



Caregiver Policies and Procedures

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OVERVIEW

This manual is designed to provide basic guidance regarding CarePlus Home Health's (CarePlus) policies and procedures. This manual is not intended to address every situation. If there is any uncertainty related to a specific situation, you are responsible for obtaining clarification from CarePlus.

CarePlus is your employer. As an employee of CarePlus, you should never work for a client privately. Any modifications to your schedule should be directed through the CarePlus office.

CLIENT POLICIES

Caregiver / Nursing Notes

All caregivers are required to complete your WellSky tasks for each shift worked. This allows CarePlus to provide a continuum of care for our clients.

- Caregivers, before your shift, be sure to review any new information that may have been updated in WellSky, since your last visit. Before you clock-out of your shift, it is your responsibility to complete your tasks, using the WellSky caregiver app.
- Nurses, please read care coordinator notes, last assessment notes, and previous care plans. Assessments are to be completed and uploaded into WellSky within 24 hours of the visit date.

Reporting Concerns About Clients

As a caregiver at CarePlus, it is your responsibility to immediately report any physical, mental, or emotional changes you may notice in the client. Any other concerns you may have (such as: supply needs, dangers in the home, or issues with co-workers) should also be reported to the nurse or the coordinator.

Client Complaints

All complaints received by CarePlus from a client will be promptly investigated. Please be aware that you may or may not be contacted to provide a statement regarding a client complaint.

Confidentiality

The right to confidentiality is a basic right of all of our clients and employees. Any patient information you receive is for the purpose of providing care and should never be discussed outside the client's home or with anyone not authorized on the consent form. Violating the principle of confidentiality could result in immediate termination of employment at CarePlus. You will have a mandatory in-service and test related to HIPAA policies as part of your orientation.

Universal Precautions

Universal Precautions should be implemented with all patients when providing care. Gloves, gowns, goggles and masks should be used as the condition warrants. Contact CarePlus with any questions.

Use of Telephones

Any personal calls should be infrequent, short, and limited to CarePlus business concerns or emergencies only. Frequent and/or lengthy phone conversations are strictly prohibited. Abuse of this policy may be grounds for dismissal.



Driving / Parking

Obey all local traffic and parking regulations. CarePlus will not pay for any parking, speeding, or other traffic violations. If parking is a problem and the client cannot offer any non-pay parking suggestions, contact the office and we will discuss on a case-by-case basis.

LOGISTICS

Scheduling

Before accepting an assignment, check your calendar to ensure that you do not have any prior commitments, that you have reliable transportation, and that all potential conflicts have been resolved. Once you accept an assignment, we consider it “*confirmed*” and we call the client to let them know your name and that you will be caring for them or their family member. You are expected to arrive on time to all shifts.

When taking the information on a new case, the coordinator will give you all the pertinent information related to the client.

If you are unsure of how to get to a job, the staffing coordinators can provide you with the directions. If you think that you are lost, **please do NOT go back home.**

It is our expectation that you arrive at least 15–20 minutes early on the first day with a new client. This will allow you to park, introduce yourself, and become acquainted with the client and his/her family members. This will also give you the opportunity to get reports from previous caregivers/clinicians about the client. It is also our expectation that you arrive 10 minutes prior to the start of each consecutive shift. This will allow you time to settle in and be ready to start work as scheduled. Allow plenty of time for traffic and/or weather conditions.

If the client wishes to change the hours or days you are scheduled to work, the office must be notified immediately. It is important for both legal and safety reasons that CarePlus knows exactly when and where you are working. **Do not leave an assignment early.** You are assigned to work a specific number of hours. If you must leave early for any reason, let the office know, in advance, so a replacement can be sent.

Never leave a client unattended. If your relief is late, please wait 10–15 minutes and then call to alert the office, day or night. If this occurs after office hours, your call will be forwarded to the on-call coordinator. Never leave, even if your relief calls and says he/she is, “just around the corner.” You are responsible for the client until your relief arrives. If you ever arrive at a case and find the client unattended, contact the office immediately.

CarePlus staffing coordinators will schedule all of your work assignments in advance. The following parameters apply to scheduling of work assignments:

- You are not authorized to work for CarePlus, unless we have confirmed your shift(s) in advance with you.
- **You are only authorized to work the hours that have been assigned.** You must receive advance approval from CarePlus to work outside the regular start and stop times of your shift.
- All schedules must be directly confirmed with CarePlus either verbally or via email (family/friends/voice messages are not acceptable for shift confirmation).
- You may not work more than 40 hours, in any work week, without specific advance authorization from CarePlus. Any unauthorized work, including unauthorized overtime, will not be paid.



Employee Cancellations

Once you have accepted an assignment, we expect you to keep your commitment.

- Cancellations made less than one business day before your shift starts should be avoided.
- If you must cancel a shift, call CarePlus immediately. Do not just leave a voicemail. You need to talk to CarePlus personnel directly. Do **not** call the client.
- A no call/no show and/or excessive cancellations may result in immediate termination.

Attendance

You are required to arrive at your assignment 10 minutes prior to every shift. Tardiness is **not** acceptable. Please be prepared for inclement weather.

Arriving late creates a lot of stress for the client, your colleague, and for CarePlus office staff. If you believe you will be late, please call the office immediately. Repeated tardiness may result in termination. Refer to our Human Resources Department for more information.

In the event of a personal emergency (such as: family death, auto collision), please provide notice prior to the start time of your shift, if possible. Please be prepared to provide documentation (such as: a doctor's/ER notes/release, obituary, vehicle incident/collision report), if asked.

Clocking In and Clocking Out System

Always clock in and out using the **WellSky app** or using the number on the back of your badge (**1-888-915-5837**). Report any issues with clocking in/out to the office immediately.

Inclement Weather

In the event of extreme weather conditions (such as: heavy snow, ice, or hurricane), and if the CarePlus office is closed, there will be a representative on call, 24- hours per day, to respond to your needs.

Caregivers are expected to listen to the weather reports and make the necessary provisions to arrive at your work site. You may have to leave your home as much as 1-2 hours earlier than usual. We suggest that you take an overnight bag, in the event you are not able to depart from the client's home when your shift is over. We live in an area where there is snow and ice. **Be prepared.**

No One at Home / No Show Policy

If you arrive at the client's home and there is no answer after knocking loudly or ringing the bell, you are expected to call CarePlus at 301-740-8870. Someone is available 24-hours per day. In the event no one answers immediately, leave a message, identify yourself clearly with first and last name, the purpose of your call, and a return call number.

The office may have updated information regarding a change in discharge date, re-hospitalization, family taking the patient to a different location, doctor's appointments, etc. You will receive instructions from the staffing coordinator.



Payroll

Our payroll period is a two-week period and begins with the **day shift on Monday** and ends on the **second Sunday's night shift**. You will be paid on a biweekly basis for shifts completed the previous two weeks. Part of completing your shift includes checking off all of the tasks in the WellSky app.

Holidays

CarePlus pays time and a half from 12 AM (midnight) to 12 AM the following day on the holidays listed below:

January: New Year's Day

May: Memorial Day

July: Independence Day

September: Labor Day

November: Thanksgiving Day

December: Christmas Day

Mandatory Weekend and Holiday Policy

Caregivers must commit to work at least one (1) weekend per month, and one (1) major and one (1) minor holiday per year, if needed.

- Major Holidays: New Year's Day, Thanksgiving, Christmas
- Minor Holidays: Memorial Day, July Fourth, Labor Day

Vacation & Taking Time Off

In the event you need to take off while on a shift, you must contact the Staffing Coordinator **via telephone**, as well as **submit a request** detailing the exact dates and times which you will be unavailable, including holidays. CarePlus must receive your request at least 7 days (preferably 14 days) prior to the first day that you have requested time off.

EMPLOYEE POLICIES

Incident Reports

An incident is any occurrence that is not consistent with routine operation or the routine care of a particular client. It may be an accident or a situation that could result in an accident. **All** incidents must be reported in detail via telephone to your supervisor, as soon as they occur, and no later than 24-hours within witnessing or discovering the event.

While working on an assignment you must fill out an Incident Report (page 13) for any injury or incident that occurs to you or the client. Some examples include a: fall, skin tear, bruise, or a cut. Please complete the Incident Report immediately (within 24-hour maximum).



Dress Code

All caregivers must wear their CarePlus logo shirt, black scrub pants or black slacks, appropriate closed-toe shoes, and your CarePlus name badge. We expect you to represent CarePlus in a professional manner. We require clean, fresh clothing. If the client requests that you do not wear a uniform, you may wear other appropriate attire, however, jeans, shorts, printed T-shirts, suggestive or offensive attire, and open-toed shoes or sandals are not permitted. Hair should be neat and clean. Sideburns, mustaches and beards should be neatly trimmed. Please refrain from wearing strong perfumes, colognes, and hairspray, as this may cause an allergic reaction for your client. **All caregivers must wear their photo ID badges at all times while on a shift.**

Disciplinary Action

- First offense will result in a verbal warning and possible suspension.
- Second offense will result in a written warning and possible suspension.
- Third offense will result in dismissal from your present assignment and institution of a probationary period under a performance improvement plan (PIP).
- Fourth offense will result in dismissal as an employee.

Management reserves the right to vary these procedures on a case by case basis based on individual circumstances.

Compliance with Regulations

CarePlus is committed to providing a workplace environment free from any type of harassment, drug or alcohol abuse, discrimination, or hostile activity.

- **Sexual Harassment** is defined as the actual or perceived unwelcome sexual advances, requests for sexual favors, or verbal or physical conduct of a nature where (a) acceptance of employment is based upon acceptance or denial of those sexual advances, (b) submission to or rejection of such conduct by an individual is used as the basis for employment actions, or (c) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an offensive, hostile or intimidating workplace environment.
- **Drug or Alcohol Abuse** is defined as reporting to work under the influence of, or impaired by, any controlled substance or alcohol, as well as manufacturing, distributing, dispensing, possessing or using such alcohol or controlled substance in the workplace.
- **Discrimination** is defined as basing any aspect of employment on race, color, religion, sex, sexual orientation, gender identity, national origin, disability, genetic information, and/or status as a protected veteran.
- **Hostile Activity** is defined as any workplace conduct that could reasonably be perceived by someone as threatening, intimidating, or hostile for the purpose of causing mental anguish or physical harm.

Any employee accused of any of the above conduct may be temporarily suspended from duty while the circumstances of the allegation are thoroughly investigated. CarePlus has a **zero tolerance policy** regarding the above conduct. Any employee determined by CarePlus to have violated one of these policies will be immediately terminated and may be reported to appropriate law enforcement, regulatory, and licensing authorities.



Immediate Dismissal

- Use of alcohol or drugs while on duty
- Indications of being under the influence of drugs or alcohol while on duty
- Failure to notify the office of absenteeism
- Abandonment of a client while on a case
- Abuse or neglect (physical or verbal) of the client while on duty

Maintaining an Active Status

In order to remain on the active roster, you must keep your credentials current and supply our HR Department with the appropriate documentation, including the following:

- Current certificate of professional license
- Current CPR certification
- Current PPD or health screening (valid for 1 year)
- Current physical exam (valid for 1 year)
- COVID-19 vaccination card
- State issued Driver's License or Photo ID
- Car insurance (applicable if assigned a case where you will be driving a client)
- Social Security Card
- Work Permit (if applicable)
- In-service certificates

Please check your credentials periodically, so that you will know when it is time for renewal. Do not wait until the last minute. CarePlus will be required to remove you from a case, if any of the above documents or credentials have expired.

In-Service Education

CarePlus requires that you complete our formal orientation and on-boarding, upon hire, and attend the annual, mandatory Skills Day. Please provide the HR Department with copies of your updated certificates.

ADDITIONAL PROCEDURES

- Do not give your phone number to your client or their family. All communication should go through the office.
- Do not give out the client's phone number to your family or friends. If they need to contact you while at work, they can call and leave a message on your cell phone or call the office and CarePlus will contact you.
- Sleeping on an assignment is **never permitted**, while working for CarePlus (unless you are on a live-in assignment). If you are on a night shift, get plenty of rest beforehand. If you feel yourself getting tired, stand up, stretch, and walk around.
- Do not watch the client's TV, unless he or she is watching a program and asks that you join them.
- Go to work prepared with meals or snacks. Do not eat the client's food.



- Do not drive the client in your personal car, unless approved by CarePlus. Do not let the client drive you in their car.

YOUR COMMITMENT TO CAREPLUS

- You must always wear your CarePlus ID badge on each assignment.
- Your attire must be appropriate for your specific work assignment (CarePlus uniform, unless otherwise specified).
- Drug and/or alcohol abuse will not be tolerated and will result in immediate suspension of duty and other appropriate action. You agree to take a drug/alcohol test, if requested by CarePlus.
- Always exhibit a professional demeanor and **do not argue** with anyone while on duty. If the matter is urgent, ask for a brief break, and call the CarePlus office (301-740-8870). CarePlus management will immediately intervene on your behalf, if appropriate.
- If you are on an assignment that has back-to-back shifts, you must not leave your assignment until relief has arrived or your supervisor specifically authorizes you to leave. Abandonment of your client(s) will result in immediate termination, and you may be reported to the appropriate licensing authority.
- It is your responsibility to provide CarePlus with up-to-date copies of all required credentials and documentation. Please note that some documentation is client specific.
- You agree that you will neither offer to work privately nor accept employment with a CarePlus client.
- You must report all work-related injuries **immediately** to CarePlus as soon as possible (definitely within 24 hours of the incident). Failure to properly report a work-related injury could result in the denial of workers' compensation benefits.
- You are not authorized to operate a motor vehicle during your shift without the consent of CarePlus.
- You agree to inform CarePlus in writing within three days of the date you learn about any investigation or inquiry into or determination with regard to your professional licensure status in any state, or upon the commencement of any work-related legal action against you, whether or not you were working for CarePlus at the time.
- Never conduct yourself in a manner that would violate applicable licensure, nurse practice requirements, or be considered an unethical or unsafe nursing practice.
- CarePlus will not tolerate any form of harassment or discrimination or allow a hostile work environment. If you encounter any situation you believe may fall into one of these categories, please provide written communication to a CarePlus supervisor, manager, or member of HR as soon as possible.

Please Note:

There is no substitute for sound and reasonable judgment. The information contained herein should provide an adequate framework with regard to most circumstances you will encounter. If you have any question at any time about a policy, procedure or any other matter, please call CarePlus for clarification. We will be pleased to discuss the matter with you in detail in order to resolve the situation before it becomes a problem.



GENERAL OFFICE INFORMATION

Office Hours: Monday through Friday 9:00 AM – 5:00 PM
Phone: (301) 740-8870
Caregiver Line: (240) 396-5892
Fax: (301) 740-8871
Email: info@CarePlusInc.com
Address: 7361 Calhoun Place
Suite 301
Rockville, Maryland 20855
Web Address: www.CarePlusInc.com

After Hours On-Call

Phone: (301) 740-8870
Hours: Monday - Friday 5:00 PM – 9:00 AM
Saturday and Sunday 24 hours



IN SUMMARY: KEY POLICIES AND PROCEDURES

- If there is an emergency with your client, first call 911 and follow their instructions, then call the CarePlus office. If your client goes to the hospital via ambulance, give their medication sheet and additional health-related paperwork to the EMT.
- Always call the office **301-740-8870** during regular office hours, if you have any questions or concerns regarding your schedule, client, etc. Only call after hours, if it is an urgent situation. Do NOT call the client or client's family.
- If you are injured on the job, you must call the office to inform staff within 24 hours of the injury.
- Always wear your complete uniform to every shift: CarePlus shirt, slacks or scrub pants, closed-toe shoes, and CarePlus ID badge.
- Always clock in and out using the **WellSky app** or by calling (888-915-5837). Report any issues with clocking in/out to the office immediately.
- Always call the office immediately, if you arrive at your shift and your client is not home or does not answer the door. Please wait at least 30 minutes before leaving. You will receive 2 hours of "turnaround pay" if you are unable to complete your shift.
- If calling out of a shift for an emergency, you must inform the office at least 6 hours prior to the start of the shift. If 6 hours is not possible, then you must provide written documentation for the reason for your call out (i.e. doctor's note).
- You must provide two (2) weeks of written notice for vacation or extended leave, especially during holidays and holiday seasons.
- Only accept cases for which you are qualified and for those you know you can commit to.
- Always report any qualifying expenses for which you are owed reimbursement (eg. parking, mileage, sick leave) to the Payroll Manager no later than 4PM on the Sunday before pay week.
 - Mileage reimbursement is **ONLY** paid when driving **for or with** a client.
 - We follow the Montgomery County Sick Pay Policy. You earn 1 hour of sick pay for every 30 hours worked. Email your payroll manager when you need to use your sick days.
- Remember that all scheduling must be done through the CarePlus office, not the client, family or facility.
- Do not use your cell phone for personal use, while on a shift.
- Always stay awake on your shift, including night shifts.
- If something is missing on the client's CarePlan, call the office to follow up.
- Always arrive ten minutes early for your shift. If you are running late, you must call and speak with an office staff member before your shift should begin.
- Always inform the office if a client or family member offers you a gift. Do not take the gift directly from the client without approval.
- Never leave your client alone. If your relief is running late, you must call and inform the office but you may not leave your client.
- Always call the office if something happens to your client or if you have an issue with a coworker, family member, or client.



CarePlus Caregiver Policies and Procedures

- Never give your personal phone number to a client or their family.
- Always report any change of your address, email, or phone number to the office.
- Always keep your certifications up to date. You will not be able to take shifts, if your documents have expired. Email current documents to the Human Resources Department (hr@careplusinc.com).
- You may never work for a client privately. Remember that CarePlus is your employer, not your client or their family.
- Hours worked over 40 per week and holidays are paid at one and a half (1 1/2) times your regular rate.
- As part of the CarePlus referral program, you will receive \$200 for any caregiver who shared your name as the referral source during his/her interview after he or she completes 80 hours of favorable employment.
- Always use proper body mechanics when lifting or moving a client. Safety first!
- You will receive texts/emails with information about open shifts. You can always call the office to speak with our schedulers, at any time, to inquire about shift availability.



Incident Report

Reported by: Date & Time Reported:	
Date & Time of incident:	
Location of incident:	
Witnesses & others involved (include contact information):	
Factual description of incident:	
Actions taken:	
Outcome:	



I, _____ acknowledge receipt of the CarePlus Employee Policies and Procedures Manual.

My signature below indicates that I have thoroughly read and agree to abide by these policies and procedures. I understand that failure to comply or abide may be grounds for dismissal.

Signature

Date