of Social Protection.

Additional maternity leave is unpaid. For Health & Safety leave: There is an obligation on Connected Health to carry out a specific risk assessment for Connected Health employees who are pregnant or have just given birth, or who are breastfeeding, in order to assess what particular hazards there may be, for these employees in the workplace. Should this risk assessment determine that certain hazards exist, which cannot otherwise be eliminated, Connected Health will move the employee to alternative work or, if this is not feasible, the employee will be granted health and safety leave. The employee is entitled to payment in respect of the first 21 days of such health and safety leave and can apply for social welfare benefits for any period thereafter.

**For Paternity Benefits:** is a payment made to employees in Ireland on paternity leave from work and who have paid a certain amount of PRSI (Pay Related Social Insurance). You need to apply for the payment 4 weeks before

you intend to go on paternity leave to the Paternity Benefit Section, Department of Social Protection.

**For Parents Leave Benefits:** is a payment made to employees in Ireland on Parent's Leave from work and who have paid a certain amount of PRSI (Pay Related Social Insurance). You need to apply for the payment four weeks before you intend to go on Parent's Leave to the Parents Benefit Section, Department of Employment Affairs and Social Protection. You will be required to obtain approval from Connected Health for the requested Parent's Leave before applying for Parent's Leave Benefit.

### **Medical appointments/ Ante-natal classes:**

If you are pregnant, then regardless of the length of service or status (full or part-time), you are eligible to paid time off during working hours for the purpose of attending medical appointments, which have been recommended by your doctor or midwife. (This includes the time required to travel to and from the appointment).

You must, where possible, give written notification to your Line Manager of the date and time of the medical appointments at least two weeks in advance. Connected Health requests that, where possible, appointments are at the beginning or at the end of the working day. If the appointment finishes during the working day you are required to return to work. You are also entitled to take paid time off work to attend one set of antenatal classes.

For more details refer to HR.



## Compassionate Leave

An individual's reaction to bereavement varies greatly. You should discuss the circumstances with Management and agree on appropriate time off. Each circumstance and request will be viewed with compassion.

A proportion of the time off will normally be paid in the event of the death of an immediate family member (i.e. child, spouse, partner, sibling or parent) only. However, payment is discretionary and not compulsory. Also, unpaid time off may be granted to attend the funeral of a close relative or friend. However, you will not normally be granted the whole day off. Any additional time off and time off for any other reason may be requested as a holiday or unpaid leave, but is not guaranteed.



## Annual Leave

Please refer to your Terms and Conditions of your Employment for details.

To apply for annual leave you need to submit a holiday request form to your Line Manager. Your holiday request needs to be submitted at least six weeks before the planned leave unless it is for single days when one week's notice is normally required.

There are set periods each year when you are required to take your holiday. These are one week during Winter (between 8th January to 30th April), two weeks during Summer (between 1st May to 31st August) and one week

in Autumn (between 1st September to 8th December).

Holidays will not be granted between 08th December and 08th of January.

No more than two employees will normally be allowed to take holidays at any one time. Requests for more than two consecutive weeks of holiday leave will not be approved, with exception of special circumstances. Your annual leave application may not be approved if submitted too late, or if other members of staff already booked the same dates as your request.

If your annual leave application has been denied and you take a sick leave for the dates you requested as annual leave this may lead to disciplinary actions against you. If the Company refused your holiday request because of business needs, the Company is not responsible for any financial commitments made by you before authorisation.

Any employee who takes annual leave, which has not been previously approved, will be subject to disciplinary action. Where there are conflicting holiday requirements, priority will be given to the employee whose request was received first.

### Carrying over holidays to the following year

You must take your full holiday entitlement during the holiday year. Holidays may not be carried forward into the next holiday year, nor will you receive payment for holidays not taken.

### Adjustments to holidays

On the commencement of your employment, you will be entitled to holiday leave in proportion to the holiday year remaining on the date when your

employment began.

On leaving you will be entitled to holiday leave in proportion to the holiday year worked on the date when your employment ended. If you have been paid for more holidays than your entitlement then the balance will be deducted from your final payment. If you have been paid for fewer holidays than your entitlement then the balance will be paid to you with your final payment.

#### Bank Holidays

Please refer to your Terms and Conditions of your Employment for details.



#### Appointments

If you need to be absent from work to keep a medical, dental or another essential appointment, prior permission should be obtained from your Line Manager. Such absences are normally unpaid.

Payment for absences of this nature will be with the exception (such as specialist or hospital appointments) and at the discretion of the Company. Proof of hospital appointments must be provided, and a copy given to your Line Manager to process. Hospital / Consultant appointments will be given a reasonable time (Max 3 hours).

All other appointments must be made outside of working hours where possible or during a period that causes the least disruption to your shift. You must also pre-book this time off with your Line Manager in advance giving at least 48 hours' notice.



#### Flexible Working

Employees can request flexible working. Any request for a variation must relate to:

- the hours you are required to work,
- the time when you are required to work,
- the place where you are required to work (i.e. at home or at any place of business operated by the Company).

On receipt of your formal request, the Company will arrange to meet with you to discuss it.

- All field-based employees must work one weekend on one weekend off.
- The employee must complete the flexible working application via contacting the Human Resources department.
- Your request will be reviewed and if necessary we will meet with you to discuss in detail.
- If an agreement is made, a proposed commencement date will be given,
- If your request for flexible working arrangements can not be agreed by management, you have the right to appeal this decision.

After an appeal the decision is final.

If the Company grants your request, the variation will be a permanent change to your contract of employment.

OUR VALUES | CENTRED

# Nurture

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We nurture both our staff, clients and our partners to deliver the best care available in the UK and Ireland.



Connected**Health**



connecting innovation and care



# Wages, Salaries and Benefits ■



## Payments

All employees are paid by BACS payment.



## Payslips

At the relevant payment interval, you will receive a payslip giving details of all payments and deductions e.g. PAYE, PRSI, etc.



## Overpayments and Deductions

If you are overpaid for any reason you are required to notify the person who pays the wages. The amount of overpayment will normally be deducted from the following payment but if this would cause hardship, alternative arrangements to repay may be made. Any failure to report an overpayment may result in disciplinary action. If any deductions or amendments to pay are to be made, you will be given reasonable notice of any such deductions or amendments prior to them being made.



## Income Tax

At the end of each tax year, you will be able to view your End of Year Statement through 'My Account' service on Revenue's online system, this will show the total pay you have received from us during that year and the amount of deductions for Income Tax and PRSI.



## Pension

There is a Personal Retirement Savings Account (PRSA) Scheme applicable to your employment (details of which are available separately).



## Statutory Payment

The following statutory payments will be made available to you if necessary

- Statutory Sick Pay
- Statutory Redundancy Pay - Any redundancy payments will be made in conjunction with Redundancy Payments Acts, 1967-2007

Updated information regarding the above payments can also be found on your local government website and Company will pay in accordance with legislation.



### Benefits

A list of benefits can be obtained from your Human Resources Department.



### Claiming and Accounting for Expenses

If you incur or anticipate incurring legitimate expenses on the Company's behalf there are various methods of reimbursement and/or advance funding.

Claims can only be made for expenses incurred wholly in respect of business purposes.

All expenses must be claimed in detail and backed up by VAT receipts for the relevant items.

Claim forms should be submitted to Accounts as soon as possible.

If you are issued with a Company credit or fuel card all expenditures must be accounted for. All receipts including VAT receipts must be submitted to Accounts as soon as possible.



### Induction Training Payment

Field-Based Domiciliary Care Staff Only:

A minimum of 13-hour induction training payment will be made to all new employees at the end of month 7 of employment. Any additional induction training hours required are at the discretion of your Line Manager.

This will be made at the national living wage amount.



### Shadowing Payment – Domiciliary Employees Only

Field-Based Domiciliary Care Staff Only:

Shadowing Payments will be made in month 7 of employment. This will be made at the national living wage amount.

Terms and Conditions apply, for further information regarding this please contact your Line Manager.



### Recommend a Friend

You can make a recommendation for someone you know to work in Connected Health and earn €100 for every successful recommended candidate.

The €100 payment will be made at the end of month 3 of the new employee's employment.

# General Information ■

## Communication

All employees will be given a copy of this handbook at the beginning of their employment with the Company. After that time a copy will always be available on request. The Company will take every step to communicate to all employees with respect to its products, services, and plans for the future, etc. It also encourages employees to express their views in terms of suggestions and opinions.

Staff Surveys will be sent out by the Company at planned intervals. These surveys provide each employee with the opportunity to give feedback, opinion and views on different aspects of their job role and the company. All statutory notices, vacancies, internal information and all other matters of general interest will be notified to you on the company newsletter, verbally, by electronic communication (i.e., e-mail, social media) or in writing. The Company recognises your right either to join or not to join a trade union of your choice. The Company has no recognition agreement with any union and as a result union officials will not be allowed on the premises except for the purpose of representation at a disciplinary or individual grievance meeting or any associated appeal meeting.

Employees may use the Company's telephone system for local calls within reason and in cases of personal emergency. If possible, authority should be sought from Management before the call is made and if not as soon as possible afterwards. The cost of excessive private calls made from the Company's mobile phones must be reimbursed to the Company.

Personal mobile phones should be switched off or placed on silent during working hours and for field-based staff they should not be used in service user properties at any time, unless in case of emergency.

All posted mail delivered to the Company is normally opened centrally even if it is addressed as personal or has confidentiality marking. Therefore, no personal mail should be sent to the Company without permission (e.g., 'signed for' parcels) or personal mail sent out using the Company's system. Your first point of contact for any queries or concerns should be your Line Manager. For employment-related queries and or company policies/processes, contact your Human Resource Department. If you have any pay related queries, contact your Payroll Department and they will respond to you with the relevant advice and guidance.

Connected Health advocates an open-door policy.

## Insurance whilst on Company Business

The company's employer's liability insurance covers all employees for injury or death from an incident whilst working in the company. This is only payable when the company is found negligent in its role as an employer.

## Insurance whilst on company business

The Company's employers' liability insurance covers all employees for injury or death from an incident whilst working for the Company. This is only payable when the Company is found to have been negligent in its role as an employer, in connection with and including dismissal in line with our disciplinary procedure.

## Change of Personal Circumstances

You must always advise the company in writing when you have made a change in personal circumstances that will affect your personnel record. Examples include details of your address, telephone number, emergency contact, bank details and any qualifications. You must seek authority from the company if you wish to take additional employment.

## Company Vehicles

The use of Company vehicles requires express approval from Management and the private use of commercial vehicles requires further authorisation. Unauthorised passengers must not be carried in commercial vehicles, nor may any vehicle be used for personal gain.

For insurance reasons, drivers must be over 25 years of age and have a full driving licence. Once the use of a vehicle has been approved you must ensure that the vehicle is kept clean and tidy, in a roadworthy condition, and that all normal engine and vehicle inspections are carried out at the designated intervals. If you have an incident involving a vehicle, whether or not personal injury or vehicle damage occurs, you must make a full written report of the incident.

All driving accidents will be investigated and if an investigation shows you to be at fault, you will be subjected to disciplinary action. The Company also reserves the right to recover the insurance excess from you or the cost of the repairs if this is less than the excess. A payment plan can be arranged, at your request, for the deductions to be made over an agreed period. If you leave prior to any agreed deduction being repaid in full, then the remaining amount will be deducted from any monies owed to you.

You must produce your driving licence before permission to use a vehicle is first given and it must be produced at regular intervals, thereafter, as notified by us.

Any type of driving conviction or summons must be reported immediately to your Line Manager, and you agree to allow us to access your online driving licence information. You must comply with all statutory regulations and or Company regulations regarding the recording of daily mileage, journeys undertaken and driving hours.

Whilst you may find it necessary to use a mobile phone during the course of your work, the Company prohibits the use of handheld mobile phones while driving and will not be liable for any fines or penalties incurred by you using a Company mobile phone unlawfully. On termination of your employment, you must return the vehicle to our premises. It is an express term in your contract of employment that failure to return the vehicle will result in the cost of its recovery being deducted from any monies outstanding to you.

## Employee Wellbeing

We know that happy employees do great things, therefore, Connected Health wants to embrace wellbeing and happiness into their employees' day-to-day experience. We are focused on providing various activities which have a positive impact on employees in our organisation. Our efforts are aimed at improving the welfare of our employees by designing a well-being programme. This involves various one-time initiatives and projects, along with our permanent employee benefits such as the lounge of an App Informed Minds. For more information and instructions on how to download the app, please contact your Line Manager.

## Health and Safety

Connected Health will do all that is reasonably practicable to prevent personal injury and damage to property. Also, the organisation aims to protect everyone, including visitors and members of the public, insofar as they come into contact with our activities, from any foreseeable hazard or danger. All employees have duties under Safety, Health and Welfare at Work Act 2005 and are informed to take reasonable care to protect the safety of themselves and others who might be affected by their acts and omissions. Employees are also informed that they must comply with all relevant statutory provisions and in the implementation of H&S policy.

## Vaccinations

Those working in a field-based role and providing personal care to our service users there may be a risk of being exposed to biological hazards such as blood, etc., because of the nature of the work. The Company encourages employees who may be exposed to biohazards to have the following vaccinations, although this is not compulsory: Varicella, BCG, Hepatitis B, Hepatitis A, Influenza, Measles, Mumps, Rubella, Pertussis, Covid 19.

## Smoke Free Workplace

In line with statutory provisions on the issue of smoking/ vaping in the workplace, Connected Health operates a strict smoke/vape-free workplace policy. Any employee who breaches this policy will be subject to disciplinary action up and including dismissal in line with our disciplinary procedure.

## Hygiene

Overalls/uniforms, including head covering where provided, must be worn at all appropriate times. Any cuts or sores on the hand or arm must be covered with an approved dressing. If you are suffering from an infectious or contagious disease or illness, or have a bowel disorder, boils, skin or mouth infection, you must seek advice from your GP before commencing work. Contact with any person, suffering from an infectious or contagious disease must be reported before commencing work.

## Display Screen Equipment (DSE)

All reasonable steps will be taken by the Company to secure the health and safety of employees who work with display screen equipment (DSE).

Whilst the use of DSE carries no undue risks to health, the Company recognises that some employees may have genuine reservations and concerns. An assessment will be carried out to determine whether or not an employee who works on DSE is a "user" within the meaning of the health and safety legislation. A user is someone who habitually uses the equipment as a significant part of his or her work and where continuous spells at the workstation of an hour or more are encountered. For designated users, the Company will:

- Attempt to incorporate changes of tasks within the working day, to prevent intensive periods of on-screen activity,
- Review software to ensure suitability for the task and provide any additional training necessary,
- Arrange, on request, for the provision of initial eyesight tests and thereafter, as may be necessary,
- Arrange for the free supply of any corrective appliances (glasses) that were required specifically for working with DSE.



OUR VALUES | CENTRED

# Transparent

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Compliance and transparency to ensure the highest levels of regulation and best practice.



Connected**Health**



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# Conduct

## Conduct at work

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The Company expects all employees to behave in a normal and reasonable manner. The following list provides examples of the type of conduct that the Company would expect:

- To be punctual for the start of work and to keep within the break times
- To give regular attendance at work and to minimise all absenteeism
- To be courteous, helpful and polite to all those with whom you have contact
- To devote all your time and attention, whilst at work, to the Company and ensure that all

its property including confidential information, records, equipment, information technology, etc., is kept safe and used correctly

- To comply with all the Company rules and regulations and to observe and perform all the terms of your employment as set out or referred to in your Contract of Employment
- Not to be involved with any company, client or agent who is in direct competition with the Company. You are expected to devote all your loyalty to the Company.

## Conduct outside of working hours

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Normally the Company has no jurisdiction over employee activity outside working hours. Behaviour outside working hours will only become an issue if the activities adversely affect the Company.

Adverse publicity, bringing the Company name into disrepute, or actions that result in loss of faith in the Company, resulting in loss of business, or loss of faith in the integrity of the

individual, will result in the disciplinary procedure being instigated. The detriment suffered by the Company will determine the level of misconduct and it will also determine which disciplinary stage is most appropriate to suit the circumstances.

If the actions cause extreme embarrassment or serious damage to the Company's reputation or image, a decision may be taken to terminate the employment. The Company's procedures covering disciplinary hearings and appeals still apply.

# Company Facilities and Amenities ■



Unless specified to the contrary in your Contract of Employment, the benefits and facilities in this section are discretionary and may be withdrawn or altered by the Company at any time.

## Car parking (Head Office)

Head Office in Dublin and other Connected Health Offices have limited parking due to the number of office staff and other businesses that operate in the neighbourhood except for CH02 Mayo Office, which operates in a "pay and display" car park.

## Food and drink facilities

On-site facilities are provided for the convenience of all employees. Please ensure that all facilities are left in a clean and tidy condition after use. Care must be taken when using hot/electrical equipment and you must adhere to all health and safety rules concerning their use. Please note that for health and safety reasons personal portable electrical appliances must not be brought onto the premises.

OUR VALUES | CENT**RED**

# Relentless

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Our staff and partners will never stop  
in the journey towards care perfection.



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# Disciplinary ■

## Purpose

The Company firmly believes that the fairest way to resolve any problems relating to conduct or performance is to have a well – structured disciplinary procedure. The procedure is designed to help and encourage all employees to achieve and maintain the Company's standards of conduct, attendance and performance and should be looked upon as a corrective process.

## Principles:

You have the following rights in relation to disciplinary action:

- To be informed of the allegations of misconduct or poor performance to be addressed at any disciplinary hearing
- To be accompanied by work colleague or by accredited trade union official
- To appeal against any disciplinary action.

Connected Health will use its best efforts to:

- Ensure that all cases are thoroughly investigated
- Avoid any discrimination
- Adhere to procedure(s)
- Treat all staff fairly.

## Preliminary Screening Process

On occasion, it may be necessary for the company to conduct a preliminary screening meeting to clarify a particular incident or occurrence prior to any potential disciplinary hearing. The purpose of this preliminary screening meeting is to establish the facts about a particular incident or occurrence, and the details of which will remain completely confidential.

The preliminary screening will be carried out by a designated member of the Management team or, if necessary, in the case of any possible conflict of interest, an agreed third party. In either case, the person nominated will have appropriate training and experience and be familiar with the procedures involved. The designated investigator will meet with you and any witnesses or other

relevant persons individually. The person undertaking a preliminary screening of the complaints will make every effort to carry out and complete the preliminary screening as quickly as possible. This meeting itself should not be interpreted as a disciplinary hearing as no disciplinary sanction would ever be issued on foot of preliminary screening. Instead, the facts established in the preliminary screening may be used to identify whether or not a formal disciplinary hearing ought to be conducted;

You will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case at a disciplinary hearing.



## General

You will receive a formal invitation to attend a disciplinary hearing by your Human Resources Department.

You will always be given as much information as possible regarding the allegations of misconduct, or any documentation detailing the shortfall in performance or capability that will form the basis of the disciplinary hearing. You will also be given fair and reasonable notice of the date and time of the hearing and whenever possible the disciplinary hearing will be held during your normal working hours. Any disciplinary action will only be taken after a full investigation of the

facts, and if it is necessary to suspend you for this period of time, you will receive your normal rate of pay.

The Company reserves the right to vary the disciplinary procedure dependent on either the seriousness of the allegations of misconduct or capability to be addressed or if you only have a short amount of service. It also reserves the right to call on a third party to assist with the disciplinary process. If you are a short-service employee or are still within the probationary period, you may not be issued any warnings before dismissal.

## Right to Representation

You have the right to be accompanied by a fellow employee, or Trade Union Official who may act as a witness, at all stages of the formal disciplinary process;

## Procedure

Disciplinary action taken against you will be based on the following procedure:

Offence	Number of Occasions			
	First Occasion	Second Occasion	Third Occasion	Fourth Occasion
Minor Misconduct	Formal Warning Verbal Warning	Written Warning	Final Written Warning	Dismissal
Major Misconduct	Written Warning	Final Written Warning	Dismissal	
(Either option may be used)	Final Written Warning		Dismissal	
Gross Misconduct	Dismissal			

## Formal Verbal Warning

In the case of conduct, attendance or performance not reaching the required standard, the problem will be discussed with you at a disciplinary hearing where you will be given the opportunity to offer a satisfactory explanation. If the explanation is

unsatisfactory, you will be issued with a formal verbal warning. The topics discussed at the meeting will be confirmed in writing to you and the verbal warning will remain on your file for six months.

## Written Warning

A written warning will be issued following a disciplinary hearing where there is a current formal verbal warning on your file and sufficient improvement has not been made or where the

misconduct or poor performance is serious enough to warrant the Company by passing the formal verbal warning stage. A written warning will remain on file for 12 months.

## Final Written Warning

If there is still insufficient improvement in your conduct, or if your performance is still unsatisfactory, you will be asked to attend a further disciplinary hearing. If no satisfactory explanation is offered for the lack of improvement, you will be issued with a final written warning that will remain on file for 12 months. If the misconduct

is sufficiently serious to warrant only one warning but is not sufficiently serious to justify dismissal, a final written warning will be issued. You will be informed in your final written warning that any further misconduct or failure to meet the required standard will result in your dismissal.

## Dismissal

Dismissal will normally result if you still fail to achieve the standard of conduct or performance required by the Company. You will be given every opportunity to offer an explanation for your failure to meet the required standards at a final disciplinary hearing. As with all previous stages of the disciplinary procedure, you will be offered the right to be accompanied and the right to appeal against the decision. If you are dismissed, you will be provided, as soon as is reasonably practicable, with the reasons for dismissal, the date on which your employment will terminate and details of how you may appeal. In exceptional circumstances, the Company reserves the right, as an alternative to dismissal, to impose a penalty of suspension without pay for up to a maximum of five working

days, together with a final written warning that will remain on file for 12 months.

In the extreme circumstances of gross misconduct e.g. theft, breach of safety regulations, malicious damage to property, sleeping on duty, interfering with or falsifying information or Nursing Home records, assaults, verbal abuse, reporting for work under the influence of drugs/alcohol, etc., an employee will be suspended pending a full investigation of the matter(s). If, after investigation, the case is proven, then the employee's employment will be terminated without previous warning.

**NB** The Company reserves the right to deduct from pay the cost of any damage or loss to property or goods, which after a disciplinary hearing was found to have been caused by your negligence or vandalism.

## Minor Misconduct

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The under-mentioned rules provide a few examples – the list is not intended to be exhaustive:

- Failure to abide by the general health and safety rules and procedures
- Persistent absenteeism and/or lateness
- Unsatisfactory standards or output of work
- Unauthorised use or negligent damage or loss of our property
- Disruptive Behaviour
- Failure to maintain the required dress code
- Smoking/vaping in breach of designated non-smoking areas.

## Gross Misconduct

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Gross misconduct will result in summary dismissal, which means you lose your right to notice or pay in lieu of notice. Here is a list of offences that are normally regarded as “gross misconduct”. It is not exhaustive, but it describes the kind of offence that can result in summary dismissal.

- Deliberate failure to comply with the published rules of the Company, including, Safeguarding, Security, Health and Safety, Equality of Opportunity, The Duty of Candour and Being Open, the Internet and those covering Cash Handling etc.
- Deliberate falsification of records.
- The committing of offences against the current Equal Status Act 2000 - 2018 whilst acting on behalf of the Company.
- Fighting or assaulting another person.
- Using threatening or offensive language towards service users, visitors or other employees.
- Bringing any item which could be classed as a weapon onto the work premises, including any item that has a blade or point or any firearm unless for work-related reasons.
- Your work performance becomes affected through your consumption of alcohol, taking drugs and/or illegal substances, substance misuse (e.g. solvent abuse); you taking legal highs and/or psychoactive drugs and/or drugs covered by the Misuse of Drugs Act 1977 ('controlled drugs') when these are not prescribed; or your failure to follow medical instructions on prescribed medication.
- Possession of alcohol with the intention to consume at work, or the illegal use, dispensing, distribution, possession, sale or offer to buy any drugs at work, which includes controlled drugs, 'legal highs' or substances such as solvents where it is known, or could reasonably be known, to be for use as a means of achieving an altered state of mind or consciousness.
- Borrowing money or property from any service user.
- Being in unauthorised possession of our property or service users' property.
- Obscene behaviour.
- Behaviour likely to bring the Company into disrepute.
- Wilful and deliberate damage to or misuse of Company property.
- Refusal to carry out reasonable duties or instructions.
- Sleeping whilst on wakeful duties.
- Deliberate acts of unlawful discrimination or serious acts of harassment or any breaches of the Dignity at Work policy.
- Conviction on a criminal charge that is relevant to your employment with the Company.
- The misuse includes use for personal gain, of confidential information in the course of

- working for the Company.
- Undertaking private work without permission.
- Unauthorised unpaid leave and AWOL.
- Being involved with any company, client or

- agent who is in direct competition with the Company without permission.
- Breach of Code of Professional Conduct
- Any breach of HIQA procedures or policies.

## Disciplinary Appeal

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At each stage of the disciplinary procedure, you will be given the right of appeal. If you wish to exercise your right of appeal, you should put your reasons in writing to the individual named in the Disciplinary outcome letter within five days of receiving written confirmation of the disciplinary decision taken against you. You

will need to explain why you feel the decision is unfair, or inappropriate in relation to the matters addressed at the disciplinary hearing. If you have any new information or evidence to support your appeal, please give details in full and include the names of any witnesses you may wish to call to support you in your appeal.

## Grievance

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The purpose of this policy provides staff with an accessible procedure for addressing problems or concerns they may have regarding their work, management or another member of staff. This policy also ensures that staff may formally raise a grievance as regards any decision or action taken by this organisation also giving staff the opportunity to make management formally aware of situations where it is felt that a policy or procedure is not being followed or applied fairly to employees. An informal discussion can often resolve matters, but if you wish to raise the grievance formally, it should be done in the following way.

Submit your formal written grievance to your Manager or Human Resources (as appropriate) who will make every effort to hear your grievance within five working days. If you feel that you need help in putting your point of view across, you may ask a work colleague or an accredited trade union official to be present to help you explain the issue you are raising.

If you are not satisfied with the outcome of your meeting, tell the person who dealt with your grievance that you wish to take the matter further and intend to appeal against the outcome.

Submit your formal written appeal to the individual named in the Grievance outcome letter within five days of receiving written confirmation of the grievance decision, including an explanation of why you are dissatisfied with the original decision. Every effort will be made to hear your appeal within five working days and you may ask a work colleague or an accredited trade union official to be present to help you. Although the Company will always be willing to try to resolve your grievance as amicably as possible, a decision reached at the appeal stage is final.

Please note that the Company reserves the right to call on a third party to assist in resolving grievances.

# Dignity at work, Anti-bullying and Harassment

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The Company will not tolerate any form of harassment or bullying.

The Company intends to provide a neutral working environment in which no one feels threatened or intimidated. The working environment will be kept free from any flags, emblems, football strips, badges, graffiti, or any other material likely to be a safety hazard, provocative, offensive, intimidating, or in any way likely to cause discomfort or unease for any employee, customer, supplier or visitor. This applies to festive, religious, sporting or any other occasions. Employees must not discriminate or cause offence or apprehension of a religious or political nature to any particular employee or group of employees. Failure to comply with this policy will be treated as a serious breach of discipline resulting in the appropriate disciplinary action being taken. Harassment is a discriminatory act and is also a non-fatal offence against the person. It is very difficult to define as it can take many forms, but in the main it takes the form of unwanted behaviour by one employee towards another, for example:

- Patronising or belittling comments
- Comments about appearance/body/ clothes
- Leering or staring at a person's body
- Unwelcome sexual invitations or pressure.
- Promises or threats, concerning employment or conditions, in exchange for sexual favours
- Displaying offensive or sexually explicit material
- Touching, caressing, hugging or indecent assault
- Please remember the test is that the behaviour is **UNWELCOME, UNINVITED AND UNRECIPROCATED**

Bullying is also difficult to define. Obvious examples are:

- Threats of or actual physical violence.
- Unpleasant or over-repeated jokes about a person.
- Unfair or impractical work loading.

The following are examples of behaviour, which does not amount to bullying:

- Legitimate instructions to perform a task(s)
- Reasonable and essential action arising from the good management of the performance of employees
- Actions taken in furtherance of the safety, health and welfare of employees Connected Health

If you encounter a problem of this nature, it is vital that you make the person responsible aware that his/her remarks or conduct are offensive to you. This should be done in a simple, straight forward way.

It is recognised that complaints of harassment or bullying are often of a sensitive or worrying nature and that it may be difficult to speak directly to the other employee involved. If this is the case, you should put your request in writing and hand it to the harasser or bully. When or if the informal approach fails or if you believe that the harassment or bullying is of a very serious nature you must bring the matter to the attention of your Manager or Human Resources (as appropriate). If possible, you should keep notes of the harassment or bullying so that the formal complaint can be investigated, including the date, time and whereabouts of the act. If you make a formal complaint it will be dealt with under the grievance procedure and all possible actions will be taken to separate you from the alleged harasser or bully. If the alleged harasser or bully

is a service user or visitor, steps will be taken to relocate you.

If you bring a complaint of harassment or bullying you will not be victimised for having brought the complaint. However, following a full investigation, if the Company has grounds to believe that the complaint was brought with malicious intent, you will be subject to disciplinary action under the Company's disciplinary procedure.

The Company's appeal procedures apply to appeals against decisions made under the equality of opportunity and equal status and harassment.



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# Exemplar

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Only a strive towards exemplar care, sector leading processes and relationships are acceptable.



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# Summerised Company Policies ■

Full policies can be obtained by contacting your Human Resources Department.

## GDPR

Connected Health is committed to data protection and data privacy. With the General Data Protection Regulation 2018 we constantly review our business operations to understand the way we handle data and the way in which we use it to provide our services and manage business operations. We hold personal data on all our employees to meet legal obligations and to perform vital internal functions.

Our privacy notice details the personal data we may retain, process and share with third parties relating to your employment and vital business operations. Connected Health is committed to ensuring that your information is secure, accurate and relevant. To prevent unauthorised access or disclosure, we have implemented suitable physical, electronic, and managerial procedures to safeguard and secure personal data we hold.

## Information Technology

Employees must keep their passwords confidential and must not disclose them to any other party.

Employees are not permitted to load any software on to the Company's computer system without prior permission from Management.

On the termination of employment, or at the Company's request, employees must return all information that they

have in a computer compatible format to a nominated member of staff.

All information, programs and systems created by employees during the course of their employment with the Company will remain the property of the Company.

Employees are not permitted to play computer games or non work-related apps in Company time or on Company terminals or laptops.

## Email

The Company gives designated employees access to an email facility in order to improve business communication and efficiency. This is the primary purpose of this facility and although personal emails are permitted, the primary purpose of this facility should be remembered. The Company would ask its employees not to abuse the facility.

With this in mind it is important that emails are not used to spread gossip or to distribute information, jokes or graphics that are or could be said to be, any of the following:

- Sexist or sexual in nature,
- Racist or otherwise discriminatory,
- Harassing, embarrassing, intimidating obscene,
- Offensive,
- Defamatory,
- Malicious and/or unacceptable nature,
- Fraudulent,
- Otherwise conflicting with the interests of the Company.

The distribution of chain letters by email is also expressly forbidden. Employees must not use emails to distribute information that is confidential in nature, unless the permission of the customer and/or Management has been given in advance.

Employees must not use emails to distribute anything that is copyright protected or to pursue or promote personal business interests. If in doubt, guidance should be sought from Management.

Messages sent by email could give rise to legal action against the Company. It is therefore important that thought is given to the content of all emails and that hard copies are taken when necessary.

The Company reserves the right to retrieve messages in order to assess whether the facility is being used for legitimate purposes, to retrieve information following suspected computer failure or to investigate alleged acts of wrongdoing. The Company will not, however, monitor emails as a matter of course. Misuse of the email facility will result in disciplinary action.

### Internet Use

Connected Health reserves the right to restrict and monitor the use of internet resources.

Employees have a duty to use the Internet responsibly.

Employees must not access or display any sites or pages that are sexually explicit or offensive. Any breach of this rule may result in dismissal. If an employee receives information from, or

accesses any such site unintentionally, the computer must be closed down or disconnected from the network and Management must be informed immediately.

Although sensible and limited personal use of the Internet is permitted, the Company reserves the right to take disciplinary action against employees where their use amounts to an abuse of this rule, such as excessive downloading or streaming to computers or mobile devices.

### Social Networking

Only designated staff members may access and update the Company's social media pages. You should not post any comment or image on our sites. However, you are encouraged to 'like' or 'share'

Company posted social media content posted with friends. Outside of this positive promotion, the use of social networking sites for personal purposes during working time or on Company terminals or laptops is not permitted and is a breach of Company rules.

Employees using social networking sites away from work must ensure that, if adding personal news items,

they do not include reference to the Company by name or by photographs, or to any employee, client, customer or any other person or organisation connected with the Company, or any of their relations or friends. Failure to comply with this policy will be treated as a serious breach of the rules and will result in disciplinary action being taken, up to and including summary dismissal.

Any use of social networking sites that brings the Company into disrepute, or breaches the equal opportunities and discrimination policy or harassment policy, will be regarded as gross misconduct and will result in summary dismissal.

## Employee Data

We hold personal data on all our employees to meet legal obligations and to perform vital internal functions.

Our employee privacy notice details the personal data we may retain, process and share with third parties relating to your employment and vital business operations. We are committed to ensuring that your information is

secure, accurate and relevant. To prevent unauthorised access or disclosure, we have implemented suitable physical, electronic, and managerial procedures to safeguard and secure personal data we hold.

If you would like to see a copy of our employee privacy policy, please contact Human Resources.

## Protection of Whistleblowers

Connected Health is committed to maintaining the highest standards of honesty, openness and accountability and does not believe that it is in anyone's interests for those with knowledge of wrong doing not to come forward. Connected Health takes all malpractice very seriously. Persons making genuine, supported, material allegations should be assured that their concerns will be treated seriously and sensitively. Connected Health will provide reasonable support to all persons making genuine, supported, material allegations and will aim to protect them from detriment, provided that at all times the person making the allegation has acted in good faith and that the allegations made are material and properly grounded.

Whistleblowing is a specific means by which an employee or stakeholder can report or disclose through established channels in good faith through a reasonable belief that the information provided is substantially true. The report should not be made for any personal gain or malice.

A protected disclosure refers to disclosures that are made in good faith and on reasonable grounds in accordance with Section 5 of the Protected Disclosures Act 2014.

In the normal course of events, an employee who has concerns about improprieties, malpractice or illegal activities that are/ could affect the health and welfare of clients, Service Users, other employees or visitors to Connected Health should report their concerns to their immediate manager. This depends, however, on the seriousness and sensitivity of the issues involved and who is suspected of the malpractice. For example, if you believe that a manager is involved, you should approach the Chief Executive Officer or Managing Director of Connected Health.

- It is preferable that all concerns are put in writing, stating the reason for the concern and if appropriate any actions that have already been taken to address the concern. Concerns that are being raised should be reported using the form attached in appendix 6.
- Employees' identities will be treated as confidential unless the identity of the

person providing the information is required to properly investigate any concerns. Where the concern cannot be investigated without revealing the identity of the employee raising the concern, the person whom you reported the issue to will discuss the options available and agree on how to proceed.

- While anonymous reports will be given consideration, it is more difficult for the Connected Health to carry out an investigation of an anonymous report.
- Any employee who raises a concern in good faith and on reasonable grounds will not suffer any form of retribution as a result of raising his/her concerns even if it is found to be mistaken. However, where an employee raises a matter which he/she knows to be misleading, false or which is reckless or frivolous will be may be subject to disciplinary action.

If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate organisation or body, e.g.

Garda, The Health Information and Quality Authority (HIQA), WRC, Health and Social Care Professionals Council (CORU), the Environmental Protection Agency, Health and Safety Authority or The Social Care Division.

You can raise with the HIQA at the below:

**The Regulation & Quality Improvement Authority**  
**George's Court, George's Ln,**  
**Smithfield, Dublin 7,**  
**D07 E98Y, Ireland**

**Telephone: +353 1 814 7400**



### Equal Opportunities

The Company recognises that discrimination is not only unacceptable, it is also unlawful. The Company's aim is to ensure that no job applicant or employee is discriminated against, directly or indirectly, on any unlawful grounds.

By including this policy in the Employee Handbook, all employees are made aware that the Company will act in accordance with all statutory requirements and take into account any relevant codes of practice.

All job applicants will be considered solely on their ability to do the job. Interview questions will not be of a discriminatory nature. All promotions

will be made on merit in line with the principles of the policy.

Connected Health will ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race or membership of the travelling community.

Employees who have a disability will receive the necessary help, within reason, to enable them to carry out their normal duties effectively.

This policy will be assessed at regular intervals to ensure that equality of opportunity is afforded to all employees.

### Garda Vetting

Anyone who works with vulnerable adults must go through Garda vetting. This is a process to check whether you have a criminal record, or if there is any specified reason why you might pose a threat to vulnerable people

Garda vetting is conducted by the Garda Síochána National Vetting Bureau, who will send a vetting disclosure to the organisation.

The rules for Garda vetting are set out in the National Vetting Bureau

(Children and Vulnerable Persons) Acts 2012-2016.

Criminal record checks are carried out on relevant employees at the commencement of their employment and any subsequent safeguarding investigations or suspensions, police arrests, criminal charges or convictions must be notified to your Line Manager.

"Convictions" include convictions in a court of law, police cautions, reprimands and final warnings.

### Antibribery

The Company values its reputation for ethical behaviour and for financial probity and reliability. It recognises that over and above the commission of any crime, any involvement in bribery will also reflect adversely on its image and reputation. Its aim therefore is to limit its exposure to bribery by:

- Setting out a clear anti-bribery policy,
- Establishing and implementing anti-bribery procedures as appropriate,
- Communicating this policy and any relevant procedures to employees and to others who will perform services for the Company,
- Undertaking appropriate due diligence measures before engaging others to represent the Company in its business dealings,
- Monitoring and reviewing the risks and the effectiveness of any anti-bribery procedures that are in place.

The Company prohibits the offering, giving, solicitation or acceptance of any bribe (whether cash or other inducement):

- To or from any person or company (wherever they are situated and whether they are a public official or body or private person or company),
- By any individual employee, agent or other person or body acting on behalf of the Company, in order to gain any commercial, contractual or regulatory advantage for the Company in a way that is unethical, or in order to gain any personal advantage (pecuniary or otherwise) for the individual or anyone connected with the individual.

### Employees' Responsibility

The prevention, detection and reporting of bribery is the responsibility of all employees and the Company is committed to:

- Encouraging employees to be vigilant and to report any suspicion of bribery,
- Providing employees with suitable channels of communication and ensuring that sensitive information is treated appropriately,
- Investigating instances of alleged bribery and assisting the police and other appropriate authorities in any resultant prosecution,
- Taking disciplinary action against any individual(s) involved in bribe

Any suspicion of bribery should be reported in confidence to the CEO, who has overall responsibility for bribery.

Private  
dealings with  
Clients /  
Service Users

You must not accept money or gifts from service users or their relatives without the Company's permission. Any such offers made to you must be reported to Management. You must not

agree to any request from a service user or relative to act as a witness or executor for any will or power of attorney. Any such requests must be re-directed to Management.

Statement to  
Relatives

Statements or opinions relating to a service user's physical or mental well

being must only be given by designated staff.

CCTV  
Surveillance

The Company reserves the right to use closed-circuit television (CCTV) systems throughout its premises as deemed necessary and employees should expect all areas (other than those where use would contravene common decency) to be visible on a television monitoring system. Any

information obtained from systems will be used with strict adherence to the GDPR. Information will be used for the prevention and detection of crime and to ensure compliance with our policies and procedures and our legal obligations. This may include using recorded images as evidence in disciplinary proceedings.

OUR VALUES | CENTRED

# Dignified

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Older people must be treated with absolute dignity and respect at all times.



**ConnectedHealth**

connecting innovation and care

# Considering pastures new? ■

At Connected Health we value each of our employees and we hope that if you are thinking about moving on from the Company you have considered all your options before resigning.

Did you know that Connected Health has many options available to you without having to move to another company?

We have the following options available for you to consider:

## Banking Contract

Moving to a banking contract offers you flexibility and work-life balance.

- The criteria to move to a banking contract is as follows:
- You must be available to work at least 3 shifts per month.
- You must not have any live formal warnings on file or be involved in any serious ongoing investigations at the time of your application for banking.
- No conflict of interest, we will not authorise a banking request if the employee is moving to another Domiciliary Care company.

## Seasonal Contract

Moving to a seasonal contract is a great option for those who are at university or considering further education.

A seasonal contract offers flexibility that will fit around your studying and allow you to work during your down/term time.

## Relocation

Do you know that Connected Health now operates across all 2 jurisdictions, NI and ROI? If you are relocating we may be able to facilitate your move by moving you to an area close to where you will be living.

For information on any of the above options please email **HR@connected-health.ie**

## Resigning

If you have considered all your options and you have decided to resign from Connected Health, then this is what you need to do next:

- Inform your Line Manager of your resignation.
- Send your written resignation to your Line Manager and HR.

You will be contacted by a member of the HR Team regarding your resignation.

## Notice

Details of your notice periods can be found in your terms and conditions of employment. If you are unsure about what notice you need to give you can email the HR Team for information.

On the termination of your employment we have the right to deduct from any termination pay due to you, any monies collected by you on our behalf and any advances of wages or any loans which we may have made to you. This is an express written term of your contract of employment.

### Return of Company Property

On the termination of your employment for whatever reason, you must return all Company property in your possession or for which you have responsibility. Failure to return all such items will result in the cost of the unreturned items being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

Please ensure that you arrange the return of all company property immediately after your last working day.

### Training Deductions

A training clawback agreement is signed by all employees when they commence employment with Connected Health.

If your employment is 12 months or less below are the deductions that will be made to your final pay:

- less than 3 months service we clawback 100% of the training cost.
- less than 6 months we clawback 75% of the training cost.
- less than 9 months we claw back 50% of the cost.
- less than 12 months we will claw back 25% of the cost.

The maximum amount of clawback is €150. Training and shadowing payments are made in month 7 of employment. If you leave employment with the company on or before month 7 will not receive payments for participating in training and shadowing shifts.

### Outstanding Monies and Issue of Details of Employee Leaving Work Document

Connected Health will pay any outstanding monies owed to you including the remaining annual leave in your final payment with the company.

Your Details of employee leaving work will be issued shortly after your final pay with Connected Health.



# Closing Statement ■

Connected Health policies have only been touched upon briefly in this Employee Handbook.

We encourage you to make your Line Manager your first resource for any questions or concerns you may have related to your job duties, work assignments, job performance, policies, or practices. If you have any questions or want more information, Human Resources is available to help you with questions or concerns.

As a company, Connected Health is constantly changing for the better and we hope you continue to change with us, so if you have any ideas about how to improve our workplace, we are happy to hear them. We will always strive for fairness and equal opportunity, but, as laws and our environment change, we may revise and modify some of our policies.

You will be asked to sign the form acknowledging its receipt and that you've read this handbook and that you are committed to following our policies and procedures.

# Contact Information ■

 [HR@connected-health.ie](mailto:HR@connected-health.ie)

 [payroll@connected-health.ie](mailto:payroll@connected-health.ie)

