

EMPLOYEE ORIENTATION

Damascus Home Care

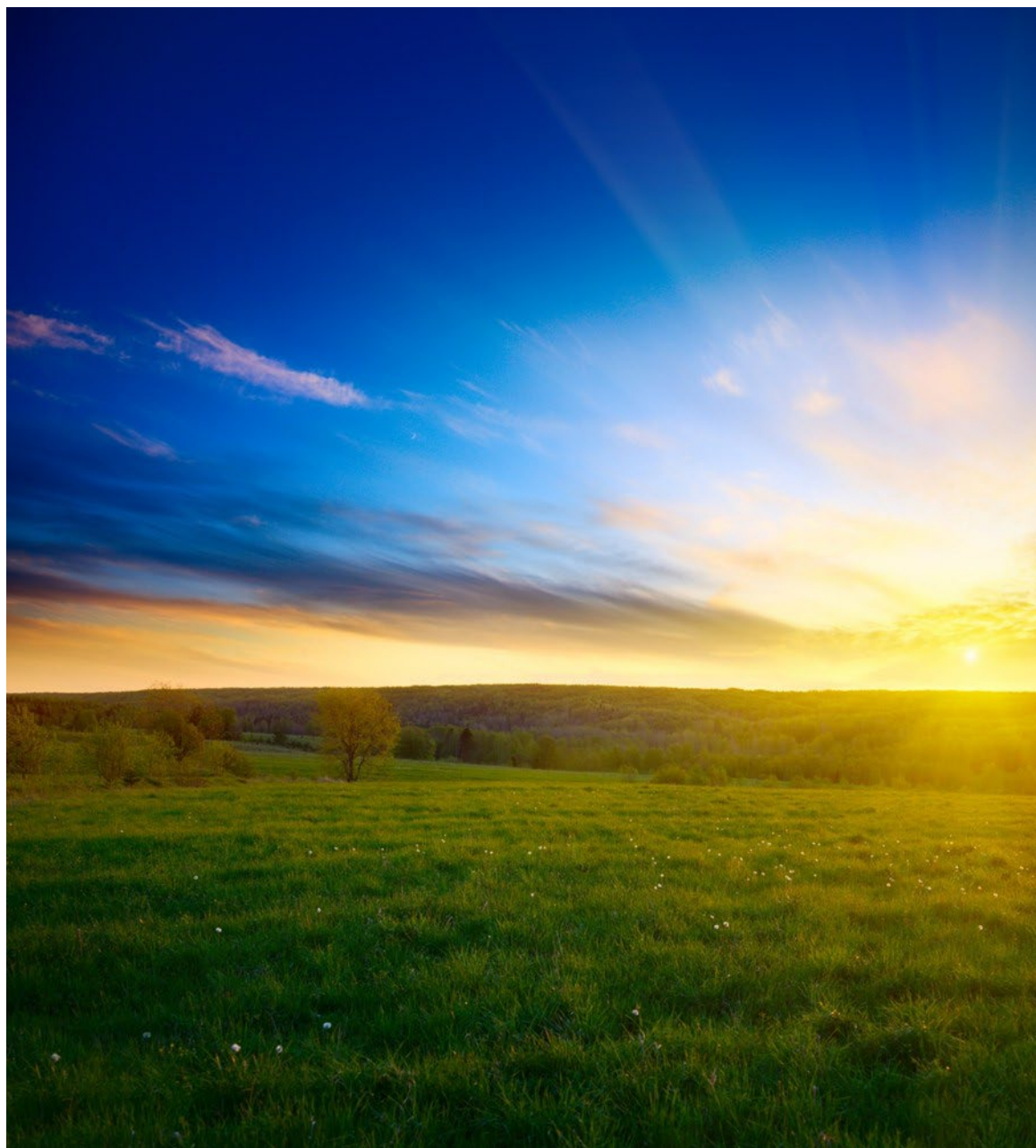


12/08/2025

Welcome to Maine's Premier Home Care Agency

The following is a comprehensive review of life as a caregiver at Damascus Home Care LLC. It includes our basic care standards and expectations, caregiver pay opportunities, and our core company values.

It's a bright, new day for caregivers in Maine!



EMPLOYEE Orientation

WELCOME TO MAINE'S PREMIER HOME CARE AGENCY

At Damascus Home Care we have a deep compassion for and commitment to providing the best care possible for our clients. The question you should constantly be asking yourself is 'Is this how I would treat my own mother or Grandmother'?

DUTIES

General responsibilities

- Applicant should have at least two years prior experience and training in the following Personal Caregiver duties targeted at Seniors: Companionship & Conversation, Bathing, Dressing, Grooming, Light Housecleaning, Alzheimer's & Dementia Care, Meal Planning and Preparation, Running Errands, Medication Reminders, Laundry and Linen, Incontinence Care, Maintaining a Cather Bag and Reloading a Feeding Tube.
- Develop a relationship with the client that achieves a personal comfort level between the Contractor and the client and meets all the requirements of the client.
- Perform assigned duties described in the WellSky system during client assignments as the Contractor deems necessary and within the legal bounds of services required as defined by the laws of the State of Maine and the Contractor's level of care certification.
- Resolve all concerns of clients. Escalate seemingly irresolvable problems to senior management.
- Complete proper clock-in and clock-out procedures, including documenting any necessary comments through the WellSky system.
- If the client is not home, you cannot be there.

"Why do you want to be a Caregiver? If the answer is not centered around a love for the work, it's not the right answer."

Requirements

As a representative of the company how you present yourself in the community is very important to us. In that regard we have the following expectations that we ask you to follow:

- o To strictly adhere to HIPPA regulations
- o To wear clean and appropriate clothes for the task
- o To wear a company-issued badge
- o To wear company scrubs when appropriate
- o To keep car clean and well maintained
- o Own a smart phone with GPS.
- o To turn your cell phone off while working with clients, and never answer your phone or make a call while driving with a client.
- o You are prohibited to ask to borrow things from the patient/client. You are prohibited from accepting gifts from the client without prior authorization from Damascus Home Care management.
- o All patient medications should be known to the caregiver. All medications should be listed on a medication sheet, including the names of the medications, dosage, timing and form of the medication.
- o Every episode of medication reminders should be documented in the shift electronic notes. Instances when patients refuse to take medicines should also be noted.
- o A caregiver who wishes to exchange duties with another caregiver should personal make arrangements with the other caregiver. Both parties must call the office at least 24 hrs before the exchange is to start and let the office know when the exchange will take place.
- o Any form of criminal offense, including abuse, neglect, or misappropriation of funds committed is strictly forbidden.
- o Must work a minimum of 2 hours a month to stay active with Damascus Home Care or you will go inactive and a new employment application and background check will be required to return to active status.

Important Reminder: Our clients may have viewpoints on people, places and things that we do not agree with. It is important that you do not express your opposition to their views or try to 'educate' them. Please don't initiate conversations about religious and/or political topics. Some of our clients enjoy talking about these subjects and may bring them up. Please use your discretion about getting involved in these conversations.

DAMASCUS HOME CARE LLC GENERAL CARE EXPECTATIONS

- o Provide every client with the level of care that you would provide to a loved-one of your own.
- o Create an atmosphere of confidence in which the client understands that they can rely upon you to have their best interests at heart.
- o Establish a one-to-one relationship with the client in which you develop an understanding of their routines, likes/dislikes, care needs, and a genuine sense on the part of the client that you are a trusted companion and not just a hired caregiver.
- o Develop rapport with family members/other loved-ones as appropriate and an understanding that 'the client' is a collective group of people and not just the individual receiving care.

"Be in attendance for EVERY assigned shift and always arrive early."

- o Maintain absolute confidentiality in your care and knowledge of the client. Any information regarding the client is to be kept private from anyone outside the company or other caregivers not involved in the care of that client.
- o Ensure transparency and communication with Damascus Home Care management AND the client's loved ones in all levels of care provided.
- o Make use of the full support of the resources of Damascus Home Care LLC in providing client care, including 24-hour open lines of communication.
- o As the primary point of contact with the client, exercise professional judgement where appropriate, or seek direction from your supervisor when necessary.
- o Whenever you are not sure whether to use your own judgement or seek guidance, always err on the side of calling your supervisor.
- o ELECTRONICALLY DOCUMENT EVERYTHING

COMMUNICATING WITH CLIENTS

While working with your client(s) we expect excellence in care as defined above. You must have a positive attitude and be ready to work when you arrive at the client's location. While the nature of your care for the client often develops into a familiar and friendly relationship, you must always remember that your relationship ultimately is a professional one. This means that any personal issues you may be having need to be left at the door. Additionally, you are not to discuss any company business with the client. This includes, but is not limited to:

- Issues regarding the specifics of our policies and procedures outside of anything that directly concerns the client's care.
- Your rate of pay, time off policies, scheduling, etc.

- If the client has specific question about scheduling or making changes to their schedule you should refer them to your supervisor.

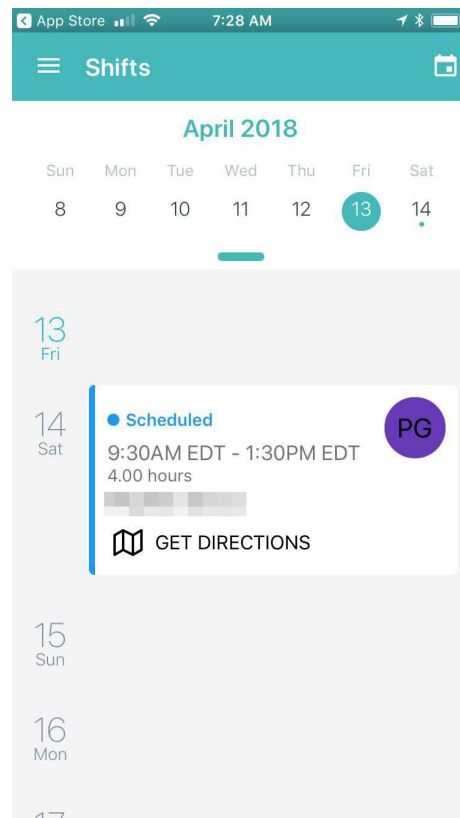
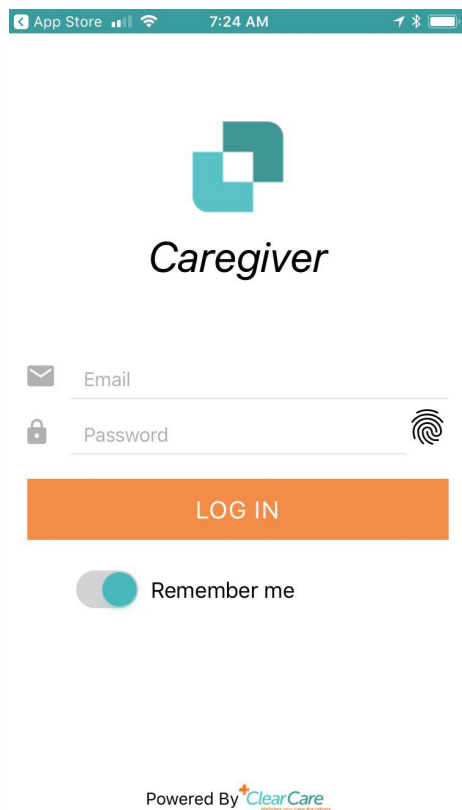
SHIFT ASSIGNMENTS, TIMEKEEPING, AND DOCUMENTATION

Damascus Home Care Uses the Caregiver's Smartphone to track Caregiver Hours and Assigned Tasks :

You will use the **ClearCare** system to review your upcoming shifts and tasks to be completed during each shift. The number for clocking in and out is **1 (833) 924-3779**. The system will only recognize you from your client's home phone.

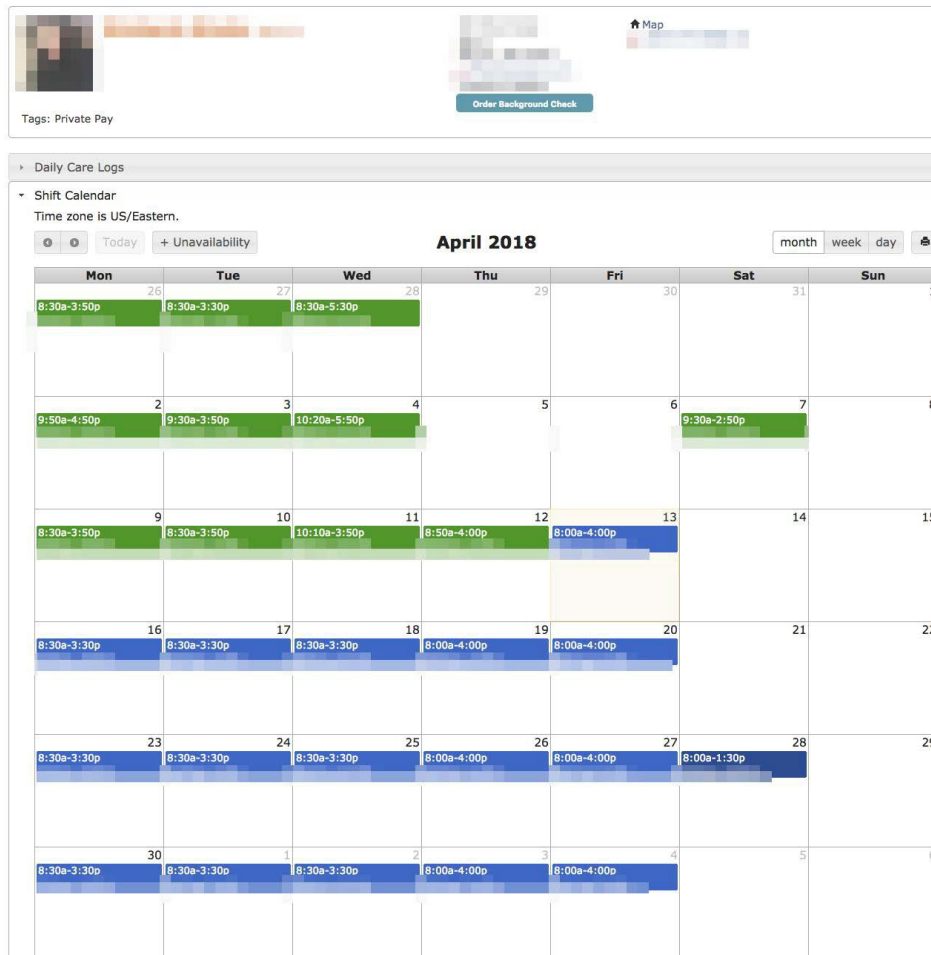
There is also an app available for clock-ins and outs. For Androids it can be downloaded from Google Play or the App Store if you have an iPhone.

The app will provide you with the address and care information for the client on that shift, including tasks that need to be performed. You can also record your own notes for the supervisor to see.



EMPLOYEE Orientation

You can also access your full monthly calendar at <https://damascushomecare.clearcareonline.com>. Select "Employee Login" at the top of the home page. Your username and password will be provided to you by your supervisor. Below is an example of what a calendar looks like, showing each shift and times. Notice the "Map" icon in the upper right. If you click on this, you will be provided with Google Maps turn-by-turn directions to your client's house. (Please note that the blurred-out portions at the top are where your name and information would be. In each shift the blurred-out portions would contain the name of your client.)



- o You are expected to be on time and to clock in at the specified shift start time.
- o Your phone's GPS will notify Damascus Home Care automatically if you are within 100 feet of the clients' residence.
- o You are expected to review all tasks assigned to each shift in advance and indicate them as complete or incomplete before clocking out. If incomplete, an explanation note will be required.
- o Remember that all clock in/out times as well as recorded notes are available to the family of the client online, so keep your comments professional and thorough.

Utilize the Resources Available to You to Maximize the Quality of Client Care

A live person is available to answer your calls 24/7.

Please call after hours whenever you have a concern or question about your client's care.

If you get the voice mail, please leave a detailed message and the phone number where you can be reached. We will call you back as soon as possible.

Our regular office hours are Monday thru Friday 8 AM to 5 PM

The office is closed on these annual holidays: New Years Eve, New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas Day, Christmas Eve, Easter Sunday.

COMPENSATION

Basic Pay

You are paid hourly on a weekly basis. The work week is from Sunday through Saturday. At the end of the Saturday in the pay period your hours are submitted to our payroll company for disbursement of pay to you the following Wednesday. In short, you get paid every Wednesday.

Holiday Pay

If arrangements are made with client to work on a holiday, pay is time and a half the regular rate. Holidays: New Years Eve, New Year's Day, Easter Sunday, Memorial Day, June 19th, July 4th, Labor Day, Veterans Day, Thanksgiving Day, Christmas Eve, Christmas Day.

Additional Compensation

There is a \$150 bonus paid if you refer a qualified caregiver that remains in service with Damascus Home Care for a minimum of ninety days. There is a \$500 bonus paid if you refer a PRIVATE PAY client that remains with Damascus Home Care for a minimum of sixty days and 240 hours.

DRUG-FREE AND SEXUAL HARRASSMENT POLICY

Damascus Home Care operates under a strict drug-free work environment policy. We care deeply about the quality of life and personal job satisfaction of our caregivers and staff. We also hold them to a very high standard in order to maintain our reputation as the premier home care provider in Maine.

Any use of illegal drugs or use of controlled substances without a proper prescription is strictly forbidden. Additionally, attending any shift in an impaired capacity (e.g. under the influence of alcohol) will be grounds for immediate termination.

Caregivers are subject to random drug testing at the company's expense. Failure to comply with a request for a random drug test will be considered grounds for immediate termination.

Caregivers are entitled to a work environment that is free from sexual harassment or discriminatory treatment or comments regarding Age, Race, Sex, National Origin, Religion, Disability, Pregnancy, Medical Condition, Marital Status, or Sexual Orientation. This includes treatment from fellow caregivers and supervisory staff. Additionally, if a client assignment results in a situation where the caregiver feels that they have been subject to such treatment by their client, the caregiver is to report this immediately to their supervisor so that proper steps can be taken.

CALLING IN SICK

We recognize that in working with people in their home they may often have compromised immune systems and must not be exposed to illness. If you feel you are putting the client at risk due to illness but do not have a physician's note you must contact your supervisor to discuss the matter.

No call-no shows will be grounds for instant termination of employment.

REQUESTING TIME OFF

Time off requests **MUST** be submitted a minimum of two weeks in advance in writing by sending an email to your manager. Accrued PTO time must be sufficient to cover your time off. PTO will automatically be applied to the next payroll for time missed. A request is **NOT** a guarantee that the request will be granted. We will make every effort to accommodate you but there may be times that a replacement is unavailable for you. For critical time off needs on your part please increase the notice to ensure that a replacement can be found. Additionally, contact your supervisor by phone to discuss the issue.

PTO Policy

PTO is accrued at the rate of .04 hours of PTO for every hour worked under 5 years of tenure, .06 for 5 - 10 years of tenure and .08 over 10 years of tenure. Accrual maxes out at 80 hours for employees under five years of tenure, 120 hours 5 to 10 years of tenure and 160 hours over 10 years of tenure.

Cashing out of PTO: Must be requested in writing by Sunday at midnight prior to the week of payroll processing. (Any written method is fine. Text, email etc and as long as Lisa hasn't released payroll you all know we make exceptions to that deadline)

Maximum cash out is 40 per week with hours worked plus PTO not to exceed a total of 40 (I'm willing to adjust that to 50 which will simplify the process of live in caregivers who work 40 hours a week being able to collect their PTO) example: Employee works 20 hours, she would be eligible to cash out 20 hours. (Will adjust that to say 30)

At termination: Employee may receive their accrued PTO as long as the following criteria were met: Employee left employment on "re-hire eligible" terms and employee gave a minimum of 2 weeks notice. Employees must request their PTO in writing within 30 days of last check

SWITCHING SHIFTS WITH ANOTHER CAREGIVER

Switching shifts or giving away shifts to another caregiver may be permitted. However, this **MUST** be cleared by your supervisor. Without supervisor approval you are solely responsible for the shifts on your calendar.

WORK OUTSIDE OF DAMASCUS HOME CARE

While we understand that some caregivers choose to pursue additional work opportunities in their private time, it is expected that, as an employee of Damascus Home Care your schedule with the company is primary. If you can manage outside work in addition to your Damascus Home Care schedule that is your choice. However, we assume and expect that your schedule with Damascus Home Care comes first.

SCHEDULE A

CAREGIVER DUTIES AND RESPONSIBILITIES

DUTIES: The Contractor will:

Position Duties, Procedures, and Responsibilities.

- o Contractor agrees and certifies that they have at least two years prior experience and training in the following Personal Caregiver duties targeted at Seniors: Companionship & Conversation, Bathing, Dressing, Grooming, Light Housecleaning, Alzheimer's & Dementia Care, Meal Planning and Preparation, Running Errands, Medication Reminders, Laundry and Linen, Incontinence Care, Maintaining a Cather Bag and Reloading a Feeding Tube. Contractor agrees that in the event Company discovers that in some way caregiver does not have two years prior experience and training in one or more of the above Personal Caregiver duties, caregiver may be dismissed for providing false information.
- o Contractor shall accept or decline client assignments through the WellSky system every Saturday by 5pm for each new and existing client. Client care assignments will be completed by 5 pm every Friday.
- o Personally staff all accepted client assignments for the coming week, subject to the allowances made in Section 21 of the Contract.
- o Develop a relationship with the client that achieves a personal comfort level between the Contractor and the client and meets all the requirements of the client.
- o Perform assigned duties described in the WellSky system during client assignments as the Contractor deems necessary and within the legal bounds of services required as defined by the laws of the State of Maine and the Contractor's level of care certification.
- o Resolve all concerns of clients. Escalate seemingly irresolvable problems to senior management.
- o Complete proper clock-in and clock-out procedures, including documenting any necessary comments through the WellSky system.
- o Maintain minimum level of certification and education at the Contractor's expense as required.
- o Must work a minimum of 2 hours a month to stay active with Damascus Home Care or you will go inactive and a new employment application and background check will be required to return to active status.
- o [He or she] will report directly to Rhonda Farrar at 922-4014. Create a phone contact for this and use this number by default in situations where you might call the office, as you will generally be transferred to this number upon calling the office) and to any other party designated by Damascus Home Care LLC in connection with the
- o caregiver is required to assist if able and never impede or interfere with a client's rights and responsibilities.

performance of the duties under this Agreement and shall fulfill any other duties reasonably requested by the Company and agreed to by the Contractor.

Requirements

As a representative of the company how you present yourself in the community is very important to us. In that regard we have the following expectations that we ask you to follow:

- o To strictly adhere to HIPPA regulations
- o To wear clean and appropriate clothes for the task
- o To keep car clean and well maintained
- o To have a reliable source of transportation to assigned shifts.
- o Own a smart phone with GPS.
- o To turn your cell phone off while working with clients, and *never* answer your phone or make a call while driving with a client.
- o Except in the case of an urgent matter no personal calls are allowed while on duty. If necessary, personal calls must be limited to 3 minutes. Never call on the patient/client phone.
- o To not use your phone for web browsing, playing games or other non-client focused purposes.
- o To not have friends, pets, or family members accompany you when you're with a client unless it has been authorized by the office first.
- o You are prohibited to ask to borrow things from the patient/client. You are prohibited from accepting gifts from the client without prior authorization from Damascus Home Care management.
- o Should a misunderstanding or a problem arise between the patient/client and yourself - please call the office for advice.
- o Do not introduce new activities to the patient unless authorized by the patient's doctor.
- o No sleeping while on duty unless during designated time of rest.
- o You are not allowed to entertain personal visits or guest while on duty.
- o Do not report to work if you are under the influence of alcohol and/or drugs. You are not allowed to bring alcohol or any intoxication beverages as well as any illegal drugs during your time on duty.
- o Smoking is not allowed while on duty.
- o Carrying of weapons is not allowed.
- o Do not disclose any confidential information about our Company, and any information obtained in the course of duty/employment (such as salary, other caregivers, other clients, etc.)
- o All patient medications should be known to the caregiver. All medications should be listed on a medication sheet, including the names of the medications, dosage, timing and form of the medication.
- o Do not administer any medications to the client.
- o Every episode of medication reminders should be documented in the shift electronic notes. Instances when patients refuse to take medicines should also be noted.
- o Requests for time off must be submitted one month in advance. Failure to do so will lead to disapproval of the request.
- o A caregiver who wishes to exchange duties with another caregiver should personal make arrangements with the other caregiver. Both parties must call the office at least 24 hrs. before the exchange is to start and let the office know when the exchange will take place.
- o Caregivers should NOT leave their patients/clients until the relieving caregiver arrives. If the relieving caregiver is late 30 minutes, the office should be notified by the outgoing caregiver - so the office can send a replacement caregiver.
- o Any form of criminal offense, including abuse, neglect, misappropriation of funds, or client property, committed by the caregiver during work hours may be prosecuted to the utmost degree of the law and can result in immediate cessation of services for **Damascus Home Care.**
- o caregiver is required to assist if able and never impede or interfere with a client's rights and responsibilities.
- o review clients rights and responsibilities here

Important Reminder: Our clients may have viewpoints on people, places and things that we do not agree with. It is important that you do not express your opposition to their views or try to 'educate' them. Please don't initiate conversations about religious and/or political topics. Some of our clients enjoy talking about these subjects and may bring them up. Please use your discretion about getting involved in these conversations.

SCHEDULE B

DAMASCUS HOME CARE LLC GENERAL CARE EXPECTATIONS

- Provide every client with the level of care that you would provide to loved-one of your own.
- Create an atmosphere of confidence in which the client understands that they can rely upon you to have their best interests at heart.
- Establish a one-to-one relationship with the client in which you develop an understanding of their routines, likes/dislikes, care needs, and a genuine sense on the part of the client that you are a trusted companion and not just a hired caregiver. PLEASE NOTE THAT THIS RELATIONSHIP NEEDS TO HAVE PROFESSIONAL BOUNDRIES. USE YOUR JUDGEMENT AS TO WHAT PERSONAL INFORMATION YOU ARE WILLING TO SHARE AND **UNDER NO CIRCUMSTANCES ARE ANY ISSUES REGARDING COMPANY BUSINESS TO BE DISCUSSED. THIS INCLUDES, BUT IS NOT LIMITED TO, DISCUSSION OF COMPENSATION, COMPANY METHODS OF DOING BUSINESS, RELATIONSHIPS BETWEEN YOU AND OTHER STAFF OR ANY OTHER TOPIC THAT IS NOT DIRECTLY RELATED TO THE CARE OF THE CLIENT.**
- Develop rapport with family members/other loved-ones as appropriate and an understanding that 'the client' is a collective group of people and not just the individual receiving care.
- Be in attendance for EVERY assigned shift and always arrive early.
- Maintain absolute confidentiality in your care and knowledge of the client. Any information regarding the client is to be kept private from anyone outside the company or other caregivers not involved in the care of that client.
- Ensure transparency and communication with Damascus Home Care management AND the client's loved ones in all levels of care provided.
- Make use of the full support of the resources of Damascus Home Care LLC in providing client care, including 24-hour open lines of communication.
- As the primary point of contact with the client, exercise professional judgement where appropriate, or seek direction from your supervisor when necessary.
- Whenever you are not sure whether to use your own judgement or seek guidance, always err on the side of calling your supervisor.
- DOCUMENT EVERYTHING

ATTENDING DOCTOR'S APPOINTMENTS: As the caregiver your responsibility is not only to transport the client to the appointment. You should also:

- Escort the client into the waiting room.
- Enter the exam room with the client, according to their wishes and comfort level.
- Take general notes and enter them into the WellSky system.
- Get copies of any appointment results and submit them to Damascus Home Care management. Alternatively, you may ask the doctor's office to fax a copy of the exam notes to (207) 433-1094.
- Schedule a follow up appointment, if necessary, and notify Damascus Home Care management through an immediate text of the date, time, and appointment provider along with the reason for the appointment, if necessary.

Be aware that there is a balance here that needs to be considered. We, as care providers need to document everything to do with the client care. This may sometimes come at odds with the wishes of what the client is willing to share. We must respect their boundaries while documenting as much as possible. This is particularly important with dementia patients who may have an irrational fear or distrust of letting the caregiver see the information. Managing these situations requires good judgement and interpersonal skills.

Applicant agrees that failure to adhere to responsibilities, duties, and expectations outlined in Schedules AIB may be considered grounds for termination.

EMERGENCY PROCEDURES

DAMASCUS HOME CARE LLC

PO Box 3291
Brewer, ME 04412

TEL (207) 922-4014

Please call the after-hours when:

- Any accident or injury occurs to you or a client while working.
- If you are in an accident on the way to work and will not be able to make it on-time – evidence will need to be shown to the office staff afterwards.
- You are in a situation and really need advice from us that can't wait until normal working hours.
- When in doubt err on the side of caution and make the call.

A live receptionist is available 24/7, please leave a detailed message and the phone number where you can be reached. We will call you back as soon as possible.

Our regular office hours are Monday thru Friday 9 AM to 5 PM

The office is closed on these annual holidays: New Years Eve, New Years Day, Memorial Day, July 4th, Labor Day, Veterans day, Thanksgiving, and Christmas Day, Christmas Eve, Easter Sunday.

The agency staff will implement appropriate actions for clients in an emergency situation.

Procedure:

1. Medical emergency/life threatening situation:
 - a) Call emergency rescue services 911 or direct a member of the family to call.
 - b) Stay with the client until the emergency rescue service arrives!
 - c) Call Administrative staff and report the emergency situation, only after help has arrived.
2. Change in the Client condition:
 - a) Any changes in the client's condition will be reported immediately to Administrative staff.
 - b) The Administrative staff will determine the appropriate intervention for the client and instruct the Caregivers.
3. Death of a Client:
 - a) If the Client dies when the Caregivers is present, or is found deceased by the Caregivers, Administrative staff is to be contacted immediately. Administrative staff will instruct the Caregivers in appropriate interventions, contact family members and the coroner's office.
4. If the Client does not answer the door and the Caregiver has reason for concern about the Clients safety:
 - a) Call the Administrative staff and report the situation.
 - b) Summons appropriate assistance as directed by administrative staff to gain entry into the home to verify that the client is safe.

Policy and Procedure for Reporting Abuse or Neglect

In Maine, if you suspect adult abuse, neglect, or exploitation, you must report it immediately to the Department of Health and Human Services (DHHS). We are mandated reporters and must report orally by phone immediately and follow up with a written report within 48 hours if requested by DHHS. Anyone can report suspected abuse, but mandated reporters have a legal obligation to do so.

Here's a step-by-step guide:

1. **1. Identify if you are a mandated reporter:**

You are a staff member of a medical or public/private institution, agency, or facility, so you are a mandated reporter.

2. **2. Report immediately by phone:**

Contact the Maine DHHS Adult Protective Services (APS) hotline at 1-800-624-8404 to report the suspected abuse.

Contact the [Division of Licensing and Certification | Department of Health and Human Services](#) 1-800-383-2441 (207-287-9308)

3. **3. Provide details:**

When reporting, provide as much information as possible, including the adult's name and address, details about the suspected abuse, neglect, or exploitation, the source of the report, your name, occupation, and contact information.

4. **4. Follow up with a written report:**

If requested by DHHS, submit a written report within 48 hours of the initial phone call, [according to the Maine State Legislature](#).

5. **5. Ensure confidentiality:**

While reporting, be aware of confidentiality requirements, but prioritize reporting the suspected abuse.

6. **6. If you are not a mandated reporter:**

You can also report suspected abuse to APS, and are encouraged to do so as soon as possible.

Important Considerations:

- **Reasonable cause to suspect:** You do not need to be certain of abuse, neglect, or exploitation, only to have reasonable cause to suspect it, [according to RAINN](#).
- **Do not investigate further:** It is the responsibility of APS to investigate, [according to Maine.gov](#). **Protection for reporters:** Supervisors and administrators are prohibited from impeding or inhibiting the reporting of suspected abuse, and reporters are protected from sanctions for making a report.

INCIDENT/ACCIDENT REPORT

DAMASCUS HOME CARE LLC

PO Box 3291
Brewer, ME 04412

The purpose of this Incident/Accident Report is to construct the factual details of all accidents, incidents or unusual occurrences involving clients or Applicants. It is not an admission of fault or liability.

Accidents or incidents involving life-threatening situations need to be reported immediately to **Damascus Home Care** Management. This written report is required within 24 hours of the occurrence. Non-urgent situations require this report be submitted within 5 days of the occurrence.

All Incident/ Accident Reports will be reviewed by Damascus Home Care management.

Client or Applicant affected	Date of occurrence
Narrative description of event	

Describe action taken
Follow-up action needed for this incident
Suggestions for corrective steps that could prevent future occurrences?

Incident Accident Report submitted by

Your signature and printed name

Date

Date Reviewed	Damascus Home Care LLC Management Signature
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When you get injured, immediately do the following

- 1) Call your immediate supervisor
- 2) Email Karen Blake at kblake@damascushc.com and let me know that you have been injured. Give me your name, time of injury and what happened so I can file the claim with MEMIC.
- 3) Call the Injury Triage number at **855-778-6111**. This is a 24/7 number
- 4) When your injury has been taken care of and you know the outcome, please call me back at **207-416-9322** so I can update the claim with MEMIC.

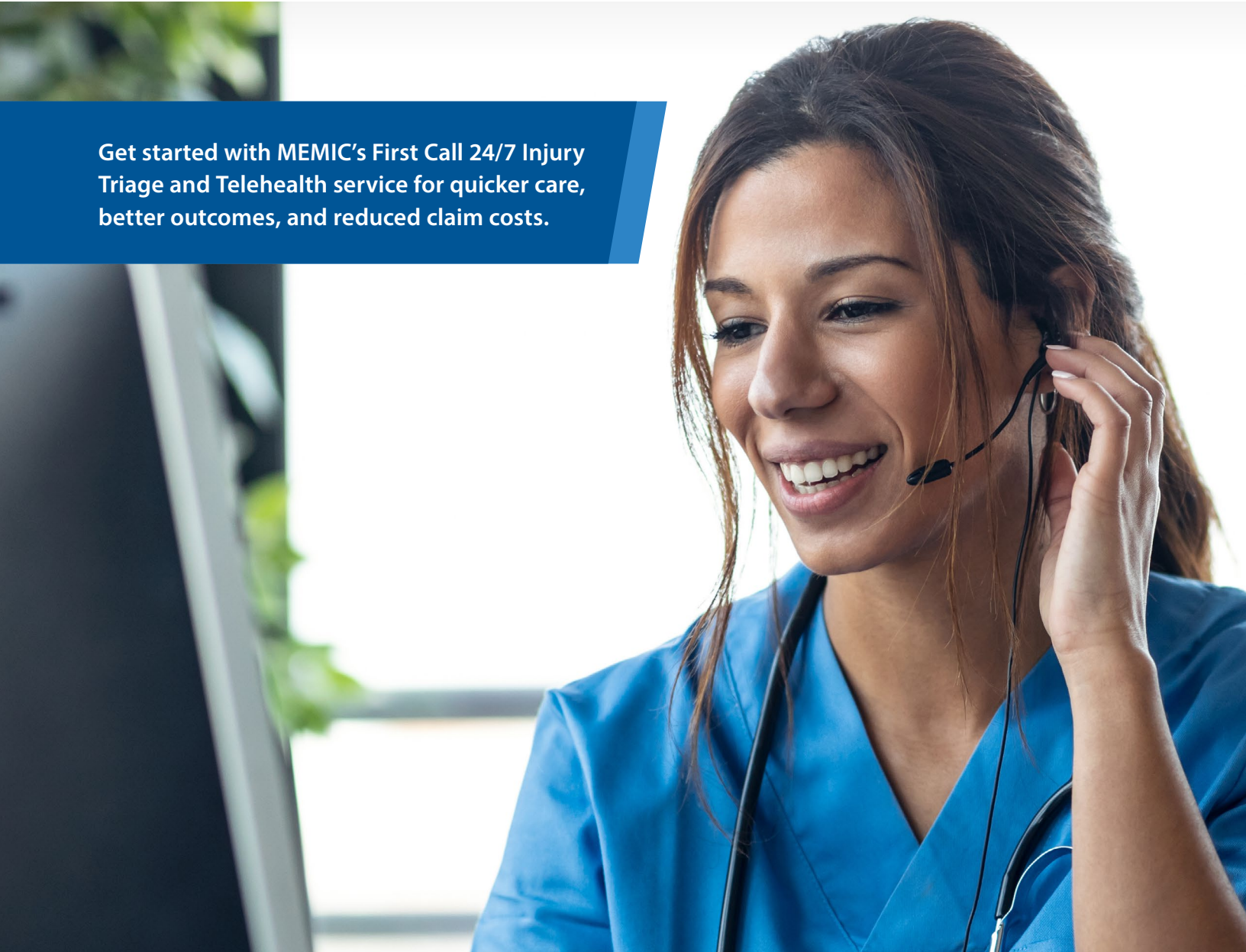
Important info you need to know:

Our workman's comp company is **MEMIC** and our policy number is
1810130305



RESOURCE KIT

Get started with MEMIC's First Call 24/7 Injury Triage and Telehealth service for quicker care, better outcomes, and reduced claim costs.



First Call 24/7 Injury Triage and Telehealth is provided through MEMIC's trusted partner CorVel.





WELCOME TO FIRST CALL 24/7 INJURY TRIAGE

Nurse Access Line: **855-778-6111**

Immediately after a work-related injury occurs, managers or supervisors should help injured employees access First Call 24/7 Injury Triage and Telehealth at **855-778-6111**. The injured employee will speak with a registered nurse who will evaluate the injury and determine next steps for medical needs. By addressing the injury when it first occurs, your employees receive quick and timely care that can decrease lost time from work and costly emergency room visits. **There is no additional charge for using First Call 24/7 Injury Triage.** Additional costs will only be incurred if the injured employee asks for or is directed to seek treatment with a medical provider through our telehealth offering or at a preferred provider location.

Injury Reporting

A report of injury must be submitted to MEMIC to begin the claim process. We recommend submitting claims online via our First Report of Injury (FROI) Portal at MEMIC.com/FROIportal or by phone at 800-636-4292.

Advantages of Telehealth

During the Injury Triage call, the injured employee may be advised to seek additional medical care. For many workplace injuries, immediate treatment can be provided via a virtual visit with a doctor, eliminating the need to schedule and attend an in-person appointment. That means no driving to a doctor's office, missed appointments, or delays in waiting rooms. With the advent of new technologies, patients and physicians have welcomed the convenience of a virtual visit as well as the added expediency of non-narcotic prescriptions and physical therapy scheduling.

Connecting injured employees with appropriate, quality care can help **prevent a minor injury from becoming complicated** and focuses attention on the wellness of your employees.

Resource Kit

As a MEMIC policyholder, you may use First Call 24/7 Injury Triage for any non-emergency work-related injury, at any time. Ensuring all employees are aware of First Call 24/7 Injury Triage and how to access it is key to successfully incorporate it into your injury and claim management process. This Resource Kit contains informational materials to share with your supervisors, managers, and injured employees.



MEMIC is proud to partner with CorVel to offer First Call 24/7 Injury Triage.

This proactive service promptly connects your injured employees to a registered nurse, ensuring they are quickly evaluated and cared for in the event of a work-related injury.



If you have any questions about First Call 24/7 Injury Triage or Telehealth, email us at 247injurytriageinfo@memic.com.

GET STARTED WITH FIRST CALL 24/7 INJURY TRIAGE

MEMIC policyholders may use First Call 24/7 Injury Triage for any non-emergency work-related injury, at any time. Ensuring all those in your organization are aware of the service and how to access it is key to successfully incorporating it into your injury and claim management process.



STEP 1 | SUPERVISOR AND MANAGER NOTIFICATION

Notify anyone responsible for reporting and managing work-related injuries to contact First Call 24/7 Injury Triage *as soon as an injury occurs*.

Be sure to notify supervisors and managers for all shifts and in all locations. Prominently display the Injured Worker Poster with the nurse access line and your MEMIC policy number.

- ▶ [How First Call 24/7 Injury Triage Works](#)
- ▶ [First Call 24/7 Injury Triage Injured Employee Poster](#)



STEP 2 | INJURED EMPLOYEE NOTIFICATION

If an employee is injured, instruct them to contact their supervisor or to call the First Call 24/7 Injury Triage nurse access line directly at **855-778-6111**.

Provide them with the FAQ for Injured Employees document.

- ▶ [Frequently Asked Questions for Injured Employees](#)



STEP 3 | CLAIM MANAGEMENT

Report the injury to MEMIC to begin the claim process. Our First Report of Injury (FROI) Portal is the easiest, most secure way to submit a claim to MEMIC. Anybody who reports or manages work-related injuries should pre-register in the FROI Portal *before an injury occurs*.

🌐 [Go to **memic.com/FROIportal**](https://memic.com/FROIportal) to learn more and set up your account today.

MEDICAL SUMMARY REPORTS

MEMIC's First Call 24/7 Injury Triage service is provided by our trusted partner CorVel. In the event an employee is injured and utilizes First Call 24/7 Injury Triage, MEMIC will receive a medical summary report from CorVel. A copy of the report can be obtained if an e-mail address is provided.



For questions about MEMIC's First Call 24/7 Injury Triage, email 247injurytriageinfo@memic.com.



INJURED WHILE WORKING?

CALL 855-778-6111



Immediately after a work-related injury, call toll-free to speak with a registered nurse who will evaluate your incident and determine care.

Our nurses specialize in occupational injuries and will provide you with a follow-up care plan specific to your needs.

Your MEMIC Policy Number:

CALL 911 FOR MEDICAL EMERGENCIES

MEMIC is your employer's choice for workers' compensation coverage to pay for the cost of medical treatment and lost wages as a result of a workplace injury. First Call 24/7 Injury Triage is provided through our trusted partner CorVel.

MEMIC

FREQUENTLY ASKED QUESTIONS FOR INJURED EMPLOYEES



MEMIC is your employer's choice for workers' compensation coverage to pay for the cost of medical treatment and lost wages as a result of a work-related injury. First Call 24/7 Injury Triage is a service provided through MEMIC's trusted partner CorVel to help you get the best and fastest care for your injury.

IF I AM INJURED AT WORK, HOW DO I ACCESS FIRST CALL 24/7 INJURY TRIAGE?

Call 855-778-6111. You will be connected with a registered nurse who will ask a series of questions to evaluate your injury and determine your immediate medical needs.

WHAT QUESTIONS WILL THE TRIAGE NURSE ASK?

The nurse will start by asking for details about your injury, such as when and how it occurred. The nurse will then ask a series of questions to help determine the next steps for treating your injury. You will also be asked to provide necessary demographic information, such as your name and contact details.

WHAT HAPPENS AFTER I SPEAK WITH THE TRIAGE NURSE?

The nurse may recommend that you treat the injury yourself (self-care) or that you obtain further medical care, which may include scheduling an appointment with a physician either via telehealth or an in-person visit. A member of the triage team will assist you with coordinating and scheduling your physician visit, if needed.

WHAT HAPPENS IF I AM ADVISED TO TREAT MY INJURY WITH SELF-CARE?

If your injury is treatable without having to seek further medical care, the triage nurse will provide you with instructions for treating with self-care. The nurse will follow up with you in approximately 24 hours. You will also be provided with a call-back number should your symptoms worsen or you develop new symptoms.

WHAT HAPPENS IF I AM ADVISED TO OBTAIN FURTHER MEDICAL CARE?

If your injury is not treatable with self-care, the triage nurse will advise you to seek medical care from a provider. A member of the triage team will help you schedule an appointment with a physician either via telehealth or an in-person visit.

IF I USE THE FIRST CALL 24/7 INJURY TRIAGE SERVICE, DO I STILL NEED TO FILE A CLAIM WITH MEMIC?

Yes. First Call 24/7 Injury Triage is a medical assessment and treatment service only. Either you or your employer will need to submit your claim to MEMIC to ensure you get access to all your workers' compensation benefits.

 Go to memic.com/FROIportal to learn more and to set up your account today.



FREQUENTLY ASKED QUESTIONS FOR INJURED EMPLOYEES



(CONTINUED)

HOW IS TELEHEALTH OFFERED?

Telehealth is a virtual visit with a physician via a smartphone or computer with a webcam. All telehealth physicians are licensed and board certified. The triage team will help set up the telehealth visit and will remain on the call with you until you have successfully connected and are ready to meet with the physician. If you decide you do not want telehealth or you have trouble connecting, you will be immediately referred to a medical provider for an in-person visit.

WHAT IF THE TELEHEALTH VISIT RESULTS IN WORK RESTRICTIONS OR LIMITED ACTIVITIES?

If the telehealth provider prescribes work restrictions, they will provide you with a *work status* slip, either via the telehealth application or in an e-mail, for you to share with your employer.

HOW DO I CONTACT MY TELEHEALTH PROVIDER IF I HAVE QUESTIONS AFTER THE VISIT?

If you have any questions about your telehealth visit, please call **800-826-3882**.

HOW FIRST CALL 24/7 INJURY TRIAGE WORKS

Providing immediate access to quality care improves outcomes for injured workers and reduces costs for all involved. MEMIC's First Call 24/7 Injury Triage solution, through our trusted partner CorVel, provides prompt and complete care for injured workers who speak directly with a registered nurse within minutes of their incident. It reduces overall medical costs and helps ensure a faster claim process.



- Supervisor
- CorVel Registered Nurse
- CorVel Concierge (non RN)



Video Display Terminals



Bureau of Labor Standards

The Maine Video Display Terminal (VDT) Law gives certain rights to people who use computers for work.



Maine Law (Title 26 M.R.S.A. § 42-B) requires every employer to place this poster in the workplace where workers can easily see it.

This poster is available online at no charge and may be copied: <https://www.maine.gov/labor/posters/>

Video Display Terminals MRSA Title 26 §251.

1. Bureau. "Bureau" means the Department of Labor, Bureau of Labor Standards.
2. Employ. "Employ" means to employ or permit to work.
3. Employee. "Employee" means any person engaged to work on a steady or regular basis as an operator by an employer located or doing business in the State.
4. Employer. "Employer" means any person, partnership, firm, association or corporation, public or private that uses 2 or more terminals at one location.
5. Operator. "Operator" means any employee whose primary task is to operate a terminal for more than four consecutive hours, exclusive of breaks, on a daily basis.
6. Terminal. "Terminal" means any electronic video screen data presentation machine, commonly called video display terminals.

For full text of the statute visit MRSA Title 26 §251, 252.

If you have questions about working safely at the computer, speak to your supervisor or contact the
Maine Department of Labor
Bureau of Labor Standards
Tel: 1-877-SAFE-345 (1-877-723-3345)
TTY users call Maine Relay 711.
Web site: www.maine.gov/labor/bls
Email: bls.mdol@maine.gov

Education and training MRSA Title §252.

Every employer shall establish an education and training program for all operators as provided in this section.

1. Requirements. An employer's education and training program must be provided both orally and in writing, except that an employer that uses fewer than 5 terminals at one location may provide the education and training program in writing only.

The program must include, at a minimum:

- A. Notification of the rights and duties created under this subchapter by posting in a prominent location in the workplace a copy of this subchapter.
 - B. An explanation or description of the proper use of terminals and the protective measures that the operator may take to avoid or minimize symptoms or conditions that may result from extended or improper use.
 - C. Instruction related to the importance of maintaining proper posture during terminal operation and a description of methods to achieve and maintain this posture, including the use of any adjustable work station equipment used by the operator.
2. Literature; clearinghouse. The bureau shall recommend to employers, for use in education and training programs, occupational safety literature that provides appropriate, current and pertinent data on terminal use.
 3. Training schedule. Employers shall provide operators with this education and training program within 30 days of employment and annually thereafter.



THE MAINE HUMAN RIGHTS ACT PROHIBITS SEX DISCRIMINATION

SEXUAL HARASSMENT ON THE JOB IS ILLEGAL

- ✗ UNWELCOME SEXUAL ADVANCES
- ✗ SUGGESTIVE OR LEWD REMARKS
- ✗ UNWANTED HUGS, TOUCHES, KISSES
- ✗ REQUESTS FOR SEXUAL FAVORS
- ✗ RETALIATION FOR COMPLAINING
ABOUT SEXUAL HARASSMENT

IF YOU FEEL YOU HAVE BEEN DISCRIMINATED AGAINST, CONTACT:

MAINE HUMAN RIGHTS COMMISSION

51 STATE HOUSE STATION, AUGUSTA, MAINE 04333-0051
PHONE (207) 624-6290 FAX (207) 624-8729 TTY: MAINE RELAY 711
www.maine.gov/mhrc

OR CONTACT YOUR PERSONNEL DEPARTMENT: _____
DEPARTMENT / AGENCY CONTACT

Whistleblower's Protection Act

MAINE
DEPARTMENT OF
LABOR

Bureau of Labor Standards

Protection of Employees Who Report or Refuse to Commit Illegal Acts



This poster describes some important parts of the law. A copy of the actual law or formal interpretations may be obtained from the Department of Labor, Bureau of Labor Standards by calling 207-623-7900. (The laws are also on the Bureau's website.)

Maine Law (Title 26
M.R.S.A. § 839) requires
every employer to
place this poster in
the workplace where
workers can easily see it.

This poster is available online at no charge and may be copied: <https://www.maine.gov/labor/posters/>

It is illegal for your boss to fire you, threaten you, retaliate against you or treat you differently because:

1. You reported a violation of the law;
2. You are a healthcare worker and you reported a medical error;
3. You reported something that risks someone's health or safety;
4. You have refused to do something that will endanger your life or someone else's life and you have asked your employer to correct it; or
5. You have been involved in an investigation or hearing held by the government.

You are protected by this law ONLY if:

1. You tell your boss about the problem and allow a reasonable time for it to be corrected; or
2. You have good reason to believe that your boss will not correct the problem.

To report a violation, unsafe condition or practice or an illegal act in your workplace, contact:

(This information should be filled in by the employer)

(Name)

(Title)

(Location or Phone)

For more information or to file a complaint under this law, contact:

The Maine Human Rights Commission
51 State House Station
Augusta, Maine 04333
Tel: 207-624-6290
TTY users call Maine Relay 711
www.Maine.gov/mhrc

The following agencies may provide useful information on workplace safety and labor laws:

U.S. Department of Labor
Wage and Hour Division
P.O. Box 554
Portland, Maine 04112
Tel: 207-780-3344
www.dol.gov

U.S. Department of Labor/OSHA
40 Western Avenue
Augusta, Maine 04330
Tel: 207-626-9160
www.osha.gov

Maine Department of Labor
Bureau of Labor Standards
45 State House Station
Augusta, Maine 04333-0045
Tel: 207-623-7900
TTY users call Maine Relay 711.
Web site: www.maine.gov/labor/bls
Email: bls.mdol@maine.gov

The Maine Department of Labor provides equal opportunity in employment and programs. Auxiliary aids and services are available to people with disabilities upon request.

Minimum Wage



Labor Laws of the State of Maine provide protection for people who work in Maine. The Maine Department of Labor administers the laws, which all employers must follow. Department representatives inspect workplaces to ensure compliance. Citations and penalties may be issued to employers who do not comply.



Maine Law (Title 26 M.R.S.A. § 42-B) requires every employer to place this poster in the workplace where workers can easily see it.

This poster is available online at no charge and may be copied: <https://www.maine.gov/labor/posters/>

Minimum Wage is \$14.65 per hour effective January 1, 2025

Minimum Wage

Under Maine labor laws, any business operating in the state with one employee is automatically covered by state law. This includes all public and private employers regardless of profit or size. Effective January 1, 2025, the minimum wage in Maine is \$14.65 per hour.

Municipal Minimum Wage Ordinances

Employers with employees who work in Bangor and/or Portland or any other municipality that passes a local minimum wage ordinance, may be subject to additional regulations and should check with municipal officials.

Service Employee

A service employee is someone who regularly receives more than \$185 a month in tips. As of January 1, 2025, employers must pay a direct service wage of at least \$7.33 per hour. If the employee's direct wage combined with earned tips do not average, on a weekly basis, the state required minimum wage, the employer must pay the difference.

Overtime

Unless specifically exempted, employees must receive overtime pay for hours worked in excess of 40 in a workweek at a rate not less than time and one-half their regular rate of pay. Employers have the right to allow or deny overtime, but if overtime is worked, it must be paid in accordance with state requirements. Compensatory or "comp" time cannot be used by private-sector employers, although private-sector employers can allow employees to flex their time within the workweek (but not the pay period if the pay period is longer than a seven day cycle in the workweek).

For more information, contact:

Maine Department of Labor
Bureau of Labor Standards
45 State House Station
Augusta, Maine 04333-0045

Telephone: 207-623-7900

TTY users call Maine Relay 711.

Web site: www.maine.gov/labor/bls

Email: bls.mdol@maine.gov

Exemptions from Overtime

Maine statutes incorporate by reference the salary requirements under the Fair Labor Standards Act (FLSA). As of January 1, 2025 the minimum salary requirement will be \$845.21 per week. Salary is only one factor in determining whether a worker is exempt from overtime under federal or state law. The duties of each worker must be considered as part of this analysis. Failure to adhere to both requirements—meeting the duties test and the weekly salary threshold—are violations of state law and potentially federal law depending on the discrepancies in the laws.

Statements to Employees

Every employer shall give to each employee with the payment of wages a statement clearly showing the date of the pay period, hours worked, total earnings and itemized deductions.

Recordkeeping

Employers shall keep, for three years, accurate records of hours worked and wages paid to all employees.

The Department of Labor enforces state wage and hour laws. Employers with questions about the law may call 207-623-7900 or may visit the department's webpage.

Minimum Wage Guidance

www.maine.gov/labor/labor_laws/minimum_wage_faq.html
legislature.maine.gov/statutes/26/title26sec664.html

Overtime Guidance

www.maine.gov/labor/labor_laws/overtime.html
legislature.maine.gov/statutes/26/title26sec664.html

***Note:** *Maine employers may also be covered under the federal Fair Labor Standards Act. For more information, contact the U.S. Department of Labor Wage and Hour Office at 603-666-7716.*

Child Labor Laws



Bureau of Labor Standards

Child Labor Laws of the State of Maine provide protection for people under the age of 18 in both agricultural and nonagricultural jobs. The Maine Department of Labor administers the laws, which all employers must follow. Department representatives inspect workplaces to ensure compliance. Citations and penalties may be issued to employers who do not comply.

This poster describes some important parts of the laws. A copy of the actual laws and formal interpretations may be obtained from the Department of Labor, Bureau of Labor Standards, by calling (207) 623-7900. (The laws are also on the Bureau website.)



Maine Law (Title 26, M.R.S.A. § 42-B) requires every employer to place this poster in the workplace where workers can easily see it.

This poster is available online at no charge and may be copied: <https://www.maine.gov/labor/posters/>

14 and 15 year olds may work in most businesses, except in occupations declared hazardous and jeopardize their health, well-being or educational opportunities. 16 and 17 year olds may work in most businesses, however not in hazardous jobs. These provisions also provide limited exemptions. Contact the Bureau of Labor Standards for details.

Work Permits

- All minors under 16 years of age need work permits in order to work.
- Superintendent of schools certify academic standing.
- Minor allowed only one permit during the school year but two during summer vacation.
- Minor cannot work until permit is approved by Bureau of Labor Standards.
- Employer keeps Bureau-approved permit on file.

Recordkeeping

All employers must keep accurate payroll records for workers under 18. Records must show what time the minor began work, total hours worked, and what time the minor finished work each day.

Note: Maine employers may also be covered under the Federal Fair Labor Standards Act. For more information, contact the U.S. Department of Labor Wage and Hour Office at 603-666-7716 or <http://youth.dol.gov/>.

For more information, contact:

Maine Department of Labor
Bureau of Labor Standards
45 State House Station
Augusta, Maine 04333-0045

Tel: 207-623-7900 or 207-623-7930

TTY users call Maine Relay 711

Website: www.maine.gov/labor/bls

Email: bls.mdol@maine.gov

Work Hours 14 and 15 year olds

- No more than six days in a row.
- Cannot work before 7 a.m.
- Not after 7 p.m. during school year.
- Cannot work after 9 p.m. during summer vacation.

When School Is Not in Session

- No more than 8 hours in any one day (weekend, holiday, vacation or workshop).
- Not more than 40 hours in a week (school must be out entire week).

When School Is in Session

- No more than 3 hours on a school day, including Friday.
- Not more than 18 hours in a week that school is in session one or more days.

Work Hours 16 and 17 year olds (enrolled in school)

- No more than 6 days in a row.
- Cannot work before 7 a.m. on a school day.
- Cannot work before 5 a.m. on a non-school day.
- Cannot work after 10:15 p.m. the night before a school day.
- Can work up to midnight when there is no school the next day.

When School Is Not in Session

- No more than 10 hours in any one day (weekend, holiday, vacation, or workshop).
- No more than 50 hours in a week.

When School Is in Session

- No more than 6 hours on a school day.
- No more than 10 hours on any holiday, vacation, or workshop day.
- On last day of school week, may work up to 8 hours.
- No more than 24 hours in a week, except may work 50 hours any week that approved school calendar is less than three days or during the first and last week of school calendar.

Regulation of Employment



Labor Laws of the State of Maine provide protection for people who work in Maine. The Maine Department of Labor administers the laws, which all employers must follow. Department representatives inspect workplaces to ensure compliance. Citations and penalties may be issued to employers who do not comply.

This poster describes some important parts of the laws. A copy of the actual laws or formal interpretations may be obtained from the Department of Labor, Bureau of Labor Standards, by calling 207-623-7900. (The laws are also on the Bureau's web site.)



Maine Law (Title 26 M.R.S.A. § 42-B) requires every employer to place this poster in the workplace where workers can easily see it.

This poster is available online at no charge and may be copied: <https://www.maine.gov/labor/posters/>

Time of Payment

Employees must be paid in full at least every 16 days. Employees must be notified of any decrease in wages or salary at least one day prior to the change.

Payment of Wages

An employee leaving employment, must be paid in full no later than the employee's next established payday. This may also include the payment of accrued vacation pay and/or Earned Paid Leave.

Unfair Agreement

Employers cannot require that an employee pay for losses such as broken merchandise, bad checks, or bills not paid by customers, nor for special uniforms and certain tools of the trade.

Rest Breaks

Most employees must be offered a 30 consecutive minute paid or unpaid rest break after 6 hours of work.

Nursing mothers must be provided with unpaid break time or be permitted to use their paid break or meal time to express milk. The employer must make reasonable efforts to provide a clean room or location, other than a bathroom, where the milk can be expressed.

Family Medical Leave

An employee who has worked for the last 12 months at a workplace with 15 or more employees may be entitled to up to 10 weeks of paid or unpaid leave for a qualifying event.

- ◆ Birth or adoption of a child or domestic partner's child;
- ◆ Serious health condition of the employee or immediate family member, including domestic partner; domestic partner's child, grandchild, domestic partner's grandchild;
- ◆ Organ donation;
- ◆ Death or serious health condition of the employee's spouse, domestic partner, parent or child if it occurs while the spouse, domestic partner, parent or child is on active duty;
- ◆ Serious health condition or death of a sibling who shares joint living and financial arrangements with the worker.

(Federal family medical leave is different, call 866-487-9243 for more information.)

Leave for Victims of Violence, Assault, Sexual Assault or Stalking

Must be allowed upon request if an employee (or a child, parent or spouse of an employee) is a victim of violence, assault, sexual assault or stalking or any act that would support an order for protection under Title 19-A M.R.S.A., c. 101 and the employee needs the time to:

- ◆ Prepare for and attend court proceedings; or
- ◆ Receive medical treatment; or
- ◆ Obtain necessary services to remedy crisis.

Leave to Care for Family

If the employer's policy provides for paid time off, the employee must be allowed to use up to 40 hours in a 12-month period to care for an immediate family member who is ill.

Earned Paid Leave

An employer that employs more than 10 employees in the usual and regular course of business for more than 120 days in any calendar year shall permit each employee to earn paid leave based on the employee's base pay. An employee is entitled to earn one hour of paid leave from a single employer for every 40 hours worked, up to 40 hours in one year of employment. Accrual of leave begins at the start of employment, but the employer is not required to permit use of the leave before the employee has been employed by that employer for 120 days during a one-year period.

Earned Income Tax Credit

Employees may be eligible for federal and state earned income tax credits. Employees may apply for the tax credits on the employee's income tax return.

Note: Maine employers may also be covered under the Federal Fair Labor Standards Act. For more information, contact the U.S. Department of Labor Wage and Hour Office at 866-487-9243.

For more information, contact:

Maine Department of Labor
Bureau of Labor Standards
45 State House Station
Augusta, Maine 04333-0045
located at: 45 Commerce Drive

Telephone: 207-623-7900 | TTY users call Maine Relay 711.
Website: www.maine.gov/labor/bls | Email: bls.mdol@maine.gov

At-Will Employment — Under Maine law, an at-will employee may be terminated for any reason not specifically prohibited by law. In most instances, you are an at-will employee unless you are covered by a collective bargaining agreement or other contract that limits termination. If you have questions about at-will employment, contact your human resources department or the Bureau of Labor Standards.