

POLICIES & PROCEDURES MANUAL

Master Table Of Contents

Section 1: Organization & Administration

Mission Vision & Values	1.10
Legal Structure and Governing Body	1.20
Organizational Structure	1.30
Service Areas	1.40
Hours of Operation	1.50
Staffing and Staff Structure	1.60
Roles & Responsibilities of Administrator	1.70
Contracted Services	1.80
Display of Business License.....	1.90
Certificates of Insurance.....	1.100
Office Building Regulations.....	1.110
Promoting Agency Services	1.120
Record Management	1.130
Internal and External Communications.....	1.131
Compliance.....	1.140
Compliance with Federal Deficit Reduction and False Claims Acts.	1.141
Compliance with Agency Policies & Procedures.....	1.142
Compliance with HIPAA Regulations.....	1.143
HIPAA Privacy Rule.....	1.143.10
HIPAA Business Associate Agreement	1.143.10(a)
HIPAA Security Rule.....	1.143.20
HIPAA Administrative Security Procedures	1.143.20(a)
HIPAA Physical Security Procedures	1.143.20(b)
HIPAA Technical Security Procedures	1.143.20(c)
HIPAA Breach Notification Rule	1.143.30
HIPAA Sanction Rule	1.143.40
Securing Electronic Devices & Confidential Data	1.144
Red Flag Rule	1.145
Electronic Visit Verifications	1.150
Confidentiality & Non-Disclosure of Information	1.160
Agency Closure & Voluntary Suspension of Services	1.170

Section 2: Scope of Services

Services Provided	2.10
Personal Care Services	2.10.10
Homemaker Services	2.10.20
Companion/Sitter Services	2.10.30
Respite Services	2.10.40
Friendly Reassurance Services	2.10.50



Chore Services 2.10.60
Specialized Care..... 2.10.70
24-Hour Care & On-Call Services 2.10.80

Section 3: Service Delivery & Client Care

Service Delivery Process..... 3.10
 Provision of Information 3.10.10
 Initial Assessment 3.10.20
 Ongoing Assessments 3.10.21
 Admission of Clients to Agency 3.10.30
 Referral of Individuals Not Admitted to Agency 3.10.31
 Re-Admission of Former Clients 3.10.32
 Plan of Care 3.10.40
 Informed Consent to Plan of Care 3.10.50
 Client’s Consent for Referral & Release of Information 3.10.51
 Service Agreement..... 3.10.60
 Worker Orientation to Client 3.10.70
 Monitoring & Follow-up 3.10.80
 Confirmation of Service Delivery 3.10.82
Advance Directives 3.11
 Death of Client at Home..... 3.12
 In-home Orders 3.13
 Verbal & Telephone Orders 3.14
 Medication Management..... 3.15
 Change in Scheduled Care: Client Notification 3.20
 Discharge/Termination or Reduction of Client Services 3.30
 Discharge Planning 3.30.10
 Discharge Summary 3.30.20
Transfer/Referral of Agency Clients..... 3.31
 Coordination of Client Transfer..... 3.31.10
 Transfer Summary..... 3.31.20
Client/Consumer Protection 3.40
Client/Consumer Rights 3.41
Client/Consumer & Agency Responsibilities..... 3.42
Matching Clients & Home Care Workers 3.50
Supervision of Services..... 3.60
Entering Clients’ Homes 3.70
Failure of Clients to Answer Door..... 3.80
Client Emergencies 3.90
Weather Related Emergencies 3.100
Unstable Health Conditions..... 3.110
Do Not Resuscitate Orders 3.120
Transporting Clients in Private Vehicles 3.130
Non-Emergency Medical Transportation..... 3.131

Managing Clients' Finances/Property	3.140
Assuming Legal Responsibility for Client	3.141
Exploitation of Client's Finances & Property	3.150
Client/Elder Abuse	3.160
Child Abuse/Neglect	3.170
Confidentiality & Privacy of Client Information.....	3.180
Client Complaints/Grievances... ..	3.200
Client Records: Standards	3.210
Clients Records: Kept in Client Homes	3.210.10
Client Records: Safeguarding	3.210.20
Client Records: Retention & Destruction.....	3.210.30
Client Records: Client Access to Information	3.210.40
Communicating with People with Disabilities	3.220
Communicating with Clients with Limited English	3.221
Restraint & Seclusion Measures	3.230

Section 4: Human Resources

Recruiting, Hiring & Rostering	4.10
Pre-Employment Background Checks	4.20
Criminal Background & Sexual Offender Investigations	4.21
Child Abuse Clearance.....	4.22
Reporting Child Abuse.....	4.22.10
Provisional Hiring.....	4.23
Adverse Actions.....	4.24
Licensure, Certification & Registration	4.30
Personnel Qualifications	4.31
Job Descriptions.....	4.40
Classification of Workers.....	4.41
Training & Development	4.50
Orientation	4.50.10
Personal Care Provider Training.....	4.50.20
Homemaker Training	4.50.30
Companion/Sitter Training	4.50.40
Annual Training	4.50.50
Staff Record of Training.....	4.50.60
Competency Evaluation of Direct Care Workers	4.60
Probation	4.70
Performance Appraisals	4.80
Human Rights	4.90
Civil Rights/Non-Discrimination.....	4.91
Equal Opportunity.....	4.100
Sexual Harassment.....	4.110
Cultural Diversity	4.120
Standards of Conduct & Work Ethics.....	4.130

Conflict of Interest	4.140
Solicitation and Distribution.....	4.141
Gifts, Gratuities & Courtesies	4.142
Employee Benefits & Compensation	4.150
Employee Breaks	4.160
Overtime.....	4.170
Statutory Holidays	4.171
Paid Leave	4.172
Unpaid Leave.....	4.173
Dress Code	4.180
Employee Identification Badge	4.181
Usage of Private & Agency Vehicles	4.190
Drugs, Alcohol & Medical Marijuana Usage.....	4.200
Drugs & Alcohol Testing	4.201
Secondary Employment	4.210
Disciplinary Action.....	4.220
Termination of Employment	4.230
Employee Complaints & Grievances	4.240
Personnel, Contractor & Volunteer Records: Management.....	4.250
Personnel, Volunteer & Contractors Records: Confidentiality	4.260
Personnel, Volunteer & Contractor Medical Records: Protection....	4.270
Seniority and Promotion	4.280
Media Inquiries	4.290
Breast Feeding	4.300
Agency Property	4.310
Use of Agency Automation Systems	4.320
Social Media	4.330
Employee Personal Property	4.340

Section 5: Health & Safety

General Health and Safety.....	5.09
Employee Personal Safety.....	5.10
Home Environment Safety	5.20
Hazardous Household Materials	5.20.10
Oxygen Therapy	5.20.20
Violence & Threats of Violence	5.30
Threats	5.30.10
Assaults	5.30.20
Weapons	5.30.30
Bomb Threats.....	5.30.40
Hostage Situations.....	5.30.50
Suicide Situations.....	5.30.60
Emergency Preparedness.....	5.40
Fire	5.40.10

Earthquake	5.40.20
Hurricane	5.40.30
Tornado	5.40.40
Tsunami	5.40.41
Power Outages	5.40.50
Chemical Spills	5.40.60
Infection Control.....	5.50
Tuberculosis Control.....	5.50.10
COVID-19	5.51
Blood-borne Diseases	5.60
Exposure Control Plan for Blood-borne Diseases	5.60.10
Reporting & Recording Exposure to Blood-borne Diseases	5.60.20
Universal Precautions	5.70
Personal Protective Equipment.....	5.70.10
PPE - Gloves.....	5.70.20
PPE - Gowns & Aprons	5.70.30
PPE - Masks & Protective Goggles	5.70.40
Hand Washing.....	5.70.50
Sharp Objects.....	5.70.60
Handling & Transporting Specimens.....	5.70.70
Laundry	5.70.80
Blood & Body Substance Spills.....	5.70.90
Household Wastes.....	5.70.100
Aseptic Techniques.....	5.80
Care & Handling of Equipment	5.90
Care of Urinary Catheters	5.100
Hygienic Measures in the Home.....	5.110
Food Safety.....	5.120
Infectious/Communicable Diseases in the Community	5.130
Employees with Infectious/Communicable Diseases	5.140
Clients with Infectious/Communicable Diseases	5.150
Tobacco Products.....	5.159
Pregnant Employees.....	5.160
Immunizations	5.170
Incident Reporting	5.180
Work-Related Injuries & Illness	5.190
Section 6: Financial Management	
Financial Management System.....	6.10
Annual Budget	6.11
Service Rates & Fees	6.20
Informing Clients of Financial Responsibility	6.21
Cash Disbursements.....	6.30
Cash Receipts	6.40

Billings & Receivables.....	6.50
Payroll	6.60
Bank Reconciliations	6.70

Section 7: Quality Outcomes & Performance Improvement

Performance Improvement Program: Plan Development.....	7.10
Performance Improvement Program: Plan Implementation	7.20
Performance Improvement Program: Plan Monitoring & Evaluation	7.30
Performance Improvement Program: Internal Audits	7.40
Performance Improvement Program: Adverse Occurrences Review .	7.50
Performance Improvement Program: Client Records Review	7.60
Performance Improvement Program: Client Satisfaction Review	7.70
Performance Improvement Program: Employee Satisfaction Review	7.80
Performance Improvement Program: Quarterly Activity Reports.....	7.90
Performance Improvement Program: Annual Performance Report....	7.100

Forms

Advance Directives Information Sheet – CAD
Advance Directives Information Sheet – U.S.
Adverse Action Disclosure
Adverse Action: Pre-Action Disclosure
Assessment: IADL Needs
Assessment: Nursing
Assignment Sheet: Care Aide
Assignment Sheet: Support Worker
Bomb Threat Check List
Client Care Flow Sheet
Client Cash Transactions
Client Complaints/Grievances
Client Consent for Referral & Release of Information
Client Progress – Communication Notes
Client Invoice-Individual (MS Word)
Client Invoice-Master Log (MS Word)
Client’s Consent for Referral & Release of Information
Client/Consumer Bill of Rights
Client/Consumer and Agency Responsibilities
Client Satisfaction Review: Agency Services
Client Satisfaction Review: Direct Care Services
Client Service Certification Record
Communicating with Clients Who Have Disabilities
Competency Test for Care Aides (Written Questions)
Competency Test for Care Aides (Answers & Composition)
Competency Test for Care Aides (Practical Skills)

Compliance Agreement
Conflict of Interest Statement
Consent for Child Abuse Clearance Check
Consent to Release of Child Abuse Clearance Report
Consent to Drug & Alcohol Testing
Coordination of Client Transfer Checklist
Decline Influenza Vaccination
Discharge/Transfer: Client Notification
Discharge Summary
Emergency Management Checklist
Emergency Preparedness Plan
Employee Complaint/Grievance
Employee Compliance Agreement - General
Employee Compliance Agreement – Policies & Procedures
Employee Orientation Checklist
Employee Performance Appraisal
Employee Satisfaction Review
Employee Time Sheet
Employment Application for Home Care Workers
Employer & Employee Agreement
Excel: Financial Profit & Loss Statement
Excel: Financial Projection Model (20 forms in 1 file)
Fee Schedule
Financial Expenditures on Client’s Behalf
Field Supervision Review
HIPAA - Acknowledgment of Receipt of Notice of Privacy Practices
HIPAA - Authorization for Use or Disclosure of Health Information
HIPAA - Notice of Privacy Practices
Home Safety Checklist
Incident Report – General
Incident Report - Medications
Incident Report – Post Exposure to Blood-borne Diseases
Incident Report – Post Exposure to Tuberculosis
Incident Reporting Log
Identity Theft Prevention Program & Addendums
Independent Contractor & Agency Agreement
Job Descriptions:

- ◆ Manager/Administrator
- ◆ Compliance Officer
- ◆ Administrative Assistant
- ◆ Supervisor
- ◆ Registered Nurse
- ◆ Personal Care Attendant
- ◆ Live-in Home Care Aide

- ◆ Homemaker
- ◆ Home Care Companion
- ◆ Financial Manager
- ◆ Receptionist
- ◆ General Office Clerk
- ◆ Bookkeeper
- ◆ Billing Clerk
- ◆ Payroll Clerk

Medication Administration Record
Mission, Vision & Value Statement
Notification of Direct Care Worker Status – Agency Employee
Notification of Direct Care Worker Status – Non-Agency Worker
On-Call Inquiry Log
Organizational Chart
Personal Care Supplies Checklist
Personal Suitability Questionnaire
Personnel Records Checklist
Phone Numbers (Emergency)
Plan of Care
Private Vehicle Mileage Record
Reasonable Suspicion Checklist
Reduction of Services: Client Notification
Reference Checks
Request or Decline a Hepatitis B Vaccine
Service Information Handout for Clients/Consumers
Staff Record of Training & In-services
Standards of Conduct
Transfer Summary
Transportation Liability Waiver