

**Helpful Hands Home Care**

**EMPLOYEE HANDBOOK**

# ORIENTATION CHECKLIST

1. Philosophy of care
2. Customer Service
3. Personnel Policies
4. Job descriptions
5. Time sheets/pay periods
6. Documentation of Care
7. Case Management and Home Care Services
8. Policies and Procedures
  - Abuse Reporting
  - Sexual Harassment
  - EEOC/Affirmative Action
  - Drug Free Workplace
  - Violence in the Workplace
  - General Waivers
  - Emergencies
  - Medications
  - Infection Control/Universal Precautions
  - Supply/equipment maintenance
  - Admissions, transfers/discharge of client
  - Coordination of services
  - Client Bill of Rights
  - Clinical Records

### 3. Receipt of Employee Handbook

I have received orientation in each of the areas listed above and have copies of all relevant policies and procedures.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Management Staff Signature

\_\_\_\_\_  
Date

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## **WELCOME TO Helpful Hands Home Care**

Congratulations! You have passed an unusually rigorous process to become a team member of Helpful Hands Home Care. When we founded Helpful Hands Home Care we were looking for the best professionals in the field. Our vision is quite simple: Recruit the best and allow them to provide our client the best customer focused home health services. Unlike many, we provide only private duty services to our clients. They have very high expectations of Helpful Hands Home Care and it is our mission to exceed those expectations every day.

Helpful Hands Home Care leaders are experienced professional executives in home care services. As a company we are committed to continually improving our services. We are counting on you to be creative in servicing our clients and sharing your ideas for improvement. We are also a learning organization, that will occasionally make mistakes, but we learn from those experiences how to improve and grow. We recognize that you are the company, when you are providing services to our clients. Your professionalism and pride in providing value to our clients is critical and essential to our mutual success.

This Employee Handbook is designed to be a guide to our policies and procedures many that are required by law. Please read it and any subsequent changes carefully. Thank you for joining a great team and a company that strives to set continued improving standards for the non-medical home care industry.

Sincerely,

## **GUIDING PRINCIPLES AND VALUES**

The following reflects the guiding principles and values that will determine policies and procedures for Helpful Hands Home Care:

- An Obsession for High Quality Customer Service and Continuous Improvement
- Team Member Participation in Company and Self Improvement
- Self Responsibility for Team Work, Professionalism and Success
- Respect and Dignity for Fellow Team Members and Clients
- Absolute Confidentiality and Discretion regarding Client and Company Information
- Flexibility in Balancing a Productive Work Schedule with Family Responsibilities
- Ethics and Integrity are a Foundation of our Company

# **PERSONNEL POLICIES**

## **SEXUAL HARASSMENT POLICY**

Helpful Hands Home Care believes that all employees are entitled to a work environment free from all forms of discrimination or harassment. This includes sexual harassment. This policy is applicable to all persons working for Helpful Hands Home Care, employed or working as an independent contractor and includes management and administration staff.

It is our policy that any unwelcome sexual advances either explicit or implicit are strictly prohibited. Any conduct whether verbal, visual or physical in nature is considered unacceptable.

Helpful Hands Home Care administration will make every effort to ensure that any complaints of sexual harassment or a hostile work environment will be investigated promptly, fairly and without fear of retaliation. Any employee found to have violated this policy will be subject to discipline and or discharge.

Any employee who feels that he/she has been subjected to sexual harassment should immediately report the incident to their supervisor. If the supervisor is the offender, then the employee should report the incident to the Helpful Hands Home Care administration. All reports will be kept confidential.

## **THE AMERICANS WITH DISABILITIES ACT (ADA)**

Helpful Hands Home Care is compliant with the Americans with Disabilities Act. Accommodations for individuals who are otherwise qualified for their positions and can, with reasonable accommodations perform the essential functions of their positions will be provided those accommodations. These accommodations will be provided as long as they do not create an undue hardship for the company and are without risk to the individual, other employee and/or clients. Any employee who requires an accommodation to perform the essential functions of their position should contact their supervisor or the Helpful Hands Home Care administration.

## **FAMILY MEDICAL LEAVE ACT**

Any employee who has been employed for at least the 12 months prior to the request for leave, and have performed minimum of 1250 hours of service, are eligible to take Family/Medical Leave of Absence (FMLA).

The following are qualified reasons for the request:

- The birth of and to care for a newborn child, adoption, or placement of a foster child (within 12 months of birth/placement)
- Care for a child, spouse or parent who is seriously ill
- Your own serious health condition

If you qualify for FMLA, you may receive up to 12 weeks of FMLA during a rolling 12-month period.

You may take the leave as a straight 12 weeks or by reducing your work schedule, taking intermittent scheduled leaves. If you elect to work a reduced schedule, your pay will reflect the change in hours worked.

All leaves must be approved by your supervisor and planned 30 days in advance, unless the leave is of an emergency nature. If the emergency is due to your own medical emergency, a family member should contact your supervisor as soon as possible. If the emergency is with another member of your family, contact your supervisor as soon as you are able to do so.

When the leave is for the birth, adoption or placement of a child, and both parents work for Helpful Hands Home Care, the company reserves the right to limit the combined time to 12 weeks.

You will be required to submit verification of the medical nature of yours or your family member's condition. A birth certificate, adoption papers, or physician report etc. is acceptable. In the event the leave is for your own medical condition, you will be required to submit ongoing re-certifications by your physician. Upon your return to work, you will be required to provide verification that you are able to perform the essential functions of your position with or without specified reasonable accommodations. A physician's release to return to work must be in writing listing any and all restrictions.

Upon return to work, you will be restored to your previous position, or an equivalent one, with the same pay and other terms and conditions of your employment, unless your position was eliminated due to a reduction in force, restructuring or other job elimination that was unrelated to your leave.

If the company considers your position a "key position", you may be denied reinstatement. You will be notified at the time of the request if you are considered to occupy one of those positions. Such a determination will be made if it is determined that there will be substantial harm to the company's operations and economic health by granting the leave.

### **EEOC (EQUAL EMPLOYMENT AND AFFIRMATIVE ACTION)**

It is the policy of Helpful Hands Home Care, that all hiring placements, promotion and other personnel-related activities will be consistent with the established policy of this agency. Helpful Hands Home Care will provide equal employment opportunity to all without regard to age, sex, sexual orientation, marital status, race, creed, color, national origin or the presence of any sensory, mental or physical handicap unless, based upon a bonafide occupational qualification.

### **DRUG AND ALCOHOL FREE WORKPLACE**

In compliance with the Drug-Free Workplace Act of 1988, Helpful Hands Home Care adopts the following policy regarding the work-related effects of alcohol and drug use

and the unlawful possession of controlled substances on the agency premises and during the working hours for Helpful Hands Home Care services.

1. Employees are expected and required to report to work on time and in appropriate mental and physical condition for work. It is the intent of Helpful Hands Home Care to provide an alcohol and drug free, healthful, safe, and secure working environment.
2. The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance on agency premises, or while conducting agency business offsite is absolutely prohibited. Violation of this policy will result in disciplinary action up to and including termination of employment and may have legal consequences.
3. The agency recognizes alcohol and drug abuse as a potential health safety and security problem. Employees needing help in dealing with such problems are encouraged to use available health resources and health insurance plans as appropriate. Conscientious efforts to seek such help will not jeopardize any employee's job and will not be noted in any personnel records.
4. Employees must, as a condition of employment, abide by the terms of the above policy and report any convictions under a criminal drug statute for violations occurring on or off agency premises while conducting business. A report of a conviction must be made within five (5) days after the conviction. (This requirement is mandated by the Drug-Free Workplace Act of 1988)

### **SOLICITATION**

Out of respect for our customers and other employees, no person, employed or otherwise, may solicit or distribute literature in the workplace at any time for any purpose.

### **SMOKE-FREE-WORKPLACE**

Helpful Hands Home Care abides by the laws and regulations in the State of Washington regarding a smoke-free workplace. No smoking is allowed in the office or in client homes.

### **DRESS CODE**

As an employee of Helpful Hands Home Care, your appearance and behavior reflects directly on the company. Cleanliness and good grooming are essential to a professional appearance.

If you have an employment arrangement with another home care company, you are **not** to wear a Helpful Hands Home Care nametag while on duty for the other agency. Clothing must be kept clean and pressed at all times. You will also be required to follow the following guidelines for other aspects of your appearance:

- Hair, beards, and mustaches washed and well groomed and a natural color
- No cologne or perfume, or cosmetics with a fragrance



- Conservative makeup
- No excessive or dangling jewelry, or jewelry in unacceptable locations on your body, e.g. Nose rings
- No jeans, sweatshirts/pants or jogging suits
- No torn, stained or wrinkled clothing
- No open toed shoes, sandals or thongs
- No short skirts (above the knees) or shorts

If your attire is deemed by management to not be appropriate, you will be asked to go home and change. You will not be compensated for the time off work to accomplish this. If you feel you need to wear something different than what the guidelines require, contact your supervisor.

## **GENERAL EMPLOYMENT TERMS AND WAIVERS**

As an employee of Helpful Hands Home Care, you are expected to observe the following rules;

- You are not to seek employment directly or indirectly from any client to whom you have been assigned for at least 180 days after your last day of that assignment
- You are not to accept gifts from clients valued more than \$10. Any gifts exceeding that amount are to be reported to Helpful Hands Home Care administration via the Employee Gift Form.
- As an employee of Helpful Hands Home Care you are required to sign a general waiver of beneficiary. It is understood that by doing so you waive all rights to any beneficiary status in any clients will, even after leaving the employ of Helpful Hands Home Care
- Client information is considered confidential and private. Sharing of such information with persons other than those who have a right to know, e.g. Patient's MD, agency clinical staff etc., is considered a breach of confidentiality.
- At no time is a client's privileged information to be shared with your family, friends or other clients. It is understood that a breach of confidentiality can have consequences up to and including termination. In some cases, there could be criminal charges.

## **USE OF COMPANY/CLIENTS PROPERTY**

Helpful Hands Home Care endeavors to provide an environment that is positive and supportive of its employees. As an employee, you are expected to treat the company property, co-workers and clients with respect and care.

You are asked to report any lost, stolen, broken or damaged company property to your supervisor as soon as possible. Any company property checked out to you at the beginning of your employment is expected to be returned. Any equipment/property belonging to the company that is not returned at termination will be deducted from your final paycheck.

**You are never to use the client's phone for personal calls.** If it is necessary for you to call the office or one of the clinical staff for purpose of the client's care, you are to ask the client's permission to do so. This also applies to calls that you expect to come to you while on duty. Again, **no personal calls!! Never give the clients phone number to your family or friends.** If someone needs to reach you in an emergency, instruct them to call the office. Occasional personal calls can be made on the company phones, so long as the calls are not excessive in number and long distance.

## PERFORMANCE APPRAISALS

Helpful Hands Home Care is committed to your success. To assist you in accomplishing the highest possible level of performance, we will be providing you with an ongoing performance appraisal. At least yearly, you will receive and do a self-written evaluation. At least twice a year, an on site supervision will occur by your field supervisor. The areas that will be reviewed are:

- Quality of care
- Communications with patients and other staff
- Documentation
- Use of Universal Precautions
- Judgment
- Dedication to client care
- Customer service
- Supervision (for RN case managers)

Patients, their families, and other agency personnel will contribute to your appraisal through direct contact with the agency supervisory staff and through client satisfaction surveys.

The following guidelines are provided to assist you in providing the highest possible service to our customers.

- Always get directions to the patient's home if you are new to the assignment.
- Arrive on time to your assignments. If you are relieving another staff member, arrive a few minutes early so that you can get report.
- Leave only when your shift is over. If the client tells you to go home early, you must report to the office before going. If a personal emergency arises, call the office immediately for assistance.
- If an employee who is scheduled to relieve you does not arrive, contact the office. **Do not leave the patient unattended.**
- Always keep in mind the client's needs and rights. You are there to be of service to the client. Respect their property and their right to privacy and confidentiality.
- Do not use the client's belongings for personal use, e.g. the TV or stereo.
- Do not eat the clients food unless other arrangements have been made (Live-ins and companion services may vary)
- Do not smoke or chew gum while on duty in the client's home.
- Do not bring personal valuables to your assignment.
- Do not bring children or pets to your assignment and do not have friends or family visit you at the client's home.

- Never give your phone number to clients. This is to protect your privacy. All communications must go through the office. Additionally never give the clients number to your family or friends. They can reach you by calling the office.
- **Follow the plan of care exactly.** If you identify additional needs for the client, contact your supervisor.
- Fill out all documents accurately, legibly and timely. Be sure to have the client sign your daily shift report.
- Do not accept gifts, loans or personal work from the clients or their family.
- Do not drive the client in your car or the client's car unless the appropriate forms have been filled out and you have permission from nursing administration.
- Never discuss personal problems, religious or political beliefs or other topics that may be objectionable to the client.
- **Always use Universal Precautions.**

## EMPLOYEE CONDUCT

In order for Helpful Hands Home Care and for you to be successful, certain applicable laws, policies, procedures and company rules must be followed. The following behaviors have been determined by Helpful Hands Home Care to be by their very nature so harmful to our business that any participation on an employee's part may be grounds for immediate termination or other disciplinary action.

- Absence from work without notice, excessive absenteeism; failure to report to an assigned shift on time and without notice of the delay or to observe agreed upon working hours including overtime.
- Use, sale, possession or being under the influence of either drugs or alcoholic substances while on duty or otherwise engaged in company business.
- Possession of a weapon with or without permit while on duty
- Theft or dishonesty of any kind while on duty or off.
- Falsification of time sheets or other company records.
- Misappropriation or use of company property, other employee's personal property, or the clients property, including using either the company's or the client's home/office or phone for personal business.
- Gambling while on duty with either your own property or that of the clients.
- Insubordination, physical or verbal abuse of other Helpful Hands Home Care employees, visitors or clients. General use of vulgar or inappropriate language or statements that could be considered discriminatory in nature and a violation prohibited by law. Inappropriate behaviors, unwanted advances or physical contact with other employees or clients.
- Non-cooperation with co-workers, supervisors and/or clients and their families.
- Substandard work performance
- Failure to follow Universal Precautions, safety rules and common sense with regard to safety of yourself and/or the client.
- Acceptance of work with a company client without notifying the office.

- Failure to respect the clients own wishes/rules while in their home.
- Causing client complaints related to performance, judgment, ethics or competency.
- Divulging confidential information either about the clients or the company's proprietary information, talking without authorization to outsiders, or holding unauthorized secondary employment.

Employees found to have violated company policies or laws may be subject to discipline. Helpful Hands Home Care at its sole discretion, may institute the progressive disciplinary process. The progressive disciplinary process is as follows;

- Corrective Counseling/Verbal Warning
- Formal Reprimand/Written Warning
- Final Warning
- Termination

Depending on the nature of the offense, the formal process may be bypassed and the employee terminated immediately.

## **LEAVES OF ABSENCE**

### **Jury Duty**

Employees are encouraged to perform their civic duties by serving on a jury when called by the courts to do so or to appear as a witness in a trial. Time off will be granted to perform those duties and will be compensated for full time salaried employees. There will be no compensation for per-diem staff other than that provided by the courts.

### **Other Leaves**

Military leave is granted to those employees who must be absent from work because of their service to their country. Employees returning from military leave will be placed in a position they would have attained had they remained in continuous employment with the company or in a comparable one depending upon the length of military service.

## **TIMEKEEPING AND PAYROLL**

Accurate recording of time worked is the responsibility of all employees. Federal and state laws require that the agency keep an accurate record of time worked in order to calculate employee pay and taxes.

The TriCura app will be used for timekeeping. The app will need to be installed on your smart phone and location services will need to be turned on. You will need to clock in and out at the beginning and end of each shift. The application also allows for the caregiver to check off tasks that need to be completed during the shift. There is also the capability for the caregiver to provide notes regarding the client that may be viewed by the client's family.

Payroll periods are every other week, or every two weeks. Employees are paid bi-weekly on every other Friday. In the event that a regularly scheduled payday falls on a holiday,

employees will be paid on the first working day of the following regularly scheduled payday. All paychecks are direct deposited into each caregivers personal checking account unless other arrangements have been made.

## **ORIENTATION AND CONTINUING EDUCATION**

Helpful Hands Home Care is committed to ongoing quality improvement of our services. Part of the improvement program is to assure that all employees receive a thorough orientation and opportunities for continued growth and learning. All employees of Helpful Hands Home Care will be orientated to their respective job/role prior to beginning work with the company. Ongoing training will be provided and required as directed by our administrative team.

## **EMPLOYMENT AT WILL**

This handbook is not a contract, express or implied, guaranteeing employment for any specific duration. Although we hope your employment relationship with Helpful Hands Home Care will be long term, either you or the company, may terminate this relationship at any time, for any reason, with or without cause or notice.

## **CRIMINAL BACKGROUND AND DRUG SCREENING INVESTIGATIONS**

Helpful Hands Home Care provides private duty home care services to individuals and families. These clients pay a premium for our services because of the character and competence of our professional field staff. It is therefore imperative that each of our team members has a background that reflects the excellent character and reputation of both the company and each of our fellow team members.

It is the policy of Helpful Hands Home Care to conduct a battery of extensive social security, felony, misdemeanor, and driver background investigations on all team members of Helpful Hands Home Care, prior to employment. The company reserves the right to conduct these investigations any time during the team member's tenure with the company.

The company is a drug free work environment. It reserves the right to require any team member to submit to a drug screen, which will be determined by the company at its sole discretion. Every consideration will be taken to recognize and respect the dignity of the individual team member when collecting specimens for drug screening tests.

## **CLIENT CARE SERVICES**

Helpful Hands Home Care believes that our primary purpose is to provide compassionate, quality, private duty care to the residents of our community. Our services are planned by skilled professionals who believe that every client is to be treated with respect, consideration, kindness, care and understanding. We safeguard the confidentiality of all client information. Services are provided that maintain or promote health, or in cases of terminal illness, provide a supported and comfortable death.

We understand that personal care is one of the more intimate and basic functions of people's lives. Services are provided with the utmost of respect and privacy for our clients. We also understand that illness and infirmity make the individual vulnerable. With that understanding, the staff at Helpful Hands Home Care assure by their plans of care and by their execution of those plans that clients are safe and free from harmful influences, direct or indirect at all times. Compassion, tenderness, and loving attention to the details of our client's care are a standard for all Helpful Hands Home Care employees.

As employees of Helpful Hands Home Care, you are an essential member of the team providing our clients care. No client is ever denied services based on age, race, color, national origin, religion, sex, disability, a veteran, sexual orientation or any other category protected by law.

## **CLIENT CARE POLICIES AND PROCEDURES**

As employees of Helpful Hands Home Care, you will be expected to follow the policies and procedures established by the agency. The following policies and procedures are provided to you so that you may refer to them on a regular basis. They are covered in your orientation program and you were asked to sign several of them for your personnel record. All employees have access to the policies and procedure manuals. If you have questions regarding administrative practices or client care, you may consult with your supervisor, or consult the Administrative Policies and Procedure Manual or the Client Care Policies and Procedures Manual.

### **Helpful Hands Home Care**

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#### **TITLE: MANDATORY REPORTING OF ABUSE AND NEGLECT**

#### **POLICY:**

State law requires that all suspected abuse or neglect of children and dependent or vulnerable adults be reported to appropriate authorities to prevent further abuse and to safeguard the client. All employees

must be constantly alert for any signs of abuse and neglect of their clients. Any employee who has reasonable cause to believe that a child or dependent or vulnerable adult has suffered abuse, exploitation, neglect, abandonment, or is otherwise in need of protective services must report such information immediately to the Owner/Administrator

## **PURPOSE:**

1. To assure compliance with State laws on abuse and neglect.
2. To assure that signs of abuse, neglect, and exploitation of children, dependent or vulnerable adults are recognized and properly reported.
3. To inform staff members of their legal and ethical obligation to report abusive conditions.

## **DEFINITIONS**

**Physical Abuse:** Any physical contact, act of negligence or act of omission, which is harmful to or jeopardizes the physical safety and welfare of the client. Physical abuse may include, but is not limited to the following: kicking, squeezing, pinching, slapping, striking with or without an object, pushing and the use of excessive force when restraining an agitated client. Physical abuse includes not allowing clients to eat, drink, or care for physical needs such as elimination.

**Emotional/Verbal Abuse:** Actions, either overt or subtle, which may cause mental injury or emotional distress to the client. Emotional and/or verbal abuse would include, but is not limited to: verbal teasing, humiliation, belittling or ridiculing a client; frequent or consistent use of profanities and/or obscenities in the presence of clients; use of derogatory names for clients; withholding of meals or withdrawal of privileges; making one client the “scapegoat” for any reason.

**Failure to Provide Care:** Lack of care by omission or neglect for the physical needs of dependent clients. It includes leaving incontinent client in their own excrement for extended periods of time. The overt refusal to protect clients from physical abuse by other client or staff is itself an abuse.

**Sexual Abuse:** Any sexual contact between staff and client, physical or psychological, whether solicited or unsolicited, whether consented to or not. This includes the following:

- a) Intimate caressing or fondling, exposure, intercourse and any overtly sexual act
- b) Permitting, encouraging, or forcing a client to participate in sexually explicit conduct knowing that the conduct will be photographed or be part of a live performance; showing, selling or otherwise distributing pornographic materials to a client.

**Verbal Sexual Abuse:** Sexually suggestive remarks whether made to the client, about the client, or in the client’s hearing and the inappropriate sharing of sexual stories between staff and clients.

## **MANDATORY REPORTING OF ABUSE AND NEGLECT**

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## **PROCEDURE:**

1. All employees shall report client abuse by employees, clients and/or family members. When a victim complains or when staff has reason to believe an incident has occurred, staff shall file a report as required by the State Mandatory Reporting Law.

- a) Each staff person shall immediately report any incidents of suspected abuse or neglect to the agency Owner/Administrator, who will assist in the reporting process.
  - b) Each employee shall make a written record of the incident including the date and time, in chronological order.
2. Staff and supervisors who have either witnessed or been informed of the physical and/or sexual abuse of a client (i.e., the individual making the report to law enforcement and to his or her immediate supervisor) shall:
- a) Protect the client including:
    1. A report to the local enforcement agency (911) and/or the Child Abuse 24 hour Hotline at **1-888-767-2445** or the Adult Abuse Hotline during business hours at **1-888-767-2445**.
    2. Assist the client to make arrangements for a medical evaluation of any injuries or it is deemed needed by the Owner/Administrator
    3. When necessary reassignment of the accused employee away from the client's environment, where no client contact is possible pending the outcome of an investigation.
    4. A consultation for the client victim with rape relief, when appropriate.
    5. A consultation for the client victim with a mental health professional, when appropriate.
  - b) Protect the evidence which shall at a minimum include:
    1. In sexual assault, the employee shall preserve linens, towels, bed-clothes, or any objects or materials related to the assault. Under no circumstances should bed-clothes or personal clothing be discarded or laundered.
    2. In a physical assault, the employee shall take an inventory of any and all bodily injuries and record such on the written incident report forms describing in detail the nature and extent of the injuries.
    3. In both sexual and physical assaults, employees shall respond immediately with the above actions in order for evidence to be preserved for use by law enforcement agencies.

DATE INITIATED:

DATE REVISED:

DATE REVISED:

## **Helpful Hands Home Care**

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**TITLE:**

**EMERGENCY CARE**



**POLICY:**

Helpful Hands Home Care staff will implement appropriate emergency actions for clients in a crisis situation.

**PURPOSE:**

1. To establish guidelines for actions to be taken by agency personnel in emergency situations.
2. To establish guidelines for actions to be taken upon the death of a client.

**PROCEDURE:**

1. Medical emergency/life threatening situations:
  - a) Call the emergency rescue service (911) and follow the instructions of the dispatcher.
  - b) Stay with the client until the emergency rescue service arrives.
  - c) Notify the Supervisor.
  - d) Document clearly and completely in the clinical record the circumstances of the emergency.
2. Non-life threatening medical emergencies for licensed staff:
  - a) Contact the client's family and/or the client's physician and report the client's condition and circumstances.
  - b) Provide interventions ordered by the physician or family.
3. Non-life threatening medical emergencies for homemakers:
  - a) Contact the Helpful Hands Home Care office and report the situation. The on-call Administrator will determine appropriate interventions for the situation and assist in implementing a plan of action.
4. Unexpected death of a client:
  - a) Call 911.
  - b) Notify the family.
  - c) Notify the Supervisor.
  - d) Stay in attendance until the family, Supervisor, physician or police arrive.

**EMERGENCY CARE**

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- e) Do not disturb the body.

- f) If the client is receiving public welfare assistance and has no relatives, the caseworker shall be notified by the office staff/administration.

5. Expected death of a client:

- a) Notify the family.
- b) Notify the Hospice/Home Health provider.
- c) Notify the Supervisor

6. Inability to gain access to the client's residence:

- a) Agency personnel who cannot gain access to the client's residence, i.e. client does not answer the door or staff has reason to believe that the client may not be safe, must pursue all possible avenues for ascertaining the condition of the client.
- b) Notify the Supervisor.
- c) Contact family members, friends, neighbors or physician's office to attempt to ascertain status of the client.
- d) Contact the police department to gain access to the home if you continue to be unable or uncertain regarding the client's whereabouts or condition.

DATE INITIATED:

DATE REVISED:

DATE REVISED:

**TITLE: VIOLENCE IN THE WORK PLACE**

**POLICY:**

Helpful Hands Home Care has a developed plan to reasonably prevent and protect employees from violence in the workplace.

**PURPOSE:**

1. To assure as much as possible protection of employees from violence in the work settings.
2. To educate employees regarding violence and the appropriate steps to take in the event of violence.

**PROCEDURE:**

1. Helpful Hands Home Care shall as a part of a regular home assessment, assess for the potential for acts of violence and take appropriate steps if the situation warrants it.
2. Violence prevention shall be a routine part of orientation and ongoing education for all staff hired into the agency and shall address the following topics:
  - General safety procedures in home care as described in the employee handbook
  - Personal safety procedures in the community as described in the employee handbook
  - Violence escalation cycle and verbal and physical techniques to de-escalate and minimize violent behavior
  - Violence predicting factors
  - Strategies to avoid physical harm
  - Restraining techniques
  - Appropriate use of medications as chemical restraints as may be prescribed by an appropriate licensed individual
  - Documentation and reporting of incidents
  - The process whereby employees affected by violence may be debriefed
  - The availability of mental health counselors for coping with violence
  - The workplace safety and violence prevention plan.
3. A record shall be kept on all violent acts against an employee, client or visitor in the client's home or in the agency offices. The records shall contain at a minimum:
  - The Helpful Hands Home Care and address

- The date, time and location where the act occurred
  - The name, job title, and social security number of the victim if the victim is an employee
  - Define whether the victim was a client, visitor or employee
  - Describe the person committing the act as a client, visitor or employee
  - Describe the type of violence as follows;
    - Threat of assault with no physical contact
    - Physical assault with contact but no physical injury
    - Physical assault with mild soreness, surface abrasions, scratches, or small bruises
    - Physical assault with major soreness, cuts or large bruises
    - Physical assault with severe lacerations, bone fractures or head injuries
    - Physical assault with loss of limb or life
    - Identification of any body part injured
    - Description of any weapon used
    - Witness' to the violent act or those in the area at the time of occurrence
4. A full written report shall be made describing the actions taken by the employee and the agency subsequent to the violence. The incident shall be reported on the agency Incident Report form.
  5. The reports shall be incorporated into the Quality Assurance Plan as appropriate.

DATE INITIATED:

DATE REVISED:

DATE REVISED:

**Helpful Hands Home Care**

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**TITLE:**

**MEDICATIONS**

**POLICY:**

Helpful Hands Home Care complies with the State laws and appropriate professional acts and provisions which stipulate the assistance and administration of medications by home health and personal care aides.

**PURPOSE:**

1. To assure compliance with the State laws regarding the assistance and administration of medications in the home.
2. To assure proper documentation of medication used by clients.

**PROCEDURE:**

1. A client or his or her family may request self-administration with assistance. The decision to authorize/provide self-administered medication assistance is made in concert with the client/family and an authorized practitioner. The practitioner considers such factors as the physical and mental limitations of the individual and the setting or environment in which the individual resides for purposes of determining whether or not the individual can safely self-administer with assistance. Practitioners include, physician, osteopathic physician, podiatric physician, dentist, licensed practical nurse, registered nurse, advanced registered nurse practitioner and a pharmacist. These authorized practitioners must be re-involved in the event that there is a change in the medications, physical or mental limitations of the client or an environmental change.
2. The Home Care/Personal Care Aide is limited to assistance with medications ordinarily self-administered by the client. This assistance is limited to:
  - a. Reminding the client when it is time to take a medication.
  - b. Reading the label of the medication container.
  - c. Handing the client-owned medication container to the client.
  - d. Opening the medication container.
  - e. Use of an enabler or placing the medication in the hand of the client
3. Enablers are physical devices used to facilitate a client's self-administration of medication such as medicine cup, glass, cup, spoon, bowl, pre-filled syringes, syringes used to measure liquids, especially adapted table surfaces, straws, pieces of cloth of fabric.

4. Medication with assistance includes steadying or guiding an individual's hand while he or she applies or instills medications such as ointments eye, ear, and nasal preparations. Hand over hand is not allowed.
5. The client must be able to put the medication into his or her mouth or apply or instill the medication.
6. If a client is not able to physically ingest or apply a medication independently or with assistance or is not aware that they are taking medications, then the medications must be administered by an individual legally authorized to do so. A nursing assistant is not considered an authorized individual under these circumstances.
7. Medications may be altered for self-administration with assistance. Such alterations include but are not limited to, crushing tablets, cutting tablets in half, opening capsules, mixing powdered medications with foods or liquids, mixing tablets or capsules with food or liquids.
8. A pharmacist or other practitioner practicing within their scope of practice must determine that it is safe to alter a medication. If the medication is altered, documentation of the appropriateness of the alteration must be on the prescription container or in the client' record.
9. The Client must be aware that he/she is receiving the medications and if altered that the medication has been added to their food or drink.
10. Self-administration with assistance shall occur immediately prior to the ingestion or application of a medicine.
11. Other types of assistance may include pouring liquid medication from the medication container into a calibrated spoon or medication cup.
12. Oxygen is not considered a medication and is therefore not covered under this policy.
13. Assistance with self-administered medications may also apply to medications via "g-tube" if a lawful practitioner has determined that the medication can be altered and has specified the use of the "g-tube" for the administration of the medication. All the above rules outlined for self-administration with assistance would apply.
14. Medication assistance shall be documented on the appropriate agency form and recorded per client/family requests in the home.
15. A list of all current medications is kept in the client's record.

DATE INITIATED:

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**TITLE:        INFECTION CONTROL/UNIVERSAL PRECAUTIONS**

**POLICY:**

Helpful Hands Home Care staff maintains an infection control procedure and adhere to the use of universal precautions (recommended by the Center for Disease Control) to prevent transmission of infectious disease.

**PURPOSE:**

1. To control the spread of infection.
2. To protect individuals from transmission of communicable/infectious diseases.
3. To ensure that agency staff is knowledgeable about and practice universal precautions.

**PROCEDURE:**

1. All new staff will at orientation and annually thereafter receive training regarding the agency's infectious control procedures including; use of universal precautions, preventative practices, waste disposal procedures, handling and cleaning procedures, communicable disease reporting, reporting of exposure, and post-exposure procedures.
2. Hand washing will occur before and after client contact, and immediately and thoroughly if contaminated with blood or body fluids, and after gloves are removed.
3. Disposable gloves will be worn when handling body fluids.
4. Disposable gloves will be worn when handling or cleaning objects, surfaces or materials are contaminated with body fluids.
5. Any surfaces contaminated with body fluids must be cleaned with a disinfectant solution made of 1 part of household bleach to 10 parts of water.
  - a) Clean the surface with soap and water before it is disinfected with bleach solution to avoid the release of noxious fumes.
  - b) Water used to clean contaminated surfaces or clothing should be flushed down the toilet.
  - c) Body fluids sponged or wiped up should also be flushed down the toilet; not the kitchen or bathroom sink.
  - d) Sponges or kitchen towels used to clean counters and dishes should never be used to clean the floor or to clean bathroom spills.
  - e) Mops or articles used to clean body fluids should be washed and soaked using the above disinfectant solution, do not rinse in the kitchen sink.

- f) Do not clean and disinfect these articles in areas where food preparation and cooking occurs.
  - g) When cleaning equipment used by the Client, use the disinfectant bleach solution described above unless otherwise directed by the client or family.
  - h) Soiled clothing, towels, linen, etc., should be washed in water with a detergent and bleach (if washing colored articles, use powdered bleach safe for colored fabrics).
  - i) When handling clothing or articles soaked with body fluids, wear gloves and wash the clothing separately from other item
10. Clients using needles in the home will be required to use an appropriate container for disposal.
12. Agency staff who have open sores or weeping dermatitis will not provide direct client care or handle client equipment until the condition is resolved.
13. Potential exposure to infectious disease by agency personnel will be reported to the Branch Director/Professional Services Director immediately.
14. Agency staff who are immunosuppressed will not be assigned to clients where there is a significant risk of substantial harm to them from an infectious disease.
15. Agency personnel who are known to be pregnant will not be assigned to clients where there is a significant risk of substantial harm to the fetus from infectious diseases.

DATE INITIATED:

DATE REVISED:

DATE REVISED:



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**TITLE:**

**ADMISSION CRITERIA**

**POLICY:**

Clients are accepted by Helpful Hands Home Care based on an initial assessment visit and a reasonable expectation that the service needs of the client can be met.

**PURPOSE:**

To establish admission criteria for acceptance of maintenance clients who request Home Health services.

**PROCEDURE:**

1. Referrals for Home Care services are received in the agency.
2. Requests for Home Care services are documented on the referral/intake form.
3. The Care Director assesses the client referral for appropriateness of admission consistent with the following criteria:

Maintenance Care

1. The health care services of the client are non-acute and meet the criteria for maintenance care.
2. The client's care is documented in the Home Health Plan of Care.
3. The client's needs can be adequately and safely met with Home Care services.
4. Clients referred but not accepted for care by the agency will be referred to other providers in the community.
5. Referral Sources will be notified of reasons that a client is not accepted for services
6. The final decision to admit clients for care by the Home Health agency is made at the time of the initial assessment visit to the home.

DATE INITIATED:

DATE REVISED:

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**TITLE:**

**TRANSFER OF CLIENTS**

**POLICY:**

Helpful Hands Home Care will transfer clients to other agencies when it is unable to meet the client's needs or the client or the client or family requests a transfer of services. A completed discharge summary with full information will be provided to assure continuity of care for the client.

**PURPOSE:**

1. To define the criteria for the transfer of clients.
2. To ensure continuity of care.

**PROCEDURE:**

1. Clients will be transferred to another community agency or facility when:
  - a) There is not adequate staff to meet the client's need for services.
  - b) The skills, abilities and resources of the Helpful Hands Home Care are not adequate to meet the needs of the client.
  - c) The Branch Director/Professional Services Director does not believe that the client's care needs can be safely met by Helpful Hands Home Care
  - d) The client and/or family request a transfer to another provider.
  - e) The client is transferred to a hospital, nursing home or other facility.
  - f) The client moves out of the service area covered by Helpful Hands Home Care
2. Helpful Hands Home Care will send a summary of the clinical record, and the current Plan of Care to the receiving agency or facility to aid in the transfer within three working days.
3. An initial telephone report will be made to the receiving agency to inform them of the client's condition and needs.

DATE INITIATED: 1/12/06

DATE REVISED:

DATE REVISED:

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**TITLE: DISCHARGE CRITERIA**

**POLICY:**

Helpful Hands Home Care has established criteria for discharging clients.

**PURPOSE:**

To define criteria for the discharge of clients from service.

**PROCEDURE:**

1. Discharge from services is appropriate when any of the following conditions exist:

1. The client or family requests termination of services.
2. The client does not comply or cooperate with the established Plan of Care.
3. The client's status worsens and hospitalization, nursing home care or a higher level of care becomes appropriate.
4. Another person (e.g. a family member) is capable of providing the required services and has been prepared to assume this responsibility.
5. The client or family demonstrates inappropriate, abusive, or violent behavior which compromises staff safety.
6. The home is judged to be unsafe for agency personnel.
7. The client moves beyond the geographic area serviced by Helpful Hands Home Care

2. The client and or family will be informed of any impending discharge from services in writing with a minimum of a three-day notice unless it has been judged that the staff are at risk, in which case services may be germinated immediately and followed with a written statement regarding the cause of termination of services.

3. The reasons for discharging the client will be documented in the clinical record in the form of a summary statement.

4. Clients needing follow-up care upon discharge from the Home Health agency will be referred to other community provider

DATE INITIATED:

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**TITLE;**

**COORDINATION OF SERVICES**

**POLICY:**

Home health agency staff promotes continuity of care through effective interchange, reporting, and evaluation of client care.

**PURPOSE:**

1. To provide coordinated services that support the Plan of Care
2. To provide a vehicle for efficient communications among the various disciplines involved in providing care to clients.
3. To coordinate interagency and intra-agency services.

**PROCEDURE:**

1. The Branch Director/Professional Services Director coordinates client services through communication with all staff providing services to the client.
2. Care coordination may include, but are not limited to:
  - a) Client assessment.
  - b) Client intervention.
  - c) Client reassessment.
  - d) Development/implementation of plans of care, covering diagnosis, mental status, types of home health care services and equipment required, nutritional requirements, medications and treatments, safety measures to protect against injury.
  - e) Services provided to the client by other community agencies.
3. The content and results of the care coordination are documented on the agency progress or service record.
4. The Care Director may call together all members of the care team to discuss the Plan of Care whenever appropriate.
  1. The Care Director is responsible for coordinating services that may be provided to the client by other community agencies.

DATE INITIATED: 1/12/06

DATE REVISED:

DATE REVISED:

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**TITLE: CLIENT BILL OF RIGHTS**

**POLICY:**

Helpful Hands Home Care staff will provide the client and/or their family with a written Client Bill of Rights and will review it with them prior to admission for services.

**PURPOSE:**

To meet the Federal requirements to inform client of their rights and responsibilities.

**PROCEDURE:**

1. Every client admitted to Helpful Hands Home Care will receive a written Client Bill of Rights from the agency personnel making the initial assessment.
2. The written Client Bill of Rights is reviewed orally with the client and/or family.
3. The client and/or the family will acknowledge receipt of the Bill of Rights by signing the client Service Agreement or the Consent for Care form. A signed copy of the Client Bill of Rights will be left with the client and/or family.

DATE INITIATED:

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**TITLE: CLIENT CLINICAL RECORD**

**POLICY:**

Helpful Hands Home Care maintains a clinical record for each client served in accordance with accepted professional standards.

**PURPOSE:**

1. To ensure complete and legal documentation of client clinical records regarding home care.
2. To ensure the safety and confidentiality of clinical records and information.

**PROCEDURE:**

1. Client clinical records are maintained in accordance with accepted professional standards and are considered confidential.
2. Clinical records will contain at least the following:
  - a) Appropriate identifying information.
  - b) Client service agreements and consents.
  - c) Pertinent medical history.
  - d) Assessment of client physical, mental, social and environmental problems effecting care.
  - e) Drug and dietary requirements.
  - f) Clinical notes and flow sheets completed on the day the service are rendered.
  - g) Signed and dated clinical notes.
  - h) Reports from consulting professionals
  - i) Client discharge summary.
3. A chart order of content is maintained for each client clinical record.
4. All clinical records are secured in locked file cabinets and are protected against loss, destruction, unauthorized use and disclosure.
5. Clinical record information is released only as required by law, regulations or written permission of the client or the client's legal representative.
  2. In the event a client is transferred to another agency or health care facility, a copy of the clinical record, or a summary report will be forwarded to the new provider

DATE IMPLEMENTED:

DATE REVISED:

DATE REVISED:

**CUSTOMER SERVICE**

As employees of Helpful Hands Home Care, you are “the company” to our clients. Your attitude, behavior and conduct reflect directly on the company. We have three primary sets of customers; **our employees, our referral sources and our clients and their families**. We value all of our customers and recognize that every one of them must be treated with respect, dignity and fairness.

As one of our customers we endeavor to meet your expectations as your employer. You are entitled to be compensated fairly for what you do and to be honored and rewarded for your success. We also expect you to remember that your fellow workers are your customers and are to be treated with all the courtesy and respect that is accorded you.

Our referral sources count on us to provide excellent quality care to the clients they have referred to us. We consider this a sacred trust. We look to you, our employee, to assist us in honoring this trust.

Finally, clients look to us to provide the most intimate and personal of services. The quality of their lives depends on what we do or do not do. We believe that our customers are entitled to our going “the extra mile” for them. We empower you, our employee to do just that. If you find a customer has a special like or wish, discuss it with your case manager or supervisor.

**The success of Helpful Hands Home Care depends on you.**

## PERSONAL SAFETY

Helpful Hands Home Care is committed to maintaining a hazard free and safe environment for our employees. We consider your safety a priority. Training is provided to you so that you will be safe in your assignments. We will also enforce and practice safe work procedures.

Should you become aware of any conditions that might put you at risk, you are to inform your supervisor immediately. All incidents will be considered important. Unsafe conditions will be corrected as soon as management is aware of the condition.

In addition to trying to assure a safe work environment, we want you to be safe when you are in the community. The following are simple safety rules that you should follow whether you are on duty or out on your own.

- **Car safety** - Even when driving in a neighborhood you know and feel safe in, lock your doors and windows. Never leave your nursing bag or other packages on the seat where they can be seen.
- **Personal safety** - Never carry large sums of money or other valuables. Leave expensive jewelry and credit cards at home.
- **Street safety** - Always park in a lighted location as close to your client’s home as possible. Avoid walking through unlit areas alone. If you feel you are being followed, go to the nearest house or business and seek help.
- **Safety in the clients home** - If you arrive at your assignment and find that the client or one of the client’s friends or family members is intoxicated, acting hostile, or appears to be engaged in illegal activity and you feel that you and/or the client is at risk, remove yourself and the client to a safe

place and call the office for direction. Additionally, when in the client's home, do not leave your purse or nursing bag where others such as children, neighbors or delivery people can have access to them.

- **Protection against accusations of theft** - If your client has large sums of money, jewelry or other valuables around the house in an unsecured area, report the findings to your supervisor immediately. **Do not remove the valuables yourself.** Helpful Hands Home Care administration will assume responsibility to inform the family. Do not accept gifts or money. Clients may offer in all good faith, then forget and report it stolen the next day. Do not handle client's finances except those directly related to the care plan. Report any theft, damage or loss of their personal effects immediately.

In the final analysis, good "common sense" is your best defense against an unsafe or compromising situation. If you feel unsafe, trust your "gut", exit the situation and call the office for direction.