CareWorks

Home Care You Can Trust

EMPLOYEE HANDBOOK

TABLE OF CONTENTS

CHAPTER 1 – WELCOME TO CAREWORKS 4

OVERVIEW OF CAREWORKS 4

CHAPTER 2 – FOUNDERS OF CAREWORKS 6

CHAPTER 3 – PRINCIPALS OF CAREWORKS 7

CHAPTER 4 – CAREWORKS SEXUAL HARASSMENT POLICY 9

CHAPTER 5 - CONFIDENTIALITY OF INFORMATION 11

CONFIDENTIALITY AGREEMENT 12

CHAPTER 6 - JOB DESCRIPTION 13

LIVE-IN COMPANION JOB DESCRIPTION ..... **ERROR! BOOKMARK NOT DEFINED.**

LIVE-IN COMPANION TASKS ..... **ERROR! BOOKMARK NOT DEFINED.**

QUALIFICATIONS ..... **ERROR! BOOKMARK NOT DEFINED.**

HOURLY COMPANION JOB DESCRIPTION 13

HOURLY COMPANION TASKS 14

QUALIFICATIONS 15

PROHIBITED SERVICES 19

CHAPTER 7 – PAYMENT POLICIES 17

HOURS OF WORK 17

HOLIDAY PAY 18

CHAPTER 8 – EMPLOYEE ATTENDANCE POLICIES 19

ABSENCE/LATENESS 19

EMERGENCY DAYS 20

CHAPTER 9 - ON-CALL POLICY 21

CHAPTER 10 - PAYMENT OF WAGES 22

CHAPTER 11 - TIME SLIP PROCEDURE 24

CHAPTER 12 – DRESS CODE HA25

CHAPTER 13 - TELEPHONE USAGE 29

CHAPTER 14 - REPORTING EMERGENCIES 27

CHAPTER 14A – CLIENT EMERGENCIES 28

CHAPTER 15 - INCIDENT FOLLOW-UP 30

CHAPTER 16- SMOKE-FREE ENVIRONMENT 31

CHAPTER 17 - FIRE AND SAFETY 32

CHAPTER 18 - DIRECT HIRE 33

CHAPTER 19 - TRANSPORTATION/DRIVING POLICY 34

CHAPTER 20 - INFECTION CONTROL - COVID - ….…….....38

CHAPTER 21 - DISCIPLINARY ACTION 40

Chapter 1 – Welcome to CareWorks

Every member of our staff welcomes you. We hope that your employment here will be a most rewarding experience and that you will help us maintain our reputation for excellence in client care and service.

Being part of the Private Duty home care industry cannot be compared to any other kind of working experience. We do not sell a product; we give of ourselves and provide a service. Our mission is to improve the health and well-being of the people in our community. Our work environment is dynamic and stimulating. The demands and responsibilities placed on us by our community will challenge our ability to respond. Flexibility, perseverance and compassion are qualities that each of us must have to be able to meet this challenge.

We hope your association with us will be a long and pleasant one. We also hope you will enjoy your work and that you will be an important element of a progressive agency that is dedicated to providing the best possible care to all who come to us for help.

Overview of CareWorks

CareWorks was founded January 1, 2006 by William and Holly Hardy. CareWorks is a customer focused, state licensed home care agency of professionals and trained Home Health Aides (caregivers) providing senior care services. We provide non-medical personal assistance services and companionship services throughout Harris County and surrounding areas of Houston, Texas.

Our caring service makes it possible for the elderly, or those recovering from an illness or injury, to maintain as much independence as possible, for as long as possible. In that way, we lift the spirits of the elderly and give peace of mind to their families.

The statements contained in the Employee Handbook will detail in a condensed form the personnel policies and rules of conduct at CareWorks. This handbook does not go into detail on all the conditions of employment or on all of the personnel policies in relation to your job duties. However, this handbook will give you an excellent amount of information of what you can expect from us and what we will expect from you in return.

The policies described in this handbook are not conditions of employment and the language is not intended to create a contract between CareWorks *and our employees.* The handbook is a summary of the principles for which we stand and the obligations you assume as an employee. As our agency grows, we want employees to grow with it.

We hope that you will read your handbook carefully and keep it for future reference. If you have any questions concerning the policies in this booklet, please ask your supervisor about them. From time to time, we may revise unilaterally some of the policies that are outlined in this booklet. The dynamic nature of our organization, our steady growth, and ever-changing opportunities will undoubtedly require changes in our policies and procedures from time to time. We will do our best to keep you informed.

Chapter 2 – Founders of CareWorks

The owners are **William and Holly Hardy**. William is a third generation Houstonian and Holly is a fifth generation Houstonian. They love Houston and the people of Houston, especially our senior citizens. They have been married for over 25 years and have two sons.

William Hardy, **Jr.,** co-founder and president of CareWorks in Houston, Texas is a leader in the eldercare community and an advocate for the well being and dignity of our senior citizens.
Active in the Houston community, he has served and continues to work with a number of charities and other organizations:

Holly Hardy, co-founder and vice-president of CareWorks in Houston, Texas is a person that has a special place in her heart for those dealing with a loved one that is suffering from Alzheimer's. She is a C.P.A. by trade, but her true joy and fulfillment come from raising her two boys and being involved in all of their activities. Holly keeps active in the community by serving in the following areas: Volunteer Women Helping Women (2006), Active in Elder Service Providers Network (2006), Active member and volunteer Kinsmen Lutheran Church (1996 to present).

Ruby Agrawal- I joined William and Holly in September 2022 and is now the operating owner of CareWorks. I love Houston and is passionate about caring for senior citizens of our community. My inspiration for this business started when I had to take care of my mother who was bedridden with limited mobility for several years due to a severe hip fracture followed by repeat surgery and associated infections. Therefore, not only I do care about the elderly but, I have a huge appreciation for both family caregivers and professional care providers. I have over 25 years of experience in management and now involved in the day-to-day operations of CareWorks.

Chapter 3 – Principals of CareWorks

CareWorks has been built around three principals. These principals are like a three-legged stool. If one of the legs (principals) fails, the entire project or company could have major challenges to recover. Below is a list of the three principals:

1. **Expectations** (Principal 1)

   Making sure management understands what applicants or employees expect and that they understand our expectations. CareWorks' management will ask questions to better understand the work experience, availability, area of town able to work and career objectives.

   CareWorks will provide an orientation to review our "Employee Handbook" and discuss what is expected from all of CareWorks employees. Please make sure to ask questions if there is something you do not understand or if you feel an issue was not addressed.

2. **Communication** (Principal 2)

   Quality communication is one of the keys to solving problems and/or preventing issues before they happen. When we use the phrase "Quality communication" we mean that first everyone involved needs to understand each other's expectations. Below are three (3) keyways for "Quality Communication":

   A. <u>Communicate change:</u> When you foresee a change in what is expected of you in regard to your job communicate it to those that are involved

      Example: You are going to be late for your scheduled assignment. **CALL!** If your phone number or home address has changed. **CALL!** If you or your child is sick, and you need to leave work early. **CALL!**

B. Become an active listener: This means to focus all your attention when someone is communicating something to you. It may mean that you need to write down what is being communicated. Repeat back to the person what has been said and verify that your understanding is correct in what they are trying to communicate.

C. Ask Questions: If you do not understand something ask questions. We believe that there is no such thing as a stupid question. It is only stupid if you are being asked to do something that you do not understand and you do not ask questions.

3. **Care/Service** (Principal 3)

At CareWorks we believe that there is a fine line between care and service. Quality is all about providing a care/service that is making a priority with our clients. Below are examples regarding quality care and service:

Care

Understanding and following the “Plan of Care”
Comfort
Client’s Stress Management
Safety (Fall Prevention, Hands on Care, & Compassionate companionship
Client and family’s peace of mind
Report changes in the client’s condition

Service

Timely communication
Dependability & Punctuality
Being detailed regarding our homemaker service
Keeping the Daily Log
Building trust

Chapter 4 – CareWorks Sexual Harassment Policy

CareWorks prohibits sexual harassment of its employees and applicants for employment by any employee, non-employee or applicant. Such conduct may result in disciplinary action up to and including discharge. This policy covers all employees. The Company will not tolerate, condone or allow sexual harassment, whether engaged in by fellow employees, supervisors, associates, clients or other non-employees who conduct business with the Company.

Sexual harassment is any behavior that includes unwelcome sexual advances and other verbal or physical conduct of a sexual nature when:

•submission to, or rejection of, such conduct is used as the basis for promotions or other employment decisions;

•the conduct unreasonably interferes with an individual's job performance or creates an intimidating, hostile or offensive work environment.

CareWorks employees are entitled to work in an environment free from sexual harassment and a hostile or offensive working environment. We recognize sexual harassment as unlawful discrimination, just as conduct that belittles or demeans any individual on the basis of race, religion, national origin, sexual preference, age, disability, or other similar characteristics or circumstances.

No manager or supervisor shall threaten or imply that an employee's refusal to submit to sexual advances will adversely affect that person's employment, compensation, advancement, assigned duties, or any other term or condition of employment or career development. Sexual joking, lewd pictures and any conduct that tends to make employees of one gender "sex objects" are prohibited. Employees who have complaints of sexual harassment should (and are encouraged to) report such complaints to their supervisor. If this person is the

cause of the offending conduct, the employee may report this matter directly to **the Vice Presidents/Alternate Administrator or the President/Administrator.** Your complaint will be promptly and thoroughly investigated. Confidentiality of reports and investigations of sexual harassment will be maintained to the greatest extent possible. Any manager, supervisor, or employee who, after appropriate investigation, is found to have engaged in sexual harassment of another employee or tutor will be subject to disciplinary action, up to and including discharge.

If any party directly involved in a sexual harassment investigation is dissatisfied with the outcome or resolution, that individual has the right to appeal the decision. The dissatisfied party should submit his or her written comments to **the Scheduling Coordinator, the Vice Presidents/Alternate Administrator or the President/Administrator.**

CareWorks will not in any way retaliate against any individual who makes a report of sexual harassment nor permit any employee to do so. Retaliation is a serious violation of this sexual harassment policy and should be reported immediately. Any person found to have retaliated against another individual for reporting sexual harassment will be subject to appropriate disciplinary action, up to and including termination.

Chapter 5 - Confidentiality of Information

All individuals engaged in the collection, handling, or dissemination of client information, whether clinical or business-related, have a responsibility to protect the client data. Clients being treated by CareWorks have entrusted the individuals and CareWorks to use all client information only in a manner consistent with the service which CareWorks provides to that client. Review and/or disclosure of any information which is unnecessary or inappropriate for the care and/or service provided to that individual are a violation of this policy.

1) Information, although available to an individual, does not constitute implicit approval by CareWorks to access that information, to further disseminate that information or to use that information in any manner inconsistent with its intended purpose.

2) It is the intent of CareWorks that only those individuals directly involved in a client's care should access the clinical information regarding the client. Similarly, related information is intended for use by those directly involved with the clinical aspects of the client's care.

3) Violation of the policy can result in disciplinary action including, termination of any relationship with CareWorks.

Confidentiality Agreement

It is the utmost concern to CareWorks that all employees and individuals affiliated with the organization understand this policy and abide by its terms as follows:

1) I understand that it is my responsibility to maintain confidentiality of all information that is entrusted to me.

2) I specifically understand that information regarding clients, employees and individuals affiliated with CareWorks is not to be disseminated to individuals who have no need to know.

3) I understand that any violation of this policy may result in disciplinary action or immediate dismissal.

Your signature below acknowledges your strict cooperation with this policy of CareWorks adherence to the agreement.

_____ _____

Employee signature Date

Chapter 6 - Job Description

Hourly Companion Job Description

The following is a description of work conditions and services which a hourly companion should expect to encounter and perform while on assignment, as well as guidelines on their rules of conduct:

1) Hourly companions are there for the benefit of the client and they should provide all the regular caregiver services.

2) The companion should follow the general rules and routine of the home, using the plan of care as a guide to the client's specific care.

3) You may be responsible for meal preparation for the client if so specified in the **"Plan of Care"**. Hourly caregivers are required to provide their own meals, unless otherwise directed by client. Discuss what the client's food preferences are and if there are any food restrictions.

4) The companion should not leave the home at any time unless specifically given permission by the family and the office. If the companion must leave the home for any reason, the office should be called when leaving and upon returning.

5) The telephone should be used with discretion and with the approval of the client or family. **The cost of any phone calls made by the companion should be the sole responsibility of the companion.** CareWorks is not responsible for the cost of any calls made by companion.

6) The companion should assist the client in regaining the feeling of usefulness and self-confidence. The family members should be encouraged to participate in this process.

Hourly Companion Tasks

The following are tasks that the hourly companion should be expected to perform:

1) Prepare the client's meals for the client, including those which may be of a specific dietary nature, as specified in the Clients Care Plan. The companion may need to encourage the client to eat.
2) Encourage social interaction with the client and actively engage them to enjoy old activities.
3) Assist client with bathing and dressing.
4) Document the client's activity record.
5) Do grocery shopping for the client if necessary.
6) Assist the client with ambulation, whether they use a walker, a cane, a pair of crutches or ambulate independently**.**
7) Assist the client with hair care, i.e., combing and shampooing.
8) Remind the client to take their medication when appropriate.
9) Provide emotional support and companionship for the client.
10) Notify the family member and the office of any sudden changes in the client's condition.
11) Perform homemaker functions, such as changing the linen, making the bed, cleaning the client's bedroom, the bathroom, the kitchen and the main living area, doing laundry, dusting the furniture, take out the trash and vacuuming.
12) The employee may transport the client in a vehicle supplied by the client, upon a transportation waiver being signed by the client. The employee should not transport any client in his or her own vehicle.
13) Abide by the policies and procedures of CareWorks.

Qualifications

The following are general qualifications for anyone wishing to serve as a live-out companion:

- ***Experience*** – Prefer having at least one-year prior work experience as a companion caring for a senior. The previous work experience must be verifiable in both written and verbal form.

- ***Education*** – A high school diploma or equivalent is preferred.

- ***Special Skills/Licensure/Certification*** – The ability to read, write and carry out directions in English. Must be able to speak English clearly.

- ***Work Status*** – A valid work permit, which must be proven with necessary documentation as specified on an I-9 form.

- ***Driving Status*** - Must have a valid State driver's license as well as a reliable means of transportation. The companion must submit to a Department of Motor Vehicle check, and their driving record must not show prior driving violations above and beyond what is considered "normal".

Prohibited Services and Acknowledgement

The following is a list of services which are prohibited and may not be provided by companions, whose work is of a *non-medical* nature.

1) Administer medication, prescriptions or over-the-counter medications (unless under the supervision of an RN authorized by CareWorks). This includes eye, ear, and nose drops, suppositories, and vaginal or rectal ointments. You may remind the client to take their medication.

2) Irrigate colostomy or Foley catheters.

3) Perform vaginal irrigations or douches.

4) Apply hot or cold compresses.

5) Administers enemas.

6) Cut client's hair.

7) Perm or color the client's hair.

8) Give medical advice or make judgments on medical or nursing problems.

9) Apply sterile dressings.

10) Lifting in any way of the client without appropriate equipment.

11) Massage a limb.

12) Drive a client or members of family in an automobile without the agency's consent.

13) Write checks and pay bills for the client or perform any activity related to the client's finances without the pre-approval of the agency.

14) Accept any monetary gifts from a client or family member without the knowledge and consent of the agency.

I have read (Chapter 6, pages 13 –16 of the CareWorks' Employee Handbook) and understand the above job responsibilities. I agree to perform my job within these guidelines.

_____ _____

Employee Signature Date

Chapter 7 – Payment Policies

Hours of Work

The following are the policies and procedures governing the hours of work for all employees of CareWorks. It is the policy of CareWorks to establish and maintain "hours of work" which are compatible with Federal and State Law, the health system, and the maintenance of effective and efficient scheduling of the workload. The policy is applicable to all temporary, interim and per-diem employees.

1) All temporary employees will have hours of work which vary from day to day, shift to shift and week to week.

2) Hours of work may be daytime, evening and nighttime hours, or any combination thereof.

3) An employee has the right to refuse an offer of a case if it is not acceptable to them. Once the hours are agreed to, the employee cannot change them.

4) CareWorks cannot guarantee a specific amount of hours an employee will work in each pay period, nor can it guarantee the full-time equivalent of 40 hours of work each pay period.

5) If an employee's assignment has terminated for any reason, they must contact the office within 24 hours for next assignment.

Over-time Pay for Holidays

The following are the policies and procedures for providing holiday pay to all employees of CareWorks. It is the policy of CareWorks to designate and recognize certain days during the year as holiday.

1) CareWorks provides non-medical home care services on a 24-hour a day, 7-day a week basis. As such, temporary employees may work on holidays. The following holidays are recognized:

    a) New Year's Day

    b) Easter Day

    c) Memorial Day

    d) Independence Day (July 4th)

    e) Labor Day

    f) Thanksgiving Day

    g) Christmas Day

2) All employees working on the above holidays will be paid at a rate of time and one-half of the base pay.

Chapter 8 – Employee Attendance Policies

This Chapter will detail the policies and procedures of CareWorks for employee attendance.

Absence/Lateness

All employees should notify CareWorks of expected absence or lateness. It is advised to call at least 3 hours before the start of your case for lateness and 2 days (48 hours) in advance for unexpected absence. When you are instructed to be at the client's home at a certain time for an assignment, **you are expected to be on time**. This is very important. If you are late, this might cause problems with our clients.

1) During regular office hours you should call the office and advise the office manager or coordinator of the absence or lateness. Call the office management immediately upon knowledge of unexpected absence so that an attempt can be made to schedule an alternate caregiver.

2) During non-office hours and on holidays and weekends, you must still call the office. CareWorks is on-call 24-hours a day, 7 days a week. If you are calling regarding lateness or absenteeism, you must speak with the "live" coordinator, so that we can get this message immediately. If you reach voice mail leave a message, if no one returns your call within 30 minutes try calling again. Keep trying until you speak with a "live" coordinator. Failure to make proper contact regarding an absence may result in termination.

3) We recognize that emergencies do occur and each situation will be evaluated fairly. However, if you are absent and do not call in prior to your scheduled start time, CareWorks will consider this abandonment of a case and that you are resigning.

Your signature below acknowledges your strict cooperation with this attendance policy of CareWorks adherence to the agreement.

_____ _____

Employee Signature Date

Emergency Days

CareWorks acknowledges that natural and man-made disasters may prevent the normal daily activities of the agency from occurring. Under these circumstances, CareWorks must direct efforts to ensure that the health care needs of the client's are met. In this policy, disasters shall mean extreme weather conditions (hurricanes, floods, etc.), or nuclear accidents.

1) The office manager is responsible for administering this policy. When appropriate, the director of CareWorks will make the decision to declare an emergency situation.

2) During the disaster or emergency condition, CareWorks will work to provide care for those clients in greatest need.

3) If the emergency occurs during business hours or non-business hours, the office manager or coordinator will make every effort to contact every employee currently working or scheduled to work for the duration of the emergency.

Chapter 9 - On-Call Policy

It is the policy of CareWorks to be available by telephone to clients, employees and the community during non-business hours.

1) CareWorks standard business hours are Monday through Friday from 8:30 a.m. – 4:30 p.m.

2) During non-business hours CareWorks office manager or coordinator will be on-call and available to assist the employee with emergencies, as well as any questions that may arise. These include, but are not limited to, calls regarding client care, directions, and changes in schedules or absences.

3) Questions regarding paychecks must be made during CareWorks normal business hours and will not be accepted by the on-call person.

4) During non-business hours, calls can be made by dialing CareWorks regular office telephone number. CareWorks on-call coordinator will be available after normal business hours. Employees shall leave their full name, the name of their client, a number where they can be reached and the purpose of their call, on voice mail and/or answering machine. The on-call person will contact you.

5) On-call services are also available to the client if they desire to speak with someone from the office. Questions regarding bills and payment must be made during normal business hours.

Chapter 10 - Payment of Wages

It is the policy of CareWorks to pay employees on a regular basis at pre-determined intervals and in compliance with the existing statutory regulations.

1) All employees shall be paid by check drawn on a bank chosen by CareWorks.

2) All paychecks shall be accompanied by a statement of the employee's gross earnings and an itemization of all deductions.

3) Pay day for all employees shall be defined as every other Friday.

4) Employees of CareWorks shall be paid on a bi-weekly basis. Hence, the pay period is defined as the 2-week period beginning at 12:00 a.m. Monday and ending 14 days later at 11:59 p.m. Sunday.

5) Paychecks will be available for distribution on Friday from 8:30 a.m. to 2:30 p.m. All employees who pick up their checks must do so in person. A note signed by the employee authorizing someone other than the employee to pick up their check is required. All checks not picked up by 2:30 p.m. on Friday will be automatically mailed unless other arrangements have been made.

6) It is the responsibility of the employee to make sure that CareWorks has the most up-to-date information regarding your correct address. If the check is lost or not received in a reasonable time-period, please contact the office. If it is determined that the reason for not receiving your paycheck was due to our not having your correct address and it was our error; we will simply issue another check after confirming with our bank that the check was not cashed or deposited. If the error is on your part, we will issue another check but charge you a [$30] processing fee, which will be deducted from the re-issued amount. Therefore, it is always extremely important for you to inform us immediately of any changes to your address so you can avoid this penalty.

7) If Direct Deposit (when available) has been elected, these funds will be available in your account on or before payday.

8) Responsibility for the computation of time worked, from dates signed on the time slip, shall be vested in the Payroll Department. Payment for less than eight hours wages lost due to clerical error shall be made in the employee's next regular paycheck. Hardship cases will be handled on an exception basis.

9) **All employees are required to submit their weekly time slip into the office by 8:00 a.m. on Monday following each workweek. (E-mail to careworks77479@gmail.com)** Any time slip not received by 8:00 a.m. on Monday is considered a late time slip. Late time slips cause many problems for our office staff, including the processing of reports, payroll, invoices, LTC insurance, and VA benefits. This is a policy that must be followed for it is inconsiderate of others time and causes deadlines to be missed.

10) All wage information is confidential.

Chapter 11 - Time Slip Procedure

1) All personnel are required to complete a time slip for each week worked (or days, if less than one week) and to submit it to office on a timely basis so that payment can be made. Each case must have a separate time slip.

2) You must sign the time slip yourself and also get the client's signature. If the client is unable to sign, the signature of a family member or other responsible party is acceptable.

3) The time slips will be distributed every 2 weeks to you in the envelope containing your paycheck that is sent by mail. You may also request time slips whenever you are in the office, or by contacting the office by phone.

4) While you are on a steady and on-going assignment, ***you are required to submit your weekly time slip into the office by 8:00 a.m. on Monday following each work week.*** (e-mail to wilhardy1@yahoo.com)

5) When the time slips are received according to above procedures, your paycheck will be available the next appropriate payday and ready for mailing to you or pick-up at the office if you request it. The paychecks are sent by regular mail via the U.S. Postal Service.

Chapter 12 – Dress Code

Companions will present a professional, neat and clean appearance while on duty.
All companions are required to practice good personal hygiene while on assignments. The following is the dress code of CareWorks. Please adhere to it at all times while on assignment.

1) Must wear clean, neatly pressed scrubs unless otherwise instructed
2) Must wear nice shoes or sneakers, no flip-flops
3) No severe hairstyles, long hair pulled back away from face
4) No sweatpants
5) No facial jewelry
6) All other jewelry should be kept to a minimum
7) Nails clean and filed
8) No clothing, hats or buttons bearing any type of logos, or insignia of any nature other than that provided by CareWorks are allowed.
9) No halter tops or any shirts that reveal stomach area
10) Tattoos that cannot be covered with clothing should be covered with a band aid
11) No cologne or perfume to be worn during duty

Chapter 13 – Telephone Usage

Proper phone usage while in the client's home is essential. Therefore, CareWorks has established and will enforce reasonable guidelines for the use of telephones while on assignment. Employees should not place or receive calls while on assignment except in emergencies. Inbound emergency calls should be directed to the office and the coordinator will contact the caregiver.

1) Employees should limit their use of the client's phone, in terms of placing and receiving calls. When making or receiving calls, employees should do so only during times when they are not needed by the client, such as during evening hours or when the client is sleeping. **They should also seek the client's permission before giving the client's phone number to any family members.**

2) It is best if an employee uses a personal cell phone for remaining in touch with family.

3) If an employee has no cell phone, they must purchase a phone card before making any long distance calls from the client's phone.

4) If the employee has no phone card, they must obtain permission from the client before placing any calls on the client's phone. Employees are responsible for all phone charges made on a client's phone. They are expected to be paid in full and promptly to the client.

5) All phone calls **(including texting)** should be kept to a minimum. Excessive phone usage for personal reasons is forbidden.

6) An employee is permitted to use the client's telephone to contact CareWorks office for reasons pertinent to the client and/or other CareWorks business. Calls shall be kept short and to the point.

7) An employee shall never give the client's home telephone number to anyone who is not an immediate family member.

Chapter 14 - Reporting Emergencies

All emergencies must be reported in a timely manner to allow for immediate intervention.

1) Call the appropriate authority in client's geographical area regarding the emergency (Fire, Police, Relatives, etc.) (Emergency phone number is 911)
2) Always be sure to stress the nature of the emergency
3) Give the client's name
4) Give the client's address
5) Give the client's telephone number
6) Explain the emergency
7) Give your name
8) Notify the office manager or coordinator at CareWorks of the situation and the steps followed
9) Report all emergencies regarding employees to your CareWorks' office.
10) Document the appropriate information on the daily report.

Chapter 14A – Client Emergencies

Follow these guidelines when confronted with the following emergency situations.

No Answer of The Door When You Arrive At Client's House

1) Call the office or emergency phone number immediately.

    a. Do not leave the area until the client is located.

    b. Use your cell phone, borrow the neighbor's phone or use a pay phone – call collect if necessary.

    c. After reporting to the office by phone, return to the client's residence.

2) Check the doors and windows for sight or sound of client.

    a. If in apartment building, check with the manager's office to see if they can open the door for you. The agency will call the client's phone, power of attorney, responsible party or emergency contact.

    b. If neighbors or family cannot be reached to determine safety of the client, the agency will contact the client's local 911 emergency line for them to gain entrance into the residence.

3) You may not leave the area of the residence until the safety of the client has been determined.

4) In the event the client is found by EMS to be in the residence and is injured or sick you must notify the agency immediately and accompany the client to the hospital and stay with the client until the emergency contact for the client releases you.

5) In the event of death in the residence, you must stay until either the responsible party or the police relieve you from the case.

Client Fall, Injury Or Illness

1) Call 911 and sit by the client and reassure them.

2) Call the office immediately to notify the family for further instructions.

3) If client is Hospice patient, call the Hospice number listed in your folder (provided by Hospice).

4) **Never ever pick up or assist a client to get up after a fall.** Call 911 to allow the emergency medical personnel to determine the medical needs of the client.

    a. You may further injure the client by picking them up.

5) You must accompany or stay with the client until a family member/responsible party or the office releases you from the case.

6) Notify the office of updates.

7) Call the office at the earliest opportunity to report any incident and complete an Incident Report which should be located in the back of the purple folder and fax or email in to the office along with the weekly timesheet.

Chapter 15 - Incident Follow-up

The office manager or supervisor will review the Incident Report and complete an Incident Follow-up Report.

1) The office manager or supervisor will review the Incident Report and determine if the employee was acting prudently in handling the incident. If prudence was not exercised, the office manager or supervisor shall counsel the employee and document action taken on the Incident Follow-up Report. If the incident was an occurrence in which the employee acted properly and according to policy, documentation to that effect will be made.

2) The Incident Follow-up Report must be attached to the Incident Report and forwarded to the office manager within one week of the incident.

3) A copy of the Incident Report and the Incident Follow-up Report shall be forwarded to the management of CareWorks.

Chapter 16- Smoke-Free Environment

CareWorks provides a work environment that is healthy, comfortable, and smoke-free for all employees and clients. Smoking is prohibited in all clients' homes, as well as the Agency offices, corridors, stairwells, and elevators.

Employees may only smoke outside of a client's home if they receive prior permission from the client.

Chapter 17 - Fire and Safety

The employee will be aware of Fire and Home Safety in regards to their activities within the client's home.

1) Employee will be aware of exits in the event of a fire or emergency.
2) Employee will evacuate client and self in the event of fire once safety is ensured.
3) Call 911 and report fire.
4) Stay with client. Keep calm.
5) Notify the agency as soon as possible.

Chapter 18 - Direct Hire

It is against CareWorks policy for a client to directly hire a CareWorks employee. It is also against CareWorks policy for an employee to solicit a client into hiring the employee direct.

1) This policy applies to all temporary and full-time employees.

2) A client cannot hire any CareWorks employee either directly or indirectly, introduced to them by CareWorks while the employee is in the employ of CareWorks, or for a period of 1 year thereafter. If this agreement is broken, the employee will pay CareWorks a placement fee of $5,000.00.

_____ _____

Employee signature Date

Chapter 19 - Transportation/Driving Policy

CareWorks recognizes that certain clients need assistance with shopping and local errands or trips to their physician. It is not permissible for you to transport the client or anyone else in your vehicle while on an assignment without a manager's approval.

If you are a licensed driver and we are sending you to an assignment where driving a client is a necessary part of the case, then you may do so only in the client's vehicle or your designated vehicle.

1) This policy applies to all temporary and full-time employees on private cases.

2) It is the employee's responsibility to maintain a current Texas Driver's License and auto liability insurance. All employees must make sure that the administration office of CareWorks has a copy of their current Driver's License and auto liability insurance.

3) All employees must notify the administrative office upon receiving a ticket or moving violation, within 24 hours or before their next shift, whichever comes first. If for any reason your auto liability insurance in dropped, expires, or is canceled you must notify the office immediately.

4) You may accompany the client in a vehicle that someone else is driving (such as an authorized transportation service or relative of client) to the physician's office, hospital or clinic for treatments.

5) In the event you are involved in an automobile accident while driving a client of CareWorks:

    - Stop, make sure everyone is alright and exchange appropriate information (driver's license information, contact information, license plate number, etc).

- Notify the office as soon as possible and fill out an Incident/Accident Report. Submit the completed report to the office within 24 hours of the accident.

I agree to conduct myself in a responsible manner, abide by the laws and drive defensively. I agree to the above policies and will contact the office of any changes of documentation regarding this policy.

Employee's Signature: _____Date: _____

Print Your Name: _____

Chapter 20 - Infection Control and COVID

Before an aide provides care for an individual in their home, they must self-screen by asking themselves:

1. Do I have a fever higher than 100.3 degrees?
2. Have I traveled to a COVID-19 affected area outside of the U.S. in the past 14 days?
3. Have I had close contact (been within 6 feet for over 15 minutes or lived with) a person with COVID-19 in the past 14 days?
4. Have I been diagnosed with COVID-19 or told by a health care provider that I might have or have COVID-19?

Upon answering, yes, to any of these questions, the aide is to call and inform the office. They are not to report to the client's home but to call their health care provider for further guidance.

Upon answering, no, to all these questions, the aide herself/himself is cleared to go to the client's home but before doing so, the client and household must be screened.

5. Contact the client (or other family member in the house) by phone, e-mail, etc. to pre-screen and confirm that:
    a. No one in household has a fever higher than 100.3 degrees or new respiratory symptoms such as cough, shortness of breath or sore throat.
    b. No one in household has traveled to a COVID-19 affected area outside of the U.S. in the past 14 days.
    c. No one has had close contact (been within 6 feet for over 15 minutes or lived) with a person diagnosed with COVID-19 in the past 14 days.
    d. No one has been diagnosed with COVID-19 or told by a health care provider that they might have or have COVID-19.

If clients are not able to be contacted by phone, e-mail, etc. then the screening may be done with client/household member prior to entering client's home.

If the client's answer is "no" to statements "a" through "d" above, then the aide can continue to provide care to the client in their home using prevention strategies including:

a. Washing hands often with soap for at least 20 seconds, or using alcohol-based hand sanitizer.
b. Covering your mouth when you cough or sneeze using a tissue or the inside of your elbow.
c. Limiting physical contact with your client to only what is needed for care tasks.

If the client answered yes to only statement “a” then, the client should call their health care provider and follow the provider’s guidance. The aide should also contact case manager prior to entering the house. Upon case manager’s guidance the aide might be able to continue providing services to the client using prevention strategies including:

a. Have client wear a face mask
b. Wear gloves when touching the individual
c. Limit physical contact when able.
d. Practice good hygiene (wash hands, cover cough with arm, etc.)

However, if the client answers yes to “a” and “b” or to “c” or “d” then the aide should contact the case manager to assist in making a decision whether it is appropriate for aide with PPE to visit client. Care staff is not to enter house without approval from the case manager.

The case manager will contact client and make sure that they contact their doctor/provider for guidance.

Any aide over the age of 60, with underlying health conditions or a weakened immune system should not provide care to this client due to being at high risk for COVID-19.

Chart/Client’s File Documentation

The care providers are to document the self-screening, the screening of clients and household members on the weekly time sheet/daily activities form. If a time sheet is not available, the care provider is to call the case manager to document in the client’s chart/file.

A staff member must enter the screening into the client’s chart/file no later than 21 days following the screening.

How to properly put on PPE if required

a. Wash hands or use hand sanitizer.
b. Put on facemask. Both mouth and nose should be protected.
c. Perform hand hygiene before putting on gloves, if using.
d. Proper training will be available for care providers.

How to properly take off PPE

a. Remove gloves, if using. Ensure glove removal does not cause additional contamination of hands.
b. Perform hand hygiene.
c. Remove facemask by unhooking ears and pulling away from face without touching the front.

d. Perform hand hygiene.
e. Proper training will be available for care providers.

Follow-up for a positive COVID-19 screening result

Client:
If the client does have a positive result from our screening the care provider is to contact the case manager. The case manager will contact the family and coordinate with them the next step. (Doctors visit or nurse's visit from Home Health Agency, COVID-19 test, etc.) The case manager will follow-up with the family to coordinate future service. **The case manager is to report any client that tests positive to the Houston Health Department. 832-343-4220**

Care Provider:
If the care provider does have a positive result from self- screening they are to contact the case manager. The case manager will contact the family and coordinate with them the next step regarding a replacement care provider. **The case manager is to report any care provider that tests positive to the Houston Health Department. 832-343-4220**

If the care provider tests positive for COVID-19 the care provider will self-quarantine for 14 days from the time of testing before being able to return to work.

Chapter 21 - Disciplinary Action

It is the obligation of every employee to conform to those agency rules and regulations applicable to their individual assignments as well as all general regulations, which apply to all employees. Unacceptable conduct or violations of such rules and regulations shall be disciplined equitably and promptly. Depending upon the seriousness of the offense and the employee's overall record, oral warning, suspension, or immediate discharge may be appropriate. In each case of misconduct or poor performance, the appropriate disciplinary action will be determined at the agency's discretion based on the particular facts and circumstances.

1) An offense may mean, but not be limited to:

- Excessive absenteeism
- No call, no show
- Client complaint
- Unexcused/Excessive lateness
- Arbitrary changing of hours

- Not working hours assigned
- CareWorks not being able to reach employee in a timely (24 hours) manner.
- Failure to notify agency of schedule changes
- Drinking on the job
- Reporting to work intoxicated
- Insubordination
- Horseplay
- Smoking in unauthorized areas
- Fighting
- Gambling
- Abusive or profane language
- Possession of weapons
- Abusive treatment of clients (Will be reported to the authorities)
- Inconsiderate treatment of clients
- Willful disregard of safety rules
- Sleeping on the job
- Use or possession of illegal narcotics or hallucinatory drugs
- Untimely completion of paperwork
- Stealing from co-workers or clients
- Immoral conduct or indecency
- Falsifying records
- Falsifying time slips
- Willful damage to property
- Having visitors in a client's home
- Solicitation of any product or service to the client, or anyone associated with the client, as well as fellow home health companions who work for CareWorks or any competitor agency
- Falsifying the employment application
- Willful misrepresentation or fraud
- Unauthorized solicitation
- Posting, removal or tampering with bulletin board notices without authorization
- Distribution of literature during work hours or in work area without permission
- The making or publishing of false, vicious or malicious statements concerning any employee
- Violations of the dress code

2) Whenever an employee commits an offense warranting disciplinary action, the office manager shall institute discipline in the following order:

    a. At the first offense, if not serious enough in itself to warrant discharge, the employee shall be given an oral warning consisting of a description of the infraction, constructive counseling and be advised that additional infractions will result in

more severe disciplinary action. A record of the oral warning shall be noted in the employee's personnel file.

b. At the second offense, or for more serious violations, but not yet serious enough to warrant discharge, the employee shall be given another oral warning consisting of a description of the infraction. Additional infractions will result in immediate discharge. A record of this oral warning shall be noted in the employee's personnel file.

c. At the third offense, or at any other time the violation is deemed sufficiently serious, the employee shall be terminated according to CareWorks policy.

1) Discipline may begin at any step in this procedure, depending upon the seriousness of the infraction.

2) At the discretion of the office manager, any step in the disciplinary procedure may be repeated.

3) In each case of misconduct, the appropriate disciplinary or counseling action will be determined, at the agency's sole discretion, based on the particular facts and circumstances. This discipline and counseling procedure sets forth factors and procedures that CareWorks believes are generally appropriate concerning employee conduct. Provisions of this procedure are not, however, absolute rules, nor do they constitute a contract implying progressive discipline. If the employee feels that he/she has been unjustly disciplined, he/she has the right to submit the complaint to the office manager.