



Contractor Code of Conduct + Policy Acknowledgment

Care You Can Trust.
Comfort You Can Feel.



2025

#STRONGERTOGETHER

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HOME CARE



Welcome to the Sweet Tea Family

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A Message from Our Fearless Leader

Welcome to **Sweet Tea Home Care™** – where care isn't just what we do, it's who we are. I'm so glad you're here.

This **Contractor Code of Conduct & Policy Acknowledgment** is more than a list of expectations. It reflects the values, mission, and heart behind every service visit. Inside, you'll find the tools, guidelines, and safety standards designed to help you represent the Sweet Tea brand with **excellence, compassion, and professionalism**.

At Sweet Tea, we believe in one simple truth:
Care You Can Trust. Comfort You Can Feel.

As a care professional partnering with us, you play a vital role in creating meaningful, high-quality experiences for the clients we serve. You are more than a service provider—you are a care ambassador. Clients rely on you not just for support, but for warmth, consistency, and dignity.

While this document outlines important conduct expectations while performing contracted services, **it does not imply or establish an employment relationship**.

We're honored to work alongside professionals like you. Let's serve with intention and build something beautiful—together.

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**Jacqueline
Cunningham**

Founder and CEO





Vision

To deliver compassionate, personalized in-home care with Southern warmth, dignity, and trust—because home isn't just a place, it's a feeling.



Mission

To become the most trusted name in home care across the South by creating meaningful, comfort-driven experiences that honor every client like family.



Core Values

- Honor: Serve with integrity.
- Respect: Value every individual.
- Community: Protect and nurture.
- Excellence: Always raise the standard.
- Faith in Action: Let values guide daily work.

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Contractor Code of Conduct + Equal Opportunity Guidelines

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At **Sweet Tea Home Care™**, we are committed to maintaining a safe, respectful, and fair environment for all care professionals who provide services on behalf of our company.

While you are not an employee of Sweet Tea Home Care™, the following principles guide how we work with independent contractors:

Equal Opportunity Commitment

Sweet Tea Home Care™ does not discriminate in its selection or engagement of independent contractors. We welcome service partners of all backgrounds and value diversity, equity, and inclusion in all aspects of our care delivery.

Harassment-Free Environment

We do not tolerate harassment, discrimination, or inappropriate behavior of any kind—by or toward any contractor, client, or team member. If you experience or witness harassment while providing services, report it immediately to your supervisor or designated contact.

Confidentiality will be respected.

Health & Accessibility

Contractors may request reasonable accommodations related to disability or medical needs when necessary to fulfill their service responsibilities safely and effectively. While not subject to ADA in the same manner as employees, we are committed to supporting inclusive practices.

Legal Compliance

Sweet Tea Home Care™ complies with all applicable federal and Alabama state laws governing immigration status and eligibility to provide services. All contractors must complete proper documentation before beginning any assignment.

This section reflects our commitment to safety, professionalism, and integrity. It is intended to promote a respectful and legally compliant care environment, not to alter your status as an independent contractor.



Professional Conduct + Policy Expectations for Contractors

Attendance & Reliability

We depend on your professionalism to serve our clients well. If you've accepted an assignment, please arrive on time and prepared. If you're unable to fulfill a scheduled visit, notify Sweet Tea Home Care™ immediately so arrangements can be made.

Failure to communicate no-shows or repeated unreliability may result in termination of your contract.

Appearance

As a representative of Sweet Tea Home Care™, contractors are expected to maintain a neat, professional appearance:

- Scrubs or all-navy blue professional attire.
- Closed-toe shoes.
- No extreme hair colors or strong scents.
- Hair must be neatly styled and secured if it extends past the shoulders.
- Head coverings such as bonnets are not permitted while on duty.

Client Safety

- Never leave a client unattended during a scheduled shift without proper handoff.
- Report any client health or safety concerns to Sweet Tea Home Care™ immediately.

Substance Abuse

Sweet Tea Home Care™ maintains a zero-tolerance policy for drug or alcohol use while providing care. Contractors may be subject to drug testing in accordance with their agreement.

Client Boundaries

To protect both clients and contractors, the following are prohibited :

- Accepting or giving gifts
- Borrowing money or personal items
- Engaging with clients on personal social media accounts

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Each policy is designed to provide clarity and guidance to Sweet Tea Team Contractors.

Contractor Standards + Accountability

07

To deliver compassionate, personalized in-home care with Southern warmth, dignity, and trust—because home isn't just a place, it's a feeling.

Service Concerns + Contract Review Process

If performance or conduct falls below expectations, Sweet Tea Home Care™ may :

- Offer verbal or written feedback
- Issue a formal notice of concern
- Reevaluate continued assignment eligibility
- Terminate this agreement in accordance with the Independent Contractor Agreement

Serious violations may result in immediate termination of contract, including but not limited to :

- Client abandonment
- Theft
- Abuse or neglect
- Harassment or misconduct



Emergency Reporting + Safety Guidelines for Contractors



Emergency Reporting

Immediate Reporting Required for the Following :

- Client injury, illness, or significant behavioral changes
- Unsafe or hazardous home conditions
- Exposure to communicable diseases (e.g., COVID, flu, etc.)
- Accidents or injuries that occur during service

24/7 Emergency Line: (205) 202-1104

Emergency and Disaster Preparedness

Natural Disaster Response

(For tornadoes, floods, and severe storms/weather common in Alabama)

- Remain calm and seek designated shelter areas.
- Call 911 when immediate emergency assistance is needed
- Notify Sweet Tea Home Care™ as soon as conditions allow

Communication During Disasters

- Maintain access to a charged mobile device
- Follow communication instructions provided by Sweet Tea Home Care™
- Stay informed of local emergency updates and weather alerts

Client Evacuation Procedures

- Assist clients in relocating to a safe area if evacuation is necessary
- Prioritize safety, mobility limitations, and any preexisting medical needs
- Contact Sweet Tea Home Care™ to report status and location when safe

Note: These procedures are intended to support your independent judgment while ensuring the safety and well-being of clients. If you are ever unsure how to proceed, prioritize safety and contact emergency services or Sweet Tea Home Care™ immediately.

Caregiver Duties, Rights & Requirements

Caregiver Responsibilities

- Bathing and grooming assistance
- Meal prep and light housekeeping
- Transportation
- Companionship
- Medication assistance (reminders only)

Follow Care Plans exactly and document services before leaving the client's home.

Prohibited :

- Administering medication directly.
- Performing medical procedures.

Client Rights

Clients have the right to :

- Privacy and confidentiality.
- Respect and dignity.
- Refuse care.
- Safe, abuse-free care environment.

Background and Reference Checks

- Criminal background check required (per Alabama law).
- Two professional references required.
- Drug screening as needed.

Required Training and Certification

- CPR and First Aid Certification (mandatory).
- Annual In-Service Training (minimum 6 hours).

Arbitration Agreement

All employment disputes will be resolved by binding arbitration.





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H O M E C A R E

Contractor Code of Conduct + Policy Acknowledgment

I acknowledge that I have received and reviewed the **Sweet Tea Home Care™ 2025 Contractor Code of Conduct & Policy Expectations**. I understand that this document contains important information regarding Sweet Tea Home Care's standards, expectations, and safety protocols applicable while I am providing contracted services.

I agree to conduct myself in accordance with the guidelines outlined and understand that it is my responsibility to seek clarification from the Company should I have any questions about the content.

I acknowledge that this document is **not an employment contract**, and that my status as an **independent contractor** is not altered by receipt or acknowledgment of this material. I understand that Sweet Tea Home Care™ may revise or update its policies at its discretion, with notice provided.

By signing below, I confirm that I understand and accept the expectations set forth while performing contracted services for **Sweet Tea Home Care™**.

Employee Name (Print)

Employee Signature

Today's Date

Together, We Make Home Feel Sweeter.

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At **Sweet Tea Home Care™**, you're more than a contractor – you're a valued part of the care family. Thank you for choosing to make a meaningful difference in the lives we serve.

**Care You Can Trust.
Comfort You Can Feel.**



Connect



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