

Trinity Home Care, LLC

In-Home Supportive Services
Caregiver Policies and Procedures

New Employee Orientation Packet

A copy of the following documentation is required. Driver's License, Social Security Card, Proof of Current or previous Oregon Health-Care related Licensure or Certification, and Vehicle Insurance

SCOPE OF SERVICES AND DUTIES:

Home Maker	Personal Care
Meal Preparation	Grooming and Hygiene
Light Housekeeping	Bathing / Showering
Laundry	Dressing
Transportation	Toileting and Elimination
Caring for Pets	Mobility and Move
Medicine Reminder	

Non-Medical:

Caregivers may not diagnose health conditions nor suggest medications or medical treatments for clients. Caregivers must follow all Doctors, Home health, and Hospice orders for medication, physical therapy exercises, etc. If a client refuses a medication or treatment, this must be logged in the daily communication report and caregiver must notify Trinity Home Care immediately. Caregivers cannot make changes to Doctors orders. Caregivers must continue to offer the medication or treatment as prescribed by the doctor until otherwise notified by them.

Non-Skilled / Non Invasive

This means that caregivers may not perform any procedure that enters into the body such as an insulin shot, etc. Sometimes, Trinity Home Care will authorize an invasive procedure, to be performed only when the caregiver has received a delegation by an RN or other Health Professional. If Trinity Home Care has not authorized the invasive procedure, it cannot be performed. You must notify Trinity Home Care if a client or family member asks you to perform an invasive procedure that you have not been authorized to do. When you have been delegated for a procedure, please bring in the appropriate delegation forms to the Trinity Home Care office.

Fall Prevention

When performing a full transfer or a stand by assist, try to anticipate if it is going to be safe for you and the client. If a fall does occur seek help immediately. Caregivers should communicate with the client and perform range of motion before ever attempting to help the client back up. Caregivers may not attempt to lift a client back up on their own. A nearby friend or relative of the clients' or a Trinity Home Care staff member may help; However, if the client is in pain and/or unable to safely get back up please dial 911.

Some questions you may ask yourself to reduce the risk of a fall are listed below:

- How alert is the client?
- How responsive does the client seem to be mentally and physically?
- Is the client on any medication that may impair the safety of the transfer?
- Am I physically capable to help the client in the way that is needed this time?

If you are not able to safely transfer a client at any time, please call the Trinity Home Care office. Safety is our #1 priority!

Hospice Clients:

These clients have a terminal condition. For these clients you do not call 911. You always call Hospice when there is an emergency. If you believe that the client has passed away, call Hospice immediately, then call Trinity Home Care and Trinity Home Care will contact the family

Always communicate to Trinity Home Care if there has been a major change in clients' physical or mental health, such as a fall, trip, ER major mood change, or refusal/change of medication. Day to day changes should be logged in our "Daily Communication Report". The log should be read at the start of each shift and logged at the end of each shift.

Paperwork:

All caregivers are required to fill out the following:

1) Time Cards:

These forms are to be filled out for each day the caregiver has worked. You fill out one timecard per client.

2) Nursing Assistant ADL form: (Client Care Record)

These forms are filled out for ALL CLIENTS. They log what duties were performed for the client.

Client Care records are to be turned in every Friday by 11:00 PM. Time cards are to be turned in 15th and last day of each month. If time cards are turned in after the 15th or the end of the month hours worked will be payed on the next billing cycle.

The Daily Report is located In the Trinity Home Care Notebook. Read previous days comments when first arriving at location. Make entries for the day before leaving and please sign name after each entry. There can be multiple entries on one sheet.

Conduct:

Caregivers may not ever leave the client alone without first contacting Trinity Home Care. For some clients you will receive prior authorization from Trinity Home Care to leave the client alone while you run errands for them, etc. However, Trinity Home Care still needs to be aware of your whereabouts In case of an emergency. Caregivers need to call Trinity Home Care every time they leave the client alone to run errands for them.

Please communicate to Trinity Home Care anything that makes you or the client feel uncomfortable. We believe in addressing concerns as they occur.

EMPLOYEES MUST ALWAYS USE APPROPRIATE SPEECH AND Conduct.

The dress code is as follows:

- 1) No Tank Tops
- 2) No half shirts

- 3) No shorts or skirts shorter than 3 inches above the knee
- 4) No open toed sandals.

Rules of Procedures:

1. Caregivers need to maintain a positive attitude. We are there to relieve the client's anxiety as much as possible. Do not discuss your personal problems with the clients. It can be very upsetting and over-whelming to our elderly clients. Please keep all communication positive and professional. Trinity Home Care caregivers may also not use religious, political or slang commentary which can be controversial.
2. Caregivers need to support the clients' independence and respect their needs and desires. Caregivers should follow the clients' routine and try not to make changes based upon their own personal preferences. Remember, caregivers are guests in the clients' home.
3. Caregivers must exercise proper conduct when meeting with the clients and their family, for an initial interview. Do not discuss your availability. Trinity Home Care is responsible for the scheduling of your availability and schedule. It also distracts from the purpose of the meeting, which is to see if the client feels comfortable with the caregiver, and the caregiver with the client. The focus should be getting to know the client and their routine and preferences.
4. Caregivers may give out the clients' phone number to a friend or family member for emergencies only (or your family may contact Trinity Home Care and we will get a message to you). Caregivers are not to make personal phone calls while on a job.
5. Caregivers are not to bring visitors or other people into the clients' home or to meet them at a public place for dinner, etc. Some clients get nervous when stranger are around them.
6. Caregivers may not give out any personal information about clients. This includes, but is not limited to the clients' name, health condition, etc. This included other employees that are not working with that particular client.
7. Caregivers may not accept money or gifts from a client. Caregivers may not write checks for clients or involve themselves in the clients' financial matters. Always let Trinity Home Care know if these issues occur.
8. Caregivers may not work for Trinity Home Care clients privately. If a client asks you to work for the privately without Trinity Home Care knowledge, taking this action would be a breach of contract.
9. Caregivers, when doing light housekeeping duties, are not to be on a ladder at any time!

Caregivers' questions, comments, or concerns about rates of pay, policy or staff members need to be directed to Trinity Home Care management. Honest communication and professionalism are important.

Schedule Changes:

Please give as much notice as possible when requesting a schedule change. We ask that caregivers consider the importance of continuity for our clients.

Personal days off: Require a week notice, (7 days).

Leave of absence: Require a two week notice, (14 days).

Calling in sick: Call when you first start to feel ill. (Please call no matter what time of night so that we might have someone ready to cover for you).

Types of Shifts:

Live-In:

We pay _____ per day for one client. A caregiver stays overnight in the home of the client. The caregiver is with the client 24 hours a day. Live-in caregivers are expected to get at least seven hours of sleep a night. If caregiver has had a bad night, where they did not get sleep, call Trinity Home Care, so that we can get someone in to help you. Trinity Home Care may need to work out a different schedule. Please make us aware if this does occur. Live-in caregivers may partake of the clients' food with them at mealtime. When shopping for the client they must shop with the client's food preferences. They must also bring their own meals to the job if the client has a special diet. The client may not be left alone.

Supplies:

Clients are to supply all supplies needed such as gloves. No uniforms are required. Trinity Home Care does NOT supply gloves, uniforms, etc.

Hourly:

Trinity Home Care pays _____ per hour, starting pay for all hourly jobs including night shifts hourly shifts range from 3 to 12 hours. Job requirements vary with each individual client. Hourly caregivers are required to bring their own meals to the job.

Night Shifts:

Caregivers must stay awake with the client for the duration of the shift. Sometimes there is a baby monitor in place so that the caregiver does not have to be right next to the client all night. It all depends on the client's sleeping patterns.

Split Shifts:

Caregiver will usually go to the clients' house for a few hours in the morning and a few hours in the evening. Typically, a caregiver prepares morning and evening meals and performs light housekeeping or similar services.

All time cards and Nursing Assistant Home Health Aid Reports are to be turned into the Trinity Home Care office on the 15th and last day of every month. Clients or client's representative must sign all time cards. If time cards arrive after the 15th or end of month you will be paid for those hours in the next billing cycle.

If you are unable to get to the office before it closes there will be a drop box out front for your paper work.

Pay is available on the 1st and 17th during office hours 9:00 AM to 5:00 PM. If payday falls on a weekend or holiday pay is available on the day before. It is all caregivers' responsibility to record time spent working with a client and record any changes to Trinity Home Care.

The State of Oregon mandates all caregivers to receive six hours of continuing training per year as an employee of our service. Most of you already receive the required training as part of everyday work, which may include the following:

- R.N. delegations
- New client orientations
- Physical therapy assist
- And more

Trinity Home Care will also have available educational videos for your use. Which has an attached test? Any other classes or caregiver training you receive may also be considered. Please put any training you receive on the bottom of your timecard. The information needed is listed as follows: The date, what training you have done, the amount of time spent on the training. Please remember this is Oregon State Law and we are required to comply.