

# Faith Care and Companion Services LLC.

## Policies & Procedures Handbook

Revised 05/02/2018



### Welcome

Faith Care and Companions, welcomes you to our family. We are a growing and expanding company based on dedication and loyalty to our clients and their caregivers. We are pleased that you have decided to join our ever-growing company. Please take a moment to read the following policy and procedure handbook so that you may familiarize yourself with our company policies. If you encounter anything that you do not understand in this handbook, please feel free to ask a staff member to help you. We want you to feel comfortable with us and be comfortable with these policies and procedures so that you can be a dedicated and knowledgeable part of the “Faith Care and Companions” family.

Thank You!

**The policies included in this handbook are guidelines only and are subject to change as the Company deems appropriate and necessary. From time to time you may receive notice of new or modified policies, procedures, benefits, or programs.**

**This handbook supersedes and replaces all previous handbooks and policies including, but not limited to, all memoranda or written policies which may have been issued on the subjects covered in this handbook.**

**This handbook is not a contract, express or implied, nor does it guarantee employment for any specific length of time.**

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Faith Care and Companions Services LLC.  
99 East Center Street  
Manchester, CT, 06040  
Email: [faithcare.companions@gmail.com](mailto:faithcare.companions@gmail.com)  
Office Hours: Monday – Friday 9AM – 5PM EST  
After Hour Emergency Line: 24HRS Daily

### Office Personnel

Name/Position	
Johnny Jean Baptiste / Executive Director	860-796-4778
Marie Jovet / Human Resources/ Staffing Coordinator	860-643-1300
Wendy Videll / Client Coordinator	860-994-0680
After Hours Hot Line Number	860-994-0680

Please keep these phone numbers on hand for questions and emergencies.

**\*\*The emergency after hours phone is for staffing emergencies only.**

**\*\*Do not call the emergency number for payroll questions.**

Voicemail is available on the Faith care and Companion's Office phone numbers anytime, for non-emergency use.

## **Policy**

Faith Care and Companions will provide personal home care and private home care to elderly, disabled, or convalescing individuals in need of in-home care. Faith Care and Companions will provide trained and certified caregivers to perform personal care tasks, such as individual assistance with or supervision of eating, bathing, dressing, toileting, grooming, shaving, dental care, proper nutrition, home management, housekeeping tasks, ambulation and transfer assistance as well as other activities with daily living.

## **Policy**

Faith Care and Companions provides services to help the elderly, disabled or convalescing individuals to live in their own homes and communities as an alternative to nursing home facility placement.

## **Procedure**

Faith Care and Companions meets with each and every Clients and conducts an interview to gather the information needed to properly install a service plan that will fit the individual needs of the member.

## **Implementation**

A Faith Care and Companions representative goes to the Client's residence and conducts the interview. The information is then put into a service plan and the client is matched up with the appropriate caregivers needed to provide the individual care.

## **Client's Rights and Responsibilities**

- 1 The client has the right to be informed about the plan of service and to participate in the planning
- 2 The client has the right to be promptly and fully informed of any changes in the plan of service.
- 3 The client has the right to accept or refuse service.
- 4 The client has the right to be fully informed of the charges for services.
- 5 The client has the right to be informed of the name, business telephone number, business address and how to contact the person supervising services.
- 6 The client has the right to be informed of the complaint procedures and the right to submit complaints without fear of discrimination or retaliation and to have complaints investigated by Faith care and Companions within a reasonable period of time.
- 7 The client has the right to have property and residence treated with respect.
- 8 The client has the right of confidentiality of client records.
- 9 The client has the right to receive a written notice of the address and telephone number of the state licensing authority, which further explains that the department is charged with the responsibility of licensing Faith care and Companions and investigating client complaints which appear to violate licensing regulations. Call or write: The Dept. Of Consumer Protection
- 10 The client has the right to obtain a copy of Faith care and Companions most recently completed report of licensure inspection upon written request. (Faith Care and Companions may charge the client a reasonable photocopying charge.)
- 11 The client is advised that the client and the responsible party, if applicable, must advise Faith care and Companions of any changes in the client's condition or any events that affect the client's service of needs.
- 12 The client has the right to present, either orally or in writing, about services, and to have their complaints addressed and resolved as appropriate by Faith care and Companions immediately if a caregiver fails to arrive as scheduled to provide care.

### **Appendix B Member Rights and Responsibilities**

## **Member's Rights Include:**

- 1 The right of access to accurate and easy-to-understand information.
- 2 The right to be treated with respect and to maintain one's dignity and individuality.
- 3 The right to voice grievances and complaints regarding treatment or care that is furnished, without fear of retaliation, discrimination, coercion, or reprisal.
- 4 The right of choice of an approved provider.
- 5 The right to accept or refuse services.
- 6 The right to be informed of and participate in preparing the care plan and any changes in the plan.
- 7 The right to be advised in advance of the provider(s) who will furnish care and the frequency and duration of visits ordered.
- 8 The right to confidential treatment of all information, including information in the client's record.
- 9 The right to receive services in accordance with the current plan of care.
- 10 The right to be informed of the name, business telephone number and business address of the person/agency supervising the services and how to contact that person/agency.
- 11 The right to have property and place of residence treated with respect.
- 12 The right to review client's records on request.
- 13 The rights to receive care and services without discrimination.

## **Client's Responsibilities include:**

- 1 The responsibilities to notify case manager/service provider(s) of any changes in care needs.
- 2 The responsibility to treat provider staff in a courteous and respectful manner, as well as cooperate with and respect the rights of the caregivers providing care.
- 3 The responsibility to be as accurate as possible when providing information on health history and personal care needs.
- 4 The responsibility to participate actively in decisions regarding individual health care and service/care plan development.
- 5 The responsibility to comply with agreed upon care plans.
- 6 The responsibility to notify the client's physician, providers, and/or caregiver of any change in one's condition.
- 7 The responsibility to maintain a safe home environment and to inform providers of the presence of any safety hazard in the home.
- 8 The responsibility to be available to provider staff at agreed upon times services are scheduled to be rendered.

## **Policy Two: Notice of Privacy Practices for PHI**

### **Policy 2.1 Generally**

The provider has the duty to disclose to individuals the possible uses and disclosures of PHI and the individual's rights and the provider's legal duties with respect to PHI.

### **Policy 2.2 Required Elements of Notice**

The notice must be written in plain language and contain a header reading: **“THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.”** The notice must also contain:

1. A description, including at least one example of the types of uses and disclosures the provider is permitted to make for each of the following purposes: treatment, payment, and health care options.
2. A description of each of the other purposes for which the provider is permitted or required to use or disclose PHI without the individual's written consent or authorization.
3. If a use or disclosure is prohibited or materially limited by other law, the description of such use or disclosure must reflect the more stringent law.
4. A description, including at least one example of the types of uses and disclosures the provider is permitted to make for each of the following purposes: treatment, payment and health care operations.
5. A description of each of the other purposes for which the provider is permitted or required to use or disclose PHI without the individual's written consent or authorization.
6. If a use or disclosure is prohibited or materially limited by other law, the description of such use or disclosure must reflect the more stringent law.
7. A statement that other uses and disclosures will be made only with the individual's written authorization, that the individual may revoke such authorization, and how the individual may revoke authorization.

### **Policy 2.3 Separate Statements for Certain Uses or Disclosures**

If the provider intends to engage in any of the following activities, the notice must include a separate statement, as applicable, that:

1. The provider may contact the individual to provide appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to the individual; or
2. The provider may contact the individual to raise funds for the provider.

## **Member Abuse, Neglect, Exploitation and Resolution of Complaints**

### **Policy**

All individuals with a prior conviction on charges of abuse, neglect, mistreatment, or financial exploitation are prohibited from performing direct member care duties.

### **Procedure**

All incidents of abuse, neglect, exploitation and or complaints submitted by client, caregiver or any responsible parties either orally or in writing will be documented in the complaint log book. All actions taken to resolve incident of abuse, neglect, exploitation and or complaints will be documented in complaint and resolution log book. A representative of Faith care and Companions will conduct a thorough investigation of all incidents of abuse, neglect, exploitation and or complaints submitted to Faith care and Companions in **WRITING**. Faith care and Companions will report to DSS within 24 hours of any abuse or alleged abuse. Faith Care and Companions will complete an incident report of the abuse or alleged abuse and submit the report to DSS within 5 days. A plan of correction will be submitted with the investigators report. Faith Care and Companions will take all steps to assure that no other incidents or abuse takes place while the investigation is ongoing.

**-Abuse:** The willful infliction of physical pain or mental anguish or the willful deprivation by a caretaker of services, which are necessary to maintain physical and mental health.

**- Neglect:** The situation in which an elderly person is unable to take care of his or her needs or is being neglected by a caretaker responsible for providing services to maintain the person's physical or mental health.

**- Exploitation:** The act or process of taking advantage of an elderly person, whether for monetary or personal gain.

**- Abandonment:** Refers to the desertion or willful forsaking of an elderly person by a caretaker or the foregoing duties, or the withdrawal or neglect of duties and obligations owed an elderly person by a caretaker or other person.

Per CT. General Statutes 17b-451, medical professionals, social workers, police officers, clergy, any person paid for caring for an elderly person by any institution, organization, agency or facility, who believe an elderly person may be abused, neglected, exploited, or abandoned, are required by law to report that information to the Department of Social Services Protective Services For The Elderly Central Intake Line at **(888)3854225**. For after hour emergencies, please call **2-1-1**. In addition, friends, neighbors, family members, and acquaintances who suspect an elderly person is being abused, neglected, exploited or abandoned should also call the PSE Central Intake Line.

Safeguards for Reporters: Any person who makes any report cannot be held liable in civil or criminal court when reports are made in good faith. Failure to report: For mandated reporters, failure to report concerns to the Protective Services for the Elderly Program is considered a misdemeanor and is punishable by Connecticut law.

For the complete law and a list of mandated reporters refer to the Connecticut General Statutes: 17b 450- 461 inclusive.

### **Abuse, neglect of care or exploitation includes, but is not limited to:**

1. Unauthorized or inappropriate touching of a member such as pushing, striking, slapping, pinching, beating, fondling, etc.
2. Use of physical or chemical restraints.
3. Withholding of food, water, or medications unless the member has requested the withholding.
4. Psychological or emotional abuse (i.e., verbal berating, harassment, intimidation, or threats of punishment or deprivation.
5. Isolating member from member representative, family, friends or activities.
6. Sexual harassment, exploitation or rape.
7. Failure to provide basic care or seek medical care.
8. Inadequate assistance with personal care, changing bed linen, laundry, etc.
9. Ostracizing the member, or "giving the silent treatment".
10. Leaving member alone for long periods of time.
11. Taking a member's money or property by force, threat, or deceit.
12. Use of member's money or property against the member's wishes or without the member's knowledge.

# Caregiver Duties and Responsibilities

## Assigned Duties & Responsibilities

Personal support services perform personal care tasks such as, but not limited to, assistance with eating, bathing, dressing, personal hygiene, preparation of meals, housekeeping tasks, positioning, home management, home safety, sanitation, infectious control, taking of vital signs, proper nutrition and other activities of daily living as determined by appropriate staff. Personal support will be provided by staff that is appropriately trained and/or certified.

**Note: Any caregiver living with the client cannot be a personal support aide/caregiver**

- Ability to read and write, follows verbal and written instructions, and complete legible written reports of care given.
- A caring and understanding attitude toward individuals who are disabled, frail or have a TBI
- Ability to be flexible and tolerant of varied lifestyles
- Ability to work under supervision and within the guidelines of a care plan
- Good health
- Provide or assist with any of the appropriate duties that do not require complex observation or critical decision making
- Encourage member to make decisions and to remain as independent as possible
- Encourage member representative to be involved and responsible for care of member
- Observe and report changes in member's condition, meal consumption, food storage and cooking equipment failure to the supervisor
- Maintain current progress notes indicating changes in the member's condition, problems that hinder services deliver, and additional needs of the member
- **Notify the office immediately of any hospitalizations as soon as you become aware.** Not doing this will result in disciplinary action up to and including termination of your contract
- Complete the Client Service Record after each visit for each member and forward it to the Office Coordinator as required
- Monitor members and their environments to address and report issues that impact clients' health, safety, or welfare. Clients observations include:
  - \*Meal Consumption
  - \*Safety in the home
  - \*Changes in the Client's physical or emotional condition
  - \*Changes in the Client's support systems
- Apply information acquired through training
- Adhere to the Personal Support Services provider's written code of ethics and dress code
- Provide care to the Client as outlined in the Plan of Care by the Supervisor. The task may include range of motion and muscle maintenance exercise. Attend medical appointment with the client.

## Required Credentials and Verification Forms

Employees agree to provide Faith Care and Companions with the following information before starting employment:

1. Completed/Signed Application with a 3 Year Work History
2. Current Basic First Aid Card/ Employee Badge
3. CNA (Certified Nursing Assistant License) or PCA (Personal Care Assistant License) or HHA (Home Health Aide Certification)
4. Driver's License and Social Security Card
5. PCA Test 1,2 & 3
6. 3 Hours of Training
7. Job Description
8. I-9
9. 1099 Contract or Tax Forms W-4
10. National/ Criminal Background Check (at hire and monthly routine)
11. Office of Inspector General Exclusion (at hire and monthly routine)
12. DSS Administrative Action (routinely)
13. Signed HIPPA
14. Signed Acknowledgement Form
15. Signed Initial Orientation Policy & Procedure Handbook Agreement Form
16. Signed Clients Rights
17. Signed Code of Ethics
18. Signed Confidentiality
19. Signed No Evidence of Abuse

Without the above-mentioned credentials/documents dated prior to start of employment with our company you will not receive a pay check for any dates worked before the effective dates. It is the caregiver's responsibility to keep their credentials and caregiver file complete and up to date at all times. The cost of renewal of credentials is the responsibility of the caregiver and these credentials must be maintained by the caregiver at all times. No lapses in credentials are acceptable. **The State of Connecticut requires all persons working in this field to maintain all credentials at all times to be eligible for employment in this capacity.** At the time of hire all credentials must be valid for a minimum of 120 days. 90 days prior to expiration of any credentials the caregivers file becomes incomplete/out of date. The caregiver will be put on a (90) day probationary period either orally or by written letter. If at the end of the probationary period the file has not been brought current then the caregiver and the caregiver's client will be notified orally or by written letter, that the caregiver will be placed in an inactive status and will not work for Faith Care and Companions until the caregiver provides the required documentation to bring his/her file back to a complete status. Please note that all caregivers will have to fill out a new application and that benefits may be lost and that the rate of pay may be lowered. Caregivers will be notified either orally or by written letter 90, 60 and 30 days before credentials expire. **During such time that you are put on probation unemployment benefits cannot be drawn for time not worked due to out of date credentials.**

## National/ Criminal Background Checks

Faith Care and Companions conduct a Criminal background checks, Reference checks, and OIG exclusion, and DSS Administrative Action before hire each employee and we also request a thorough background check monthly routine.

## **Caregiver in-home Orientation/ Training / Safety**

Before our Caregiver ever walks through your door, they receive a “In-Home Orientation” from our Care Manager and any additional training if applicable to our client’s needs. We review the Care Plan, which is developed for our client based on the original Needs Assessment, assuring that the Client understand their needs and preferences. Client-specific training may include instruction on diet requirements for clients who are on blood thinners, are diabetic, or suffer from diverticulitis. Customized training in body mechanics, transfers, bathing techniques are also done to assure a safe experience for both the Caregiver and the client. Every time a Caregiver begins a new assignment, they must complete the In-Home Orientation no matter how long they have worked for us.

It is the policy of Faith Care and Companions to provide for the continuous development, implementation, and maintenance of an ongoing program that assures a healthy and safe work environment for all caregivers. Caregivers will be held responsible at all times to observe and practice the highest possible standards of health and safety in carrying out assigned duties.

It will be the Operating General Manager assigned by the CEO to manage the Faith Care and Companions safety program, including record keeping and processing of injury reports, safety records, and safety training. Such responsibility may be conducted independently or through cooperative efforts of others.

## **Proper Lifting/Hoyer Lifting**

### **General Reminders:**

- Use of any back support does not mean you can – or should – lift more than your body could normally sustain without a belt on
- Your belt is a superior tool in helping to decrease the likelihood of injuring your back
- No back support can, by itself, prevent injury
- Belts must be used in and overall back safety program within your organization or company

### **Six Steps of Proper Lifting**

#### **1) Always size up the load to be handled.**

- Look at what you are about to lift and if necessary, move it from side to side, and forward or backward to gauge the object’s weight.
- Can you handle it safely by yourself, or do you need help?

#### **2) Establish a firm footing to ensure the best possible balance and stable lifting base.**

- Stand with your feet apart, at about the same width as your shoulders.
  - Stand with one foot in front slightly in front of the other.
- 3) Preparing for the lift, remember to keep your back as straight and upright as possible.**
- When preparing to lift anything, keep your back perpendicular to the ground, not horizontal.
- 4) Always bend at your knees, not at your waist.**
- Slowly lower yourself using only your legs.
  - Remember to keep your back as straight as possible all the way down.
- 5) As you begin to lift, tighten your stomach muscles and lift with your legs, not your back.**
- Let your leg muscles do all the work.
  - Your leg muscles are much stronger than your weaker back muscles.
- 6) Always keep your load as close as possible to your body.**
- When you have to turn, turn with your feet first, and let your body follow.
  - Never turn by twisting your body

### **How to use a Hoyer Lift from a lying position.**

- 1. Fold the u-sling in half along the curve so that the ends are together.** Make sure that the loops and tabs are on the inside when you fold.
- 2. Remove any excess blankets or sheets from the top of the patient and straighten the patient's clothing or gown.**
- 3. Inspect the bed to ensure that it is locked, and the guard rails are up.**
- 4. Roll the patient carefully up on 1 side of the patient's body.**
- 5. Lay the folded u-sling along the length of the patient with the curve at the head of the patient and the ends towards the feet of the patient.** Make sure the fold of the sling is next to the patient while the 2 sides of the sling are to the outside.
- 6. Roll the patient onto the patient's back and then onto the patient's other side.**
- 7. Tug gently at the top layer of the folded sling and pull it so that it lays flat across the bed.**
- 8. Roll the patient onto the patient's back and arrange the patient's limbs so that the arms and legs are straight, flat and in-line with the body.**
- 9. Bring the lift apparatus over to the bed.** The base moves on casters and becomes wider and thinner at the front below the cradle in order to be able to get closer to more patient resting places.
  - Open or close the front of the base of the lift apparatus as is appropriate in order to get the cradle directly over the patient. Use a foot pedal on the back of the base of the lift apparatus to control the width of the front of the base.
- 10. Lower the cradle over the patient so that the loops will reach, but not so low that it touches the patient.**
- 11. Hook the loops on the sides of the u-sling to the cradle.** There are adjustable loops for behind the patient's shoulders, so you can choose the loop that fits most comfortably and hook those to the hooks toward the boom of the lift apparatus.

- Cross the leg loops under the patient's legs. Make sure the left loop is reaching across to hook to the right hook, while the right loop is reaching across to hook to the left hook, and that the hooks are set away from the boom of the lift apparatus. This criss-cross helps the patient's legs stay together and keeps the patient from slipping out of the sling.
  - Decide whether the patient is able to hold up his or her head because there is a flap that can be hooked up to help with those that cannot, but the flap is not comfortable for those that are capable of head control.
12. **Lift the cradle slowly with the loops hooked in place, and the patient should lift also.** Make sure everything is secure and comfortable before proceeding.
  13. **Press the foot pedal to bring the front of the base to a parallel position.**
  14. **Roll the lift with the sling and patient in place slowly to the new destination.**
  15. **Use the foot pedal at the back of the base of the lift apparatus to open or close the front of the base in order to get as close to the new destination as possible.**
  16. **Position the patient carefully directly over the center of the new destination before lowering the cradle so that the patient is resting in the new place.**
  17. **Unhook the loops from the cradle and remove the sling from the patient.**
    - Roll the patient from side to side, and fold and remove the sling if the patient is on a bed or a stretcher.
    - Tug gently upwards to slide the sling out from behind the patient if the patient is in a wheelchair or a car.

## How to use a Hoyer Lift from a sitting position

1. **Position the u-sling so that it is behind the patient with the loops to the front and the arch of the "u" is at the top.** The ends of the "u" are going to criss-cross under the legs, so they need to be lowest.
2. **Shimmy the sling down behind the patient between the patient's back and the chair.** Make sure that the end of the fabric makes it down far enough to cover under the patient's hips.
3. **Bring the lift apparatus over to the chair.** The base moves on casters and becomes wider and thinner at the front below the cradle in order to be able to get closer to more patient resting places.
  - Open or close the front of the base of the lift apparatus as is appropriate in order to get the cradle directly over the patient. Use a foot pedal on the back of the base of the lift apparatus to control the width of the front of the base.
4. **Hook the loops on the sides of the u-sling to the cradle.** There are adjustable loops for behind the patient's shoulders, so you can choose the loop that fits most comfortably and hook those to the hooks toward the boom of the lift apparatus.
  - Cross the leg loops under the patient's legs. Make sure the left loop is reaching across to hook to the right hook, while the right loop is reaching across to hook to the left hook, and that the hooks are set away from the boom of the lift apparatus. This criss-cross helps the patient's legs stay together and keeps the patient from slipping out of the sling.

- Decide whether the patient is able to hold up his or her head because there is a flap that can be hooked up to help with those who cannot, but the flap is not comfortable for those who are capable of head control.
5. **Lift the cradle slowly with the loops hooked in place and the patient will lift also.** Make sure everything is secure and comfortable before proceeding.
  6. **Press the foot pedal to bring the front of the base to a parallel position.**
  7. **Roll the lift with the sling and patient in place slowly to the destination.**
  8. **Use the foot pedal at the back of the base of the lift apparatus to open or close the front of the base in order to get as close to the new destination as possible.**
  9. **Position the patient carefully directly over the center of the new destination before lowering the cradle so that the patient is resting in the new place.**
  10. **Unhook the loops from the cradle and remove the sling from the patient.**
  11. **Roll the patient from side to side if the patient is on a bed or a stretcher in order to fold and remove the sling.**
  12. **Tug gently upwards to slide the sling out from behind the patient if the patient**

## **Bloodborne Pathogens Standard**

Bloodborne pathogens are infectious microorganisms present in blood that can cause disease in humans. These pathogens include, but are not limited to, hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV), the virus that causes AIDS. Workers exposed to bloodborne pathogens are at risk for serious or life-threatening illnesses.

- Additional information for bloodborne pathogens is attached to this manual.

## **Accidents, Injuries, and Illnesses**

### **Notify the office immediately of any accidents, injuries, and illnesses.**

- Not doing this will result in disciplinary action up to and including termination of your contract
- The Operating General Manager assigned by the CEO to manage the Faith Care and Companions safety program will facilitate a rapid accident investigation within 24 hours of notification of the incident
- If a leave of absence is required due to an injury contact the office daily to see if a reassignment is available to maintain your employment

## **Supervisory Personnel Will:**

- Be responsible for the enforcement of safety rules among Caregivers under their supervision.
- Be responsible for familiarizing their Caregivers with the hazards of the job to which they are assigned and will instruct their personnel in the safe methods of performing their job.
- Periodically review the work practices of subordinate Caregivers who work under their charge to ascertain that they continue to work in a safe manner, and in accordance with the practices covering specific work.
- At the end of each workday, inspect work areas for proper housekeeping, for fire and other hazards, and for safe condition.

## **General Health and Safety Policy Statement**

The health and safety of caregivers and others are of the utmost concern. It is therefore the policy of Faith Care and Companions to strive constantly for the highest possible level of safety in all activities and operations, and to carry out our commitment of compliance with all health and safety laws applicable to our business by enlisting the help of all caregiver to ensure that public and work areas are free of hazardous conditions.

Faith care and Companions will make every effort to provide working conditions that are as healthy and safe as feasible, and caregivers are expected to be equally conscientious about work place safety, including proper work methods, reporting potential hazards, and abating known hazards. Unsafe work conditions in any work area that might result in an accident should be reported immediately to a supervisor. Faith Care and Companions safety policies or practices will be strictly enforced, including possible termination of employees found to be willfully negligent in the safe performance of their jobs.

## **Dress Code & Safety**

Dress Code:

- Tennis Shoes – Rubber non-slip soles
- Professional Dress at all times (Scrubs unless client requests other)
- Cleanliness and Good Personal Hygiene
- Fingernails trimmed short and neat at all times.
- Minimal Jewelry

Safety:

- Keep walking area and area around the member's bed clear and free of any trip hazards including cords.

- Use legs to lift straight up. Do not lift with back bent.
- Immediately clean any spills/fluids off floor that can cause slip or injury.
- Wear gloves at all times.

## Caregiver Driver Information

Caregivers are not on company time until they arrive at the client's home for their scheduled shift and are off company time when they depart from the Client's home at the end of their shift.

## Driver Responsibilities/Caregiver Responsibilities

1. Follow defensive driving practices to help drivers protect themselves, other caregivers, and the public from accident/injury.
2. Seatbelts must be worn at all times.
3. Inspect the vehicle on a regular basis. The inspection will include at least the following:
  - a. Lights – clean and operating front/rear lights, brake lights, and directional operating.
  - b. Oils and Fluids – crankcase/transmission oil, radiator, level, battery level, windshield washer fluid, and brake fluid level.
  - c. Windshield Wipers – worn out wipers should be replaced before the next rainy day to ensure the driver can see the road.
  - d. Windows and Windshield – cracked and broken glass should be reported and replaced, defrosters should work properly, glass should be clean inside and out.
  - e. Tires – properly inflated with no obvious defects.
  - f. Brakes – working with “full” pedal; vehicles with defective brakes shall not be driven.
  - g. Mirror – adjusted and clean.
  - h. Vehicle Loading – tools and equipment tied down/secured for safe hauling.
  - i. General Vehicle Condition – dents, scrapes, and any other damage should be reported to the supervisor.
  - j. Emergency Equipment – fire extinguisher at full charge with current inspection tag (trucks only), reflector kit readily available, and accident report kit mounted on sun visor or in glove box.
  - k. Horn – horn is audible to alert other drivers and pedestrians.
4. Report any evidence of accident damage immediately to the supervisor, otherwise, the damage may be charged to the Caregiver.
5. Report any unsafe conditions immediately to the supervisor and request another vehicle. Vehicles with steering or braking defects shall not be driven and will be towed to an authorized garage for repair.
6. Call appropriate law enforcement agencies to report any and all collisions and provide information for management as soon as possible.

7. If involved in an accident, complete the accident report at the scene using the accident reporting kit in the glove box of the vehicle. Submit this report to your supervisor within 24 hours. If the accident results in injury, call your supervisor as soon as possible.
8. Never allow an unauthorized passenger or driver to ride in or operate a company vehicle.
9. Possess a valid operator's license and adhere to all applicable state and local motor vehicle laws.
10. Never allow passengers to ride other than in the passenger compartment. Violation of this rule will subject driver to termination.
11. Never operate a vehicle while under the influence of prescription or over-the-counter drugs that may impair driving skills. Use of alcohol and/or illegal drugs while operating a vehicle on company business will subject the driver to termination.
12. Secure the vehicle and the vehicle equipment when unable to provide direct supervision of it.
13. No one under 21 years of age is allowed to operate company or client owned vehicles.

## **Accident Procedures**

All drivers should be trained in the procedures to be followed if they are involved in a traffic accident with a company vehicle. The driver involved has the important role of making the initial accident report. The way the driver handles the accident scene can have a direct impact on any alleged liability for the company. It is extremely important that all drivers receive instruction during orientation on what to do and what to say and be equipped to handle situations as they arise. The following is a general procedure for drivers at the scene of an accident in which they are involved.

1. Stop vehicle immediately and shut off engine. Turn on four-way flashers. Extinguish fires and do not smoke near the scene.
2. See that the injured are cared for; summon police and ambulance (if necessary) to the scene.
3. Protect the accident scene with warning reflectors and direct traffic around the accident if necessary.
4. Ensure that the police inspect the damage and notations are made of any bodily injury.
5. Request statements from witnesses using the two white cards in the Accident Report Kit. Be alert to comments made by occupants of other vehicles and take down remarks concerning admissions of guilt, defective condition of the other vehicle, extent of injuries, and property damage.

6. Collect information using the accident report from the kit and *be specific!* The information collected at the scene will be used to file initial claims reports and may be critical in defending a lawsuit. Critical information includes:
  - **Time:** day of the week, exact time of accident, light or dark
  - **Weather Conditions:** clear, dry, rain, snow, etc.
  - **Location:** exact location, street address, distance from a landmark
  - **Road Condition:** asphalt, concrete, road defects, icy, wet, dry, road spillage
  - **Other Drivers:** names, addresses, driver's license number, telephone, insurance carrier
  - **Other Vehicles:** license/registration numbers, model/make, previous damage
  - **Injured Persons:** name, address, telephone number, age, sex, injuries
  - **Accident Type:** head-on, rollover, rear-ended, etc.
  - **Objects Involved:** how involved, exact location (temporary or fixed object), description (color, size, owner, etc.)
  - **Additional Information:** police report available, citations issued, photographs
7. Make a diagram of the accident scene showing location of vehicles after the collision, using lines to show paths that vehicles traveled. Do not rely on the police diagram, as they will sometimes contain errors (particularly in multi-vehicle accidents).
8. Report the accident to the supervisor immediately and get further instructions. The supervisor will report the accident and any potential claims to Risk Management within 24 hours and provide accident claims information as needed. It is extremely important to provide information as soon after the accident as possible to allow prompt adjusting and settlement before a simple claim has an opportunity to become a large lawsuit.

## What Caregivers Can and Cannot Do

### Can Do

- Assist with Eating
- Bathing
- Dressing
- Personal Hygiene
- Preparation of Meals

- Housekeeping Tasks
- Transfer Assistance
- Hair / Dental / Skin Care
- Activities of Daily Living

### **Cannot Do Without Office Approval**

- Wound Care
- NG Tube Feedings
- Catheters
- Suppositories
- Prepare, Dispense, or Assist with Medication
- Bowel Programs
- Any Form of Nursing Services
- Hire Another Caregiver to Perform Their Duties

If you have any questions about the above information or if you need help determining approved tasks, please call the office for assistance. Our nurse can answer any questions about approved tasks.

### **Required Guidelines for Sub-contractors (1099)**

1. Sub-contractors must have: completed paperwork, TB test, CPR, BFA, CNA or PCA, Driver's License, and social security card on file with Faith Care and Companions.
2. Sub-contractors are not required or expected to fill in for other workers when asked, but you may if you want.
3. Sub-contractors must provide Faith Care and Companion with a National Background check. Faith Care and Companion cannot pull a background on you or for you.
4. Sub-contractors must turn their member records into Faith Care and Companions in a timely manner, so as to give the office time to process (at least 5 business days before pay day on Friday).

5. Sub-contractors must maintain an office or shop of some kind of their own. This can be a small place in your home or garage with a desk and chair.
6. Sub-contractors must advertise or promote or otherwise hold one's self out to the public as available to perform similar services. This can be a business card or flier or some other form of advertisement. Please give office a copy of your business card or other form of advertisement you may have.
7. Sub-contractors may request to become a W-2 employee (taxes held out of their pay check) by submitting a request in writing. Written request will only be accepted between December 1 & December 31<sup>st</sup> of each year and become effective January 1<sup>st</sup> of the following year provided there are openings within the company for employees. No request will be honored after December 31<sup>st</sup>. W-2 employees are paid at a lower rate of pay due to taxes and benefits paid by Courageous for or to employees.

## **Cell Phone Policy**

Excessive personal calls during the workday, regardless of the phone used, can interfere with employee productivity and be distracting to others. Employees are asked to limit personal calls during the workday as much as possible. Flexibility will be provided in circumstances demanding immediate attention.

The company will not be liable for the loss of personal cellular phones brought into the workplace.

The company prohibits employee possession or use of cameras in the workplace, including camera phones, as a preventative step believed necessary to secure employee privacy, trade secrets and other business information.

Employees whose job responsibilities included regular or occasional driving are expected to refrain from using their phone while driving. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull off to the side of the road and safely stop the vehicle before placing or accepting a call.

Employees who are charged with traffic violations resulting from the use of their phone while driving are solely responsible for all liabilities that result from such actions.

## **Social Media and Social Networking Policy**

In order to protect company assets, images, associates, vendors, and customers, associates are not permitted to represent the company while participating in personal blogs, social media, or social networking sites. Participation in social media and social networking sites is prohibited while associates are working. Associates are not permitted to use company computers, laptops, or other equipment when participating in social media or social networking sites without company approval.

Employees that create or maintain personal blogs that reference the company should include clear disclaimers that the views expressed by the author in the blog are the author's

alone and do not represent the views of the company. Information published on an employees' blog or other blogs, forums, and social networking sites should comply with the company's confidentiality and disclosure policies.

Any identification of the author, including usernames, pictures/logs, or "profile" web pages, shall not use logos, trademarks, or other intellectual property of the company, without prior approval of the company.

When participating in social media or on social networking sites, employees should be respectful to the company, other employees, customers, co-workers, and competitors. Employees should be aware that actions captured via images, posts, or other online comments can reflect that of the company. When participating in social media or on social networking sites, do not reference company clients, partners, vendors, or customers without their express consent.

Violations of this policy will result in disciplinary action, up to and including termination of employment.

## **Client Privacy**

Faith Care and Companions is dedicated to keeping the client information safeguarded at all times and we require the same dedication from our caregiver. Please keep all of the client's information confidential at all times. Do not share client information with caregivers not working in the client's home or others outside of the client's home. Do not discuss other clients while in the client's home. Do not share client information with people other than client, client's representative, or office personnel. If you are caught breaking the Faith Care and Companions Privacy Policy, you could be terminated.

## **Harassment / Discrimination**

Faith Care and Companions is an equal opportunity employer that prohibits job discrimination on the basis of race, age, color, religion, sex or national origin and requires affirmative action to ensure equality of opportunity in all aspects of employment.

Faith Care and Companions prohibits harassment of any kind, sexual harassment is not tolerated. No one affiliated with Faith Care and Companions shall sexually harass another for any reason. Harassment by any caregiver against another caregiver, client, client's family member, friends, or visitors can cause termination of the caregiver by Faith Care and Companions. All caregivers are strictly ban from sending messages and activities, phone texting, e-mail, phone calls or any other form of communication of offensive,

threatening, harassing, defamatory or unprofessional nature. If you do any of these things you will be written up and subject to termination.

## **Substance Abuse Policy Statement**

Faith Care and Companions is committed to providing a safe work environment and to fostering the well-being and health of its caregiver. That commitment is jeopardized when any caregiver illegally uses drugs on or off the job, comes to work under their influence, possesses, distributes or sells drugs in the workplace, or abuses alcohol on the job. Therefore, Faith Care and Companions has established the following policy:

1. It is a violation of company policy for any caregiver to use, possess, sell, trade, offer for sale, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on or off the job.
2. It is a violation of company policy for any caregiver to report to work under the influence of or while possessing in his / her body, blood, or urine illegal drugs in any detectable amount.
3. It is a violation of company policy for any caregiver to report to work under the influence of or impaired by alcohol.
4. It is a violation of the company policy for any caregiver to use prescription drugs illegally, i.e., to use prescription drugs that have not been legally obtained or in a manner or for a purpose other than as prescribed. (However, nothing in this policy precludes the appropriate use of legally prescribed medications.)
5. Violations of this policy are subject to disciplinary action up to and including termination

## **Caregiver Assistance**

The company offers resource information on various means of caregiver assistance in our community, including but not limited to drug and alcohol abuse programs. Caregivers are encouraged to use this resource file, which is located in the main office of Faith Care and Companions available upon request. In addition, we will distribute this information to caregiver for their confidential use.

## **General Procedures**

A caregiver reporting to work visibly impaired will be deemed unable to properly perform required duties and will not be allowed to work. If possible, the caregiver's supervisor will

first seek another supervisor's opinion to confirm the employee's status. Next the supervisor will consult privately with the employee to determine the cause of the observation, including whether substance abuse has occurred. If, in the opinion of the supervisor, the employee is considered impaired, the employee will be sent home or to a medical facility by taxi or other safe transportation alternative – depending on the determination of the observed impairment and accompanied by the supervisor or another employee if necessary. A drug test may be in order. An impaired caregiver will not be allowed to drive.

## **Opportunity to Contest or Explain Test Results**

Caregivers and job applicants who have a positive confirmed test result may explain or contest the result to the company within five (5) working days after the company contacts the caregiver or job applicant and shows him/her the positive test result as it was received from the laboratory in writing.

## **Confidentiality**

The confidentiality of any information received by the employer through a substance abuse testing program shall be maintained, except as otherwise provided by law.

## **Drug Testing**

- ◆ Company employees will undergo random testing for the presence of illegal drugs as a condition of employment. Any employee with a confirmed positive test will be denied employment.
- ◆ Applicants will be required to submit voluntarily to a specimen test at a laboratory chosen by the Company, and by signing consent agreement will release this Company from liability.
- ◆ If the physician, official, or lab personnel has reasonable suspicion to believe that the employee has tampered with the specimen, the employee will be terminated.
- ◆ This company will not discriminate against employees because of a past history of drug abuse. It is the current abuse of drugs, preventing employees from performing their job properly, that this Company will not tolerate.
- ◆ Individuals who have failed a drug test may initiate another inquiry with the Company after a period of not shorter than six (6) months; but they must present themselves drug-free as demonstrated by urinalysis or other specimen test selected by this Company.

## **Caregiver Testing**

This company has adopted testing practices to identify caregiver who use illegal drugs on or off the job or who abuse alcohol on the job. It shall be a condition of employment for all caregivers to submit to substance abuse testing under the following circumstances:

- ◆ When there is reasonable suspicion to believe that a caregiver is using illegal drugs or abusing alcohol. “Reasonable suspicion” is based on a belief that a caregiver is using or has used drugs or alcohol in violation of the employer’s policy drawn from specific objective and articulable facts and reasonable inferences drawn from those facts in light of experience. Among other things, such facts and inferences may be based upon, but not limited to, the following:
  1. Observable phenomena while at work such as direct observation of substance abuse or of the physical symptoms or manifestations of being impaired due to substance abuse
  2. Abnormal conduct or erratic behavior while at work or a significant deterioration in work performance
  3. A report of substance abuse provided by a reliable and credible source
  4. Evidence that an individual has tampered with any substance abuse test during his or her employment with the current employer
  5. Information that a caregiver has caused or contributed to an accident while at work; or
  6. Evidence that a caregiver has used, possessed, sold solicited, or transferred drugs while working or while on the employer’s premises or while operating the employer’s vehicle, machinery, or equipment.
- ◆ When caregivers have caused or contributed to an on the job injury that resulted in a loss of work time, which means any period of time during which a caregiver stops performing the normal duties of employment and leaves the place of employment to seek care from a licensed medical provider. The company may also send caregivers for a substance abuse test if they are involved in on the job accidents where personal injury or damage to company property occurs.
- ◆ As part of a follow up program to treatment for drug abuse when a caregiver has involuntarily entered a rehabilitation program because of a positive confirmed test result. The frequency of such testing shall be a minimum of at least once a year for a two-year period after completion of the rehabilitation program. Advance notice of testing shall not be given to the employee.
- ◆ When a substance abuse test is conducted as part of a routinely scheduled caregiver fitness for duty medical examination that is part of the employer’s established policy or that is scheduled routinely for all members of an employment classification or group.

Caregiver with a confirmed positive test result may, at their option and expense, have a second confirmation test made on the same specimen. A caregiver will not be allowed to submit another specimen for testing.

If the physician, official, or lab personnel has reasonable suspicion to believe that the caregiver has tampered with the specimen, the caregiver is subject to disciplinary action up to and including termination.

## **Alcohol Abuse**

The consumption or possession of alcoholic beverages on this company's premises is prohibited. (Company sponsored activities which may include the serving of alcoholic beverages are not included in this provision.) A caregiver whose normal faculties are impaired due to the consumption of alcoholic beverages, or whose blood alcohol level test (.05), while on duty/company business shall be guilty of misconduct and shall be subject to discipline up to and including termination. Failure to submit to a required substance abuse test also is misconduct and also shall be subject to discipline up to and including termination.

It is the responsibility of the company's supervisors to counsel caregivers whenever they see changes in performance or behavior that suggest an employee has a drug problem. Although it is not the supervisor's job to diagnose personal problems, the supervisor should encourage such Caregivers to seek help and advise them about available resources for getting help. Everyone shares responsibility for maintaining a safe work environment, and co-workers should encourage anyone who has a drug problem to seek help.

The goal of this policy is to balance our respect for individuals with the need to maintain a safe, productive, and drug-free environment. The intent of this policy is to offer a helping hand to those who need it, while sending a clear message that the illegal use of drugs and the abuse of alcohol are incompatible with employment at Faith Care and Companions.

## **Call Out / Sick Days / Days Off Requests**

### **Call-Out Procedure**

Faith Care and Companions is dedicated to making sure that our client's/client's care, are our main concern. We are aware that there will be occasions in which a caregiver will be unable to meet their scheduled obligation to the client. Please follow our call-out policy closely. Failure to follow the company call-out procedure and policy could result in written warnings and/or termination of the caregiver.

- If for any reason you cannot make it to your scheduled shift you **MUST** call into the office or call the emergency after hour's line four (4) hours or more ahead of time so that we have adequate time to cover your shift and inform the client.  
**Do NOT wait until the last minute!**
- You may inform the client yourself, but it is your first duty as the caregiver to inform the office or the on-call staffing coordinator of your intent not to be at work.
- It is your responsibility to call-out for your shift. Do not have another individual call-out for you. This is not acceptable and can result in a written warning for improper procedure.
- Written excuses will be required in most call-out situations. Your on-call staffing coordinator will inform you if a written excuse will be needed.
- Failure to show up for your scheduled shift without following the call-out procedure above can result in immediate termination. If you are terminated be advise that your unemployment benefits may be denied due to the violation of your policy on attendance.
- Be considerate of your client and supervisor when you are not going to be at work.  
**Do not miss work without calling-out, this is not acceptable.** It will be documented as a no call / no show. This could result in Termination from our company.

**Note: All Violations could result in termination and unemployment benefits may be denied due to these violations of our policy and procedures.**

## Punctuality

Faith Care and Companions is dedicated to our client's needs. Your schedule is put into place based on the needs of your client. You have a set schedule, stick to the schedule that is in place for that client. Do not vary from that schedule without prior approval from the office. Any tardiness requires the office to be notified. **Be on time and leave on time.**

## Overtime

The US Department of Labor, under the Fair Labor Standards Act (FLSA) states that an employee who performs companionship services in or about the private home of the person by whom he/she is employed is EXEMPT from the FLSA's minimum wage and overtime requirements if all criteria of the exemption are met.

**Criteria:** "Companionship Services" means service for the care, fellowship, and protection of persons who because of advanced age or physical or mental infirmity cannot care for themselves. Such services include household work including meal preparation, bed making, washing laundry, and other similar personal services.

## Unauthorized Worked Hours

Each client is given a set number of hours by the State of Connecticut. These hours must be adhered to at all times. No caregiver may work hours above the normal schedule without first getting prior approval from the office. **If you work additional hours, unapproved by the office, you may not be eligible to be compensated for these hours. Any changes in the schedule such as times of services need to be approved by the office to assure that you will be compensated.** Please call the office and ask before you work any additional hours.

## **Training / Respite Pay**

Faith Care and Companions already provides three hours of training per caregiver per year. If Faith Care and Companions decides a caregiver needs extra training, the number of extra hours required for training will be decided by Faith Care and Companions. It will not exceed four hours and will be at a rate of \$11.00 per hour. All **training** hours are to go on the **training member record** and put all **respite** hours on a **respite member record**.

## **Respite Hours:**

Special hours provided to the client for use as needed. The client will decide when and how these hours are to be used. Remember to call the office before you work any Respite hours for your client to assure these hours have been approved by the Office Coordinator. All **training** and **respite** hours provided to the client and worked by the caregiver are paid to the caregiver at a rate of **\$11.00** per hour.

## **Raise Request**

Raise requests must be submitted in writing by either fax or mail every year. Caregivers are ineligible for a raise if the caregiver's credentials are not up to date or are within 90 days of renewal or if anything are missing from their file. Caregivers are also ineligible for a raise if they have not worked at least 15 consecutive months. Approval is based on up to date credentials and job performance. Your job performance and your willingness to work extra shifts are also taken into consideration. Please remember that the State of Connecticut dictates the amount that Faith Care and Companions can pay our caregivers. Note: All write ups will affect all Raise Requests.

## **Rehire**

A caregiver is considered a rehire if the caregiver has not worked in the past 30 days or more for Faith Care and Companion Services for any reason. A rehire is required to fill out

a new application and may have to start at a lower rate of pay. All benefits will start from new start date.

All caregivers are strictly ban from discussing rates of pay with other caregivers or clients. If you do so you will be written up and subject to termination.

## Pay Processing

Faith Care and Companions pays the caregivers on a bi-weekly pay period schedule. Any time sheets not received by 5 pm on Tuesday must be expedited for processing. If a check needs to be cut after the pay period ends due to expedited processing, caregiver error, missing member records and/or paperwork, incorrect address, or any other reason will have a \$25.00 processing fee (per pay period) removed from that check. All member records should be in office **no later than 5 pm on Monday weekly! All member records received after 5 pm on Monday will have a processing fee.**

## Payroll Errors

Faith Care and Companions is dedicated to its caregivers and we strive for excellence in payroll however, payroll errors do occur occasionally although regretfully. If you discover a payroll error, please call the office during regular business hours **(9am-5pm Mon-Fri)** to inform the Payroll Dept. of the error. Have a copy of your payroll check stub and member records available so that we may locate the discrepancy. Please use courtesy in dealing with the office on these issues, we can understand your frustration and will try to help you as long as you remain calm. Most errors are easily detected and correctable and will be corrected on the following payroll check. Please no calls after office hours to discuss payroll errors.

## Service Charges

### Mail

If Faith Care and Companions mails any item, check, paperwork, tax forms, credential requests and that item is returned to the office due to an incorrect address provided by the caregiver, or a failure on the caregiver's part to update their address with the office, and no fault of Faith Care and Companions, a \$5.00 processing fee will be applied and deducted from the next payroll. If overnight Fed-ex is required a \$50.00 overnight Fed-ex mail and processing fee will be applied due at the time of service or by deduction from the next payroll.

### Copies

Any copies requested by caregivers such as credentials, check stubs, payroll print outs, tax forms, and other miscellaneous items will be given to the Caregiver and the caregiver

will be charged a \$5.00 processing fee due at the time of service or by deduction from the next payroll check.

## **Income Verifications**

Faith Care and Companions will complete requested income verifications and said verifications will be mailed, faxed, or maybe picked up by the caregiver with a 24-48 hour turn around. All income verification forms will incur a \$5.00 processing fee due at the time of service or by deduction from the next payroll check.

## **Lost pay check**

If a caregiver does not receive a pay check due to lost mail, wrong address, or for any other reason the caregiver must wait ten (10) business days for check to return to Faith Care and Companions. Faith Care and Companions will check its bank to verify that the check has not been cashed, a stop payment will be placed on original check and a new check will be issued after the ten-business day waiting period. If a caregiver chooses to have check replaced before the ten business days a stop payment fee of \$35.00 will be deducted from caregivers check to place a stop payment on the original check.

## **Unavailability of Work / Hours / Rate of Pay**

**Back-Up Care:** All caregivers are required to work as back-up care for other caregivers and clients as needed in case of emergencies. Please make every effort possible to fill in when requested. We strive to be the best and this requires a team effort on everyone's part!

All caregivers are hired on a PRN (as needed) basis and are not guaranteed any hours or days of employment. The rate of pay is based on the level of care required for each individual client and the rate at which each employee is paid will vary depending on the client that the caregiver is working for at the time of service. If caregiver changes clients, then the rate of pay can change based on the particular client that the caregiver is sent to work for.

If the caregiver is not actively working with a client for Faith Care and Companions, then the employee is moved into inactive status and will be placed in the on-call pool for fill-ins or available work when it becomes available.

It is very important that the caregiver check in with the office at least once a week for available work and to notify the office that the caregiver is still available if needed. During the time that you are not on an assignment if you do not call into the office and check in to see if there is any more work available know that this could affect your unemployment benefits. The caregiver must keep the office informed of current telephone numbers and contact information so that the office may reach the caregiver when work becomes available. All credentials must continue to stay current for the caregiver to be considered eligible for a potential job when available. If for any reason contact information is not

provided by the caregiver or the caregiver's credentials become out dated, then the caregiver will become ineligible for available work.

Acceptance of fill-in or temporary assignments show willingness to work and will allow for a history of dependability with supervisors. This can lead to better opportunities and the possibility of more work when available.

## Removal from Service

Unfortunately, it does become necessary to remove a caregiver from the service of a client. It is not necessary for the client / company to give a reason. Sometimes it is because of conflict of personality, through no fault of the caregiver. It is in the interest of the client's protection and confidentiality when requested, that we not divulge the reasons.

In the event that this is necessary the caregiver must be cooperative in the removal process. The caregiver is not to have any contact with the client either in person, by phone, mail or electronically. If the caregiver has left any belongings at the home of the client, Faith Care and Companions will make the necessary arrangements to have the items returned to the caregiver. If the caregiver has items belonging to the client, then Faith Care and Companions will make the necessary arrangements to have the items returned to the client.

The caregiver should not harass or threaten the client/company staff in any way. Failure to comply with these policies could result in the caregiver being terminated from Faith and Companions. If you are removed from a client's home, you are required to call into the office once a week to check for available work in your area. Please make sure that the company has a good working number at all times.

## Member Record Guidelines and Procedure

Please make sure that you follow all of the member record guidelines and procedures. If you fail to follow any of the guidelines it could cause a delay in receiving your check. *These are State mandated rules and regulations and Faith Care and Companions adheres to the State policy in full and will enforce these guidelines.*

1. All **member records** must be signed by the caregiver that worked the shift.
2. All **member records** must be signed by the client or the client's representative.
3. All **tasks** should be completed daily unless otherwise stated. The actual time that a task is completed should be entered into the box next to the listed task and the caregiver must initial next to each time entered. No check marks, x marks, N/As, or other marks will be accepted.
4. Member records should always be dated from Monday (the beginning of the Faith Care and Companions week) to Sunday (the end of the Faith Care and Companions week).
5. All member records must be faxed, mailed, or hand delivered to our home office **NO LATER THAN MONDAY BEFORE PAYDAY!** Our fax machine is on 24 hours per day 7 days per week for your convenience. You may fax the member records early. If your member record is late then your payroll check could be delayed.
6. Please do not scribble, mark through, black out, use white out, or draw on your member record. Do not mark through days if you are off (leave blank); do not make any unnecessary marks on your member record. Make sure that your member

record is neat and legible. If you make a mistake and must make a minor correction, use one single line to strike through the mistake, initial the mistake and make the correction above or below the mistake. If it is a large mistake, then get another member record! If you are out of member records, please call the office for more. Do not white out dates, we can tell and so can the state, when you do this it looks like we are altering member records. This is a medical chart that will be entered into the client's permanent file for review by the state's examiners and we can receive fines for these types of violations.

7. If you have questions about your member record, please call the office for help.
8. It may be necessary for Faith Care and Companions to return member records to caregivers. This may result in the caregiver's paycheck being delayed. Faith Care and Companions is unable to process any member records that do not have the original signatures of both the member and the caregiver. The original member record must be maintained by Faith care and Companions.

**Member records will be returned to the caregiver when the following information is missing or incorrect:**

1. Absence of caregiver's name
2. Absence of member's name
3. Absence of caregiver's signature
4. Absence of member's signature
5. Signature of anyone other than the member on the member signature line.
6. Absence of dates of service.
7. Two members listed for services on one-member record. Caregivers must fill out one-member record per pay period for each member they provide care for.

**Reasons Caregivers may not get paid**

1. Late member records; member records must be received in the office Monday by 5 pm every week
2. Lack of or incomplete employer enrollment forms
3. If Member is in hospital (Caregivers can NOT work for Member or do anything for or on behalf of member while Member is in hospital)

Caregiver should first attempt to resolve payroll problems by directly contacting Faith Care and Companions' payroll department.

## Very Important Member Service Record Guidelines

We at the Faith Care and Companions office always strive to make sure that each and every caregiver receives their payroll check in a timely fashion and that it is correct. We would like to continue this practice, therefore please read the following information closely so that you can be sure that your member service record is acceptable for payment. These guidelines are established by the State of Connecticut not Faith Care and Companions!!! It will take team work on each of our parts to make sure that we are complying by the state requirements. **Please make sure that you are following member service record guidelines if not this could cause a delay in your check. These service records are examined every week for acceptability!**

1. All member service records must be signed by the caregiver working the shift.
2. All member service records must be signed by the member or the member's representative.
3. All tasks should be completed daily unless otherwise stated and the actual time that you finished each task should be written in the box next to the task and your initial should be next to each time. No check marks are acceptable.
4. Member service records should always be dated from Monday to Sunday, Monday being the first day of your week and Sunday being the last. This is the way our pay days run.

5. All member service records must be faxed in every week by Monday at 5PM. Our fax machine is on 24hrs a day 7 day per week to give you plenty of time to fax them in. It is the CAREGIVER's RESPONSIBILITY to FAX and CALL the OFFICE for HIS/HER OWN CONFIRMATION NUMBER! Just because you receive a confirmation from your fax machine does not mean that the member service records have made it to the office. It is only confirming that the member service records were sent. You must call the office for a confirmation if you wish to be paid on time and correctly. This is YOUR responsibility; we do not have time to call you about missing member service records.
6. Please do not scribble on your member service records. Black or Dark Blue INK only. This is a medical chart that goes into the member's permanent record and is audited by the state. Make sure your member service records are neat and legible. Never scribble through, black out, or use white out on your time sheet. If you must make a minor correction, cross through with one line and initial next to your correction. Make the correction above or below your mistake. We prefer that if it is a large mistake like a whole shift entered on the wrong day, start a new member service records.
7. Copied Member Service Records are not acceptable and will not be paid. A new service record MUST be filled out each and every week that you work!

***Faith Care and Companions Signature Page***

**Responsibility to Report Known Exposure**

As a part of the Faith Care and Companions family, it is the caregiver's responsibility and obligation to report any known exposures such as but not limited to: Tuberculosis and Hepatitis to Courageous immediately.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

**Evidence of Abuse**

Faith Care and Companions will not allow anyone who has been shown, by credible evidence (e.g. a court or jury, a department investigation, or other reliable evidence) to have abused, neglected, sexually assaulted, exploited, or deprived any person or to have subjected any person to serious injury as a result of intentional or grossly negligent misconduct as evidenced by an oral or written statement to the effect obtained at the time of the application. I have no evidence of Abuse in my back ground.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

**Acknowledgement of Initial Orientation and Receipt of Faith Care and Companions' Policy & Procedure Handbook**

I, \_\_\_\_\_, as part of my initial orientation I have been provided a copy of Faith Care and Companions' Policy and Procedure Handbook. I have read and been given the opportunity to ask questions about the content

and materials contained within, and have my questions answered by Office Personnel. I fully understand all of the Policies and Procedures set in place by Faith Care and Companions and agree to abide by these Policies and Procedures. I will retain a copy of this handbook for future reference and will advise office personnel if I should require another copy in the future.

I agree and understand that the purpose of this handbook is to inform me about the company's policies and procedures and nothing contained in this handbook constitutes an employment contract between the company and me.

I agree and understand that I am PRN (as needed), and as said PRN, I am not guaranteed any hours or days of employment, and my employment may be terminated, at any time, with or without cause and with or without notice at either my option or at the option of the company.

I understand that the company reserves the right to modify or terminate any policies or procedures, in whole or in part, at any time, with or without notice.

Since the information is subject to change, I acknowledge that revisions to the handbook may occur.

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(Signature)

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(Date)