

POLICY PROCEDURE MANUAL

PERSONAL SUPPORT SERVICES

The goal of this agency is to provide services to individuals in their homes to prevent institutionalization and allow them more independence as long as possible. Often the services of this agency will supplement the care provided by family to give support and respite so that they can be better caregivers themselves. Services may also be provided on a short-term basis through a crisis or on a long term basis when the individual receiving the services is not expected to improve. This agency strives to hire the best quality caregivers that will treat the individuals they serve like they would want their own family members treated if they needed the same care. Training of caregivers and monitoring of their services will be conducted continually to assure that care is of superior quality.

The owner/director, Donna Payton at Helping Hands of Cleveland, LLC, is responsible for the overall operation of this agency. The owner/director is to see that all services are provided and ensure that the agency complies with licensure regulations. Annie Baynes is delegated the authority to act in the absence of the owner/director as one who is knowledgeable of all rules, policies, and procedures relevant to the agency. In addition, the owner/director or delegated authority will assure/oversee emergency assistance as needed.

SERVICES PROVIDED

Anyone may apply for services. An assessment will be conducted by one of the agency staff, and that staff along with the client (and possibly the client's family) will develop a plan for services to be provided. The agency will provide in home services as requested, making every attempt to be flexible in each situation. Services may include, but are not limited to: sitting; cleaning; laundry; meal preparation; shopping; medication reminders; assistance with daily living skills (dressing, bathing, etc.); accompanying to appointments such as doctors, physical therapists, nutritionists, hairdresser, etc.; and accompanying to run errands such as banking, shopping, meals out, post office, etc.

Services may be available 24 hours a day, 365 days per year if a client has a demonstrated need and staff is available to provide the care.

FEES

The minimal standard fee for services is \$_____ an hour. Additional fees may be charged, depending on the number of services provided. A written fee agreement will be negotiated and signed by agency personnel and client/legal representative prior to the delivery of services. Clients may cancel services at any time with a written two-week notice to the agency. Services will terminate if an invoice is not paid by the due date.

The agency will accept assignment of fees for clients referred by ETHRA, TENNCARE, or other funding sources.

CLIENT RIGHTS AND CONFIDENTIALITY

All clients receiving services from this agency are guaranteed the following rights:

1. To be treated with consideration, respect, and full recognition of dignity and individuality;
2. To be protected from abuse, neglect, and exploitation;
3. To receive services regardless of race, national origin, gender, age, religion, or disability;
4. To be informed about the care to be provided, to be involved in care planning, and not to receive any service without informed consent and agreement;
5. To expect confidentiality of all agency records except in the case of court order, emergencies, or as otherwise required or permitted by law;
6. Not to be required to make public statements acknowledging gratitude to the licensee for services provided;
7. Not to have identifiable photographs taken and/or used without written permission;
8. To be informed of the agency's grievance procedure;
9. To file a grievance without fear of retaliation and to have it addressed timely through a formal grievance procedure.

CLIENT RESPONSIBILITIES

All clients receiving services from this agency have the following responsibilities:

1. To promptly inform the personal support services agency if you will be away from home when services are scheduled
2. To report any changes in your health or living conditions which concern your care
3. To cooperate with caregivers and ask questions if you do not understand any questions or information given to you
4. To provide a safe home environment so that services can be safely delivered to you

GRIEVANCE PROCEDURE

If an individual being served or the individual's family feels that his/her rights have been violated, the individual or someone acting on his/her behalf may call the administrator, Donna Payton to make an appointment to come in to fill out the grievance form, make an appointment for the administrator to go to the individual's home so that someone can fill out the grievance form, or so that a grievance form can be mailed to someone to be filled out. Grievance forms must be submitted in writing.

Once the administrator receives the grievance form, the grievance will be investigated and a decision made as to the disposition. If the individual who filed the grievance is not satisfied with the results of the grievance investigation, he/she may file a complaint with the Department of Human Services or the Department of Mental Health.

MEDICATION ASSISTANCE:

Caregivers will not administer medication. They may remind clients about medication times, if necessary, and record that they observed the client taking his/her medication. Medication assistance may be provided as needed, but will be provided only after written authorization has been obtained from the service recipient or the service recipient's authorized representative and only after the caregiver has received and documented training in medication assistance. The service recipient or service recipient's authorized representative, if applicable, must provide a written list of medications for which the caregiver is to provide assistance before assistance will be provided and provided updated information when there is a change in medication.

DETECTION AND PREVENTION OF COMMUNICABLE DISEASES

Safety is everyone's responsibility. All accidents, injuries, potential safety hazards, and health and safety issues will be reported to the administrative office or the person on call. Caregivers will practice infection control and universal precaution procedures to protect themselves and clients from infectious disease. Personal support services workers will comply with procedures for detection and prevention of communicable diseases according to procedures of the Tennessee Department of Health.

EMERGENCY PROCEDURES

In the event of an emergency involving the client's health such as not breathing or loss of consciousness, the caregiver will dial 911 immediately and follow the instructions of the dispatcher. (Training provided by the agency will help to clarify these situations for the caregivers.) After making the 911 call, the caregiver will call the administrative office or the "on call" number. Administrative staff is available and on call at all times when services are provided by the agency. The caregiver will remain with the client until help arrives and do whatever is necessary to keep the client comfortable and safe.

In the event of a fire, the caregiver will escort the client to the nearest exit and to a safe distance away from the building. If possible, the caregiver will use a neighbor's phone or ask someone to dial 911 to report the fire. The caregiver will notify the administrative office or the on call person as soon as possible.

In case of natural disaster, the caregiver will make every possible effort to assure that the client's safety and care needs are met. In addition, the caregiver will keep in contact with the administrative office for instructions and listen to the radio and television for updated news and instructions from the government agency in charge, if possible.

BACKUP PLAN FOR STAFFING

In the event that a caregiver is unable to complete a shift, he/she will notify the administrative office or the on call person. If the nature of the service being provided is such that someone must take the caregiver's place, the on call person will send a caregiver to cover the shift or will cover the shift him/herself.

CONSULTATION FOR SERVICES

If a caregiver has a question or needs any consultation he/she will call the administrative office or the on call person. An administrative staff is available and on call at all times when services are provided by the agency.

REPORTING AND INVESTIGATION ABUSE OR NEGLECT

All cases of suspected abuse and/or neglect will be reported to the Department of Human Services. Serious allegations of abuse against the agency will also be reported to the Department of Mental Health Office of Licensure & Review. If complaints of abuse and/or neglect are validated against any employee of the agency, the employee will be immediately terminated.

FINANCIAL MANAGEMENT

All money spent for a client will be documented on a disbursement log. Documentation will include the amount of cash/check received from the client, the amount of the purchase, any change returned to the client, and the items purchased. Both the client and the caregiver will sign the disbursement log.

TRANSPORTATION

When transportation is provided as part of the care plan developed for a client, it will be provided either in the vehicle of the caregiver or in the vehicle of the client.

All caregiver vehicles used to provide transportation of a client will be inspected to assure that they are safe and evidence of a safe driving record will be obtained during initial background check of the caregiver.

All caregivers will be expected to possess an appropriate driver's license and documentation will be maintained in the personnel file.

In addition, documentation of adequate vehicular liability insurance will be maintained on site in the agency files and in the personnel file of the caregiver.

PERSONNEL POLICIES

1. All caregivers hired will be 18 years of age.
2. A criminal background check will be performed for each caregiver within 10 days of hire that is in compliance with TCA 33-2-1202.
3. The "Abuse Registry" maintained by the Department of Health will be checked for each caregiver prior to direct contact with clients.
4. The Tennessee Sexual Offender Registry will be checked for each caregiver prior to direct contact with clients.
5. Caregivers must demonstrate skills sufficient to read and understand instructions, prepare and maintain written reports and records.
6. Caregivers must have skills sufficient to communicate with the client.
7. Caregivers will be trained as to the specific needs of each client served prior to service provision with documentation maintained on file.

I, the Service Recipient or POA for the Service Recipient acknowledge that I have received the Policy Procedure Manual Personal Support Services.

Name _____ Date _____