



POLICY AND PROCEDURE MANUAL

SENIORS HELPING SENIORS

SAN DIEGO AND ORANGE COUNTY

REVISED NOVEMBER 2015



TABLE OF CONTENTS

I. ORGANIZATION AND ADMINISTRATION

- Mission Statement - 5
- Policy and Procedure Development and Implementation - 6
- Board of Directors - 7-8
- Program Description - 9-10
- Organizational Structure - 11
- Organizational Chart - 12
- Administrative Records - 13-14
- Conflict of Interest - 15-16
- Public Disclosure - 17
- Legal Requirements - 18
- Closure/Transfer of Ownership - 19

II. PERSONNEL POLICIES AND PROCEDURES

- Equal Employment and Affirmative Action - 21
- Criminal History, Disclosure, and Background Inquiries - 22
- Personnel Selection Affiliated Home Care Aides - 23-24
- Personnel Requirements - 25
- Personnel File Content and Management - 26
- Orientation to SHS - 27-28
- HCA Annual Training Requirements - 29-30
- Home Care Agency Resource Materials - 31
- Performance Evaluations - 32
- Supervision of Affiliated HCAs - 33-34
- Corrective Action - 35-36
- Incident and Complaint/Grievance Reporting - 37
- Smoke Free Workplace - 38
- Drug and Alcohol-Free Workplace - 39-40
- Intimidation, Discrimination, and Harassment - 41-42
- Conditions of Employment, HCAs - 43-44
- Reporting Suspected or Known Dependent Adult and Elder Abuse - 45
- HCA Reporting Requirements and Scheduling - 46-47



HCA Ethical Behavior - 48-49

Job Description: *Managing Member* - 50-51

Job Description: *Director Orange County Services* - 52-53

Job Description: *Coordinator of Client Services* - 54

Job Description: *Accounting Coordinator* - 55

Job Description: *Case Manager* - 56-57

Job Description: *Home Care Aide* - 58-59

III. HCA SAFETY POLICIES

Universal Precautions - 61-62

Safety Management - 63

Personnel Safety - 64

Pets In The Home - 65

Food Handling - 66-67

Emergency Care - 68

Home Environment and Safety Assessment - 69

IV. Financial Policies

Financial Management - 70-71

Fee Setting and Collections - 72-73

Transportation Reimbursement - 74

Appendices

I. Incident and Complaint/Grievance Reporting Form - 75-76

II. JJD, LLC, DBA Seniors Helping Seniors Organizational Chart - 77

III. California Home Care Organization Organizational Chart – 78

IV. Sick Leave Policy - 79



SENIORS Helping SENIORS®
...a way to give and to receive®

SECTION 1: ORGANIZATION AND ADMINISTRATION

MISSION STATEMENT

POLICY

The Seniors Helping Seniors San Diego and South Orange County (herein referred to as SHS or Agency) Board of Directors has adopted a written mission statement that reflects its commitment to the provision of efficient, effective, quality home care services to clients in the communities we serve in San Diego County and South Orange County. SHS will serve its clients with dignity and comfort, prioritize service goals based on client/representative input, and deliver timely, coordinated, and culturally sensitive services.

PURPOSE

To serve as the guiding principles for SHS's policies, procedures, services, and programs.

PROCEDURE

1. The mission statement was established with administrative personnel input and review, and approved by the Board of Directors.
2. The mission statement will be reviewed and approved at least every 36 months by the Board of Directors.
3. The mission statement is included in all employee orientation training.
4. A written copy of the mission statement is available for employees, clients, referral sources, and other interested parties via the SHS website.

MISSION STATEMENT

The mission of seniors helping seniors is to provide seniors with the services that allow them to choose an independent lifestyle in their own homes and to be treated with the dignity and respect they deserve.



POLICY AND PROCEDURE DEVELOPMENT AND IMPLEMENTATION

POLICY

Seniors Helping Seniors (SHS) follows an established process for the development, approval, implementation, and access to its policies and procedures. SHS policies and procedures reflect an emphasis on quality services, compliance with Directives of the California Home Care Services Bureau (HCSB), client rights, and SHS's mission statement. Policies and procedures will be reviewed and revised if needed at least annually by the Managing Members, meeting as the Board of Directors, for any needed additions or revisions to existing policies.

PURPOSE

1. To ensure accountability and responsibility in the oversight, review, and approval of policies and procedures which direct the services of SHS.
2. To delineate the authority for the approval process.

PROCEDURE

1. SHS Board of Directors has enacted the Intent to become licensed as a Home Care Organization (HCO) in the state of California. The Managing Directors for California services will be responsible for compliance with the HCSB Directives and monitoring applicable CA Health and Safety Codes, for any updates, changes or additions to these directives that would prompt changes to the SHS policies and procedures.
2. Policies and procedures will be written in a standardized format, approved by the Board of Directors, maintained on the Internet, and organized for efficient reference and access.
3. The Managing Members may develop or amend policies and procedures and forward them to the Board of Directors for review and approval.
4. Once approved, the Managing Members will implement the policy notifying affected persons and posting the revised policy on the Internet.
5. Applicable policies and procedures may be shared with community resources and facilities serving SHS clients for continuity of care, clients or their representatives, and federal and state authorities upon request. Personnel will have access to all policies including personnel policies via the Internet based employee portal maintained by SHS.

BOARD OF DIRECTORS

POLICY

The Board of Directors is the governing body of JJD Senior Services, LLC DBA Seniors Helping Seniors and assumes full legal authority and responsibility to operate and for compliance with local, state, and federal regulations. The Board of Directors is responsible for the provision of all HCO services, fiscal and personnel management, and quality improvement activities. The Board of Directors will ensure compliance with California HCSB Directives and notify the HCSB of any issues or events specified as reportable in the HCSB Directives. All Board Members are required to acknowledge in writing that they understand that SHS is governed by the laws and directives of the Home Care Services Consumer Protection Act.

The Board of Directors is made up of the three Managing Members of JJD Senior Services, LLC, DBA Seniors Helping Seniors. Managing Members are Susan Erskine and Tricia Izadi who are the Administrators for the SHS California Home Care Organization and Doris Dorey who is the Managing Member and Administrator of the New Jersey Home Care Organization. The Board of Directors also designates responsible individuals to serve in the absence of the Managing Member for purposes of [a] performing administrative functions, [b] responding to questions or requests and receiving documents from the HCSB in the Managing Members absence. Mary McFadden has been designated as a responsible individual to serve in the absence of the Managing Members and serves as the Administrator of services provided in Orange County.

Additional individuals with relevant expertise to effectively govern SHS and follow its mission may be added to the SHS Board of Directors in the future. Future Board of Director Members will be provided education related to their responsibilities and legal duties as a member of the Board and will acknowledge these responsibilities. The Board of Directors will meet at least twice per year.

PURPOSE

1. To ensure delineated lines of authority are established for effective service management.
2. To assure clients are provided with appropriate, quality services.

PROCEDURE

The duties and responsibilities of the Board of Directors shall include:

1. Accountability for the general supervision over the affairs of SHS as a licensed Home Care Organization in the state of California, and for the establishment and ongoing revision of policies concerning its operation.
2. Defining the business structure and clearly indicating lines of authority.
3. Developing and approving strategic and operational plans including community needs assessments and budget and capital expenditures.



4. Delegating Managing Members to act as Administrators for SHS with the authority and responsibility for the provision of services in accordance with HCSB, state and federal regulations, and SHS' Mission Statement. The responsibilities of each Managing Member are defined in the Managing Member's job description.
5. Assuring that qualified, competent Affiliated Home Care Aides who are registered in the California Home Care Bureau Registry are available for client services.
6. Arranging for professional advice as required for oversight of fiscal and/or operational affairs of the home care agency.
7. Overseeing and approving the fiscal administration of the HCO including but not limited to financial statements, annual budget, capital expenditures, contracts, required licenses and insurances, and other legal functions as identified. The Board of Directors holds the Managing Members responsible for fiscal management and the Board will provide for annual review or audit by auditor or accountant.
8. Approving new and/or revised policies and procedures that are consistent with the mission statement.
9. Providing and maintaining adequate resources, including an office adequately equipped for efficient work and secure for the confidentiality of client records.
10. Providing a safe working environment in compliance with local ordinances and regulations.
11. Ensuring that the Board of Directors and personnel complete an annual Disclosure of Conflict of Interest form identifying professional and personal direct and indirect relationships and interests. Maintaining these forms on file.
12. Ensuring accurate, complete, and signed minutes document actions taken at all official Board of Directors meetings and retaining for a minimum of five years. Minutes are distributed as determined by the Board of Directors.
13. Providing for proper licenses and insurance coverage.
14. If the Board of Directors adds additional members, they will serve two years or until they resign or are asked to step down. Members are expected to attend meetings in person or by teleconference. Meetings will be held at least twice a year and as needed.
15. A list of Board of Directors members will be provided to regulatory, federal, and state agencies upon request and is maintained in the administrative file with the Board of Directors minutes.
16. Ensures that SHS complies with all federal and state laws and regulations.
17. Ensures that SHS does not refuse service to or employment to or in any way discriminate against any person because of race, color, or national origin.



PROGRAM DESCRIPTION

POLICY

The Program Description for Seniors Helping Seniors provides an overview of the type of services provided by the organization, its business hours, procedures for reporting abuse, a description of the areas where service is provided and contents of the SHS brochure. Revisions to the Program Plan may be made upon approval of the Board of Directors.

PURPOSE

1. To inform potential clients, the HCSB and referral sources of the scope and nature of services provided by SHS.
2. To delineate the areas where SHS provides services in California.
3. To state the procedure SHS uses for response to abuse reporting duties.

PROCEDURE

1. **Description of Services** - Seniors Helping Seniors (SHS) arranges and oversees the provision of non-medical home care services to senior citizens living at home with the goal of assisting the client to remain living in their own homes and communities for as long as possible. All services are provided by HCA's who have been trained to understand and uphold the Mission of Seniors Helping Seniors to provide seniors with the services that allow them to choose an independent lifestyle in their own homes and to be treated with the dignity and respect they deserve.

SHS also provides respite to family members who are caring for a senior to allow them time to rest, reduce stress and pursue outside activities and work. SHS clients typically need assistance with Activities of Daily Living (ADL's) and Instrumental Activities of Daily (IADL's). SHS provides Home Care Aides who are employed by SHS and registered as HCA's with the State of California. Services are provided on an hourly basis under a written agreement that specifies the amount and cost of services to be provided. Upon admission, a service plan is developed for each client. The plan specifies the services to be provided, the schedule for service provision and the tasks to be completed by the Home Care Aide. Supervisory personnel monitor services and the service plan may be adjusted from time to time based upon consultation with the client and/or responsible family members. Services provided by SHS include the following:

- Personal care - assistance with bathing, dressing, personal hygiene and grooming.



- Meal preparation and assistance with eating, cleaning up and meal preparation.
- Assistance with transfers, positioning and ambulation.
- Assistance with toileting and continence.
- Light housekeeping including sweeping and dusting, organizing, laundry and linen changing.
- Assistance with medication that the client is able to self-administer.
- Transportation for errands, medical and dental appointments, shopping and recreational activities. Transportation is provided by the HCA via the HCA's car or the client's car.
- Assisting with communication activities, writing letters and telephone use.
- Errands.
- Companionship.
- Cognitive supervision and family respite for clients with Dementia.

2. Hours of Operation - SHS provides services seven days a week, twenty-four hours a day. SHS does not provide "Live-In" services at this time. An SHS designated Managing Member is available by phone twenty-four hours per day. Office hours are Monday through Friday 9am to 5 pm. The office will be closed on New Year's Day, Memorial Day, Fourth of July, Labor Day, Veteran's Day Thanksgiving Day and the day after Thanksgiving, Christmas Eve and Christmas Day.

Phones are answered live from 9 am to 5 pm Monday through Friday and answered via a live answering service from 5 pm on Friday to 9 am on Monday mornings. Managing Members are available to return urgent phone calls during the weekend hours upon notification by the Answering Service.

3. Areas served by SHS - SHS provides services in south coastal Orange County and in San Diego County with the exception of the north inland areas of Bonsall, Fallbrook, Escondido, Alpine, Pine Valley, Rancho Bernardo, Rancho Penasquitos, Ramona, 4S Ranch and Mira Mesa.

4. Response to Abuse Reporting Duties - All staff, Managing Members, and Affiliated HCA's are trained on their responsibilities to report any suspected or known dependent adult or elder abuse and any suspected or known child abuse as required by California law. SHS will maintain a copy of each suspected abuse report in the SHS administrative records and make them available for review by the HCSB for a period of three years from the date each report was made. The administrative record for each report shall include verification that the abuse report was filed by retaining a copy of the fax transmittal sheet with date and time stamp, registered or certified mail proof of delivery confirmation or a copy of the email sent with a date and time stamp. All administrative records will be kept securely in the SHS office.

5. Brochure - The current SHS brochure is included in the Appendices.

ORGANIZATIONAL STRUCTURE

POLICY

JJD Seniors Services, DBA Seniors Helping Seniors (SHS), is a New Jersey LLC, registered with the California Secretary of State as a Foreign Limited Liability Company, governed by a Board of Directors and operated by administrative personnel and owners. SHS follows its established plan of authority and responsibility. SHS arranges home care services for seniors in Orange County and San Diego County California and in Morris County New Jersey. The policies and procedures contained herein govern the California operations of SHS.

PURPOSE

1. To ensure accountability, responsibility and compliance with The Home Care Services Consumer Protection Act in the provision of effective home care services.
2. To delineate lines of authority.

PROCEDURE

1. SHS has applied to be a licensed Home Care Organization in the state of California and is registered with the California Secretary of State as a Foreign Limited Liability Company, with legal authority to operate under the laws of the state of California.
2. The Board of Directors, consisting of the three Owner/Member Managers of the LLC, is ultimately responsible for all aspects of the Home Care Organization operations and appoints the Managing Members to handle day-to-day operations.
3. The Managing Members, acting as Administrators, assume responsibility for the daily operations of SHS.
4. The client services and personnel operations of SHS are the responsibility of the Managing Members. In the absence of the Managing Members, the Director of Orange County has been designated by the Board of Directors to assume responsibility for SHS and the services provided.
5. SHS maintains a current organizational chart that reflects the lines of authority and accountability of all personnel. Amendments will be documented as changes in SHS occur.



SENIORS Helping SENIORS®
...a way to give and to receive®

ORGANIZATIONAL CHART

See Appendices II. (Page 77) for JJD, LLC DBA Seniors Helping Seniors Corporate organizational chart.

See Appendices III. (Page 78) for California Home Care Organization organizational chart.

ADMINISTRATIVE RECORDS

POLICY

SHS will maintain administrative records in a secure location within the SHS Office. All Affiliated Home Care Aides, staff, volunteer and licensee personnel records shall be retained for at least three (3) years following separation of employment or separation of association as a volunteer.

Procedure

The following information shall be maintained by SHS and be complete and current:

(1) Valid Worker's Compensation Policy covering Affiliated HCA's.

[2] Employee dishonesty bond, including third-party coverage, with a minimum limit of ten thousand dollars (\$10,000).

[3] Proof of general and professional liability insurance in the amount of at least one million dollars (\$1,000,000) per occurrence and three million dollars (\$3,000,000) in the aggregate.

[4] A copy of each suspected abuse report.

[5] The SHS HCO License and business hours will be posted in a visible place within the office.

(6) Program Description

(7) A copy of each waiver and exception filed with the Department and the Department's response to each request.

(8) HCO Application documents.

(9) All signed statements regarding criminal record history as required by Health and Safety Code sections 1796.23(a) and 1796.33.

[10] SHS Licensee Personnel Records including:

- SHS licensee's full name (indicate if ever employed under a different name).
- List all names used for employment.
- Telephone number.
- Valid driver's license number if the employee is to transport clients.
- Date(s) of employment.
- Position title.
- Position time base.



- A statement signed by the licensee that he or she is at least 18 years of age.
- Mailing address.
- Employment history, including name and address of former employer(s), telephone number(s), job title(s) and type of work performed, reason for leaving, and dates of employment.
- Separation date if no longer licensee for SHS.
- Documentation of a criminal record clearance, criminal record exemption, or transfer as required.
 - All communication received from the Caregiver Background Check Bureau by the Home Care Organization licensee including criminal record exemption needed requests, approvals, denials, closures, and rescissions.
- A signed statement acknowledging the requirement to report suspected abuse of pursuant to Health and Safety Code section 1796.42(e).
- Home Care Organization applicant or Home Care Organization licensee certificate of completion of the Department orientation.
- A signed statement regarding their criminal record history as required by Health and Safety Code sections 1796.23(a) and 1796.33.

CONFLICT OF INTEREST

POLICY

Seniors Helping Seniors' Managing Members/Owners, Board of Directors members, and selected personnel will sign Conflict of Interest forms attesting that they will not place him or herself in a position where a personal interest may influence decisions between SHS and other entities.

PURPOSE

1. To ensure the mission of SHS is not harmed by relationships of Owner, Board of Directors members or personnel.
2. To assist persons who are involved in agency decision-making to understand and meet the standard of conduct required for such persons.
3. To clarify whether the Owner, Board of Directors members or personnel could derive profit or gain through association with SHS.

PROCEDURE

1. Annually all Owner(s), Board of Directors members and personnel will complete SHS's Conflict of Interest form. These forms will be maintained in the administrative files of the Board of Directors. If a conflict potentially exists, the person completing the form will include:
 - a. Name(s) of competing or subcontracting corporations in which 5% ownership exists.
 - b. Names of family members with 5% ownership in such agencies.
 - c. Persons who have ownership/controlling interest in a competing agency.
 - d. Changes in ownership or control.
 - e. Change of address for Parent Corporation, sub-unit, or branches.
2. No officer, director, or management person of this agency will participate in a relationship if he/she is a party to or has financial interest in that relationship, is employed by or negotiating prospective employment with the other party, or has financial interest in the other party.
3. All officers, directors, or management personnel will promptly report any matters that may pose a potential conflict of interest.
3. In matters involving a conflict of interest, a Board of Directors member or employee must disclose any known significant reasons why a transaction may not be in the best interest of SHS.



4. A Board of Directors member may not participate in discussions unless requested and may not vote on transactions where conflict may or does exist. Abstention and reason for it will be included in the minutes.
5. No Managing Members, directors, or management personnel will solicit or accept any gratuities, favors, or anything of significant monetary value from any person or party while representing SHS. Significant value is defined as something that cannot be consumed or used up within 24 hours or has a face market value of more than \$25.00.
6. All personnel shall conduct business in such a manner that no conflict of interest, real or implied could be construed. Personnel and families may not have financial interests in competing or supplying companies that could affect their performance or influence business decisions.
7. The Managing Members, acting as the Board of Directors, will have final authority on what constitutes conflict of interest.



PUBLIC DISCLOSURE

POLICY

Seniors Helping Seniors will provide information relative to SHS policies and services to personnel, clients/family, and community resources and facilities upon request, or as part of its ongoing educational materials, admission packets, and other materials as deemed appropriate. In addition, SHS will provide full disclosure, upon request, and as required for applications or state or federal inquiries of its ownership and control including the names and addresses of its Board of Directors members and administrative personnel. All educational and marketing materials will display the SHS California Home Care Organization license number (when granted).

PURPOSE

To release full disclosure to the public and other interested parties.

PROCEDURE

The following information is available upon request:

1. Mission statement and philosophy
2. Client rights
3. All licensing, credentials, and accreditation reports
4. The annual report of services provided
5. SHS's ownership
6. Services provided, hours of operation, and geographic coverage area

LEGAL REQUIREMENTS

POLICY

Seniors Helping Seniors shall establish procedures for monitoring its continued compliance with all applicable local, state, and federal laws and regulations, including agency and personnel licensure regulations.

PURPOSE

To ensure compliance with the legal requirements for state and federal laws.

PROCEDURE

1. The Managing Member or designee will be responsible for setting up a tracking system to monitor compliance with HCSB regulations and a system for response to any variances identified, including but not limited to:
 - a. Business, state, and individual licenses and registrations
 - b. All required postings: Family Leave Act, Equal Employment Opportunity Act, Occupational Safety and Health Administration (OSHA) forms, Job Safety and Health Protection Act, Minimum Wage, Polygraph Protection Act, American with Disabilities Act, Civil Rights Act, Fair Labor Standards Act, Blood Borne Regulation's and Procedures, and state poster requirements
 - c. Employment regulations
 - d. Immigration requirements including revised I-9 form for all new hires
 - e. Law enforcement requests and subpoenas
 - f. Requests or required reports to the HCSB.
2. If an employee is contacted concerning a legal matter, which might involve the home care agency either directly or indirectly—either in the form of a subpoena, by an attorney, or other person—the employee will notify his/her supervisor and/or the Managing Member before taking any action.



CLOSURE/TRANSFER OF OWNERSHIP

POLICY

In the event that Seniors Helping Seniors must cease operations, it will give 30 days notice and either transfer ownership to another entity or facilitate safe transfer of SHS's clients to another agency that serves the community and is in good standing with its licensure and/or accreditation.

PURPOSE

To ensure that client services are not interrupted and there is time for the transition of services from SHS to another entity.

PROCEDURE

1. SHS will provide 30 days written notice to all clients of the intent to either close or transfer ownership of SHS and shall include:
 - a. Date of closure or transfer
 - b. The plan for transfer of clients to another agency in the event of closure
2. The client/representative will be given choice of transfer locations.
3. SHS will notify the HCSB 30 days prior to ceasing business or transferring of ownership and will notify them in writing of the disposition of the client and agency records.
4. SHS will notify the prospective buyer in writing of the necessity to obtain a Home Care Organization license if the buyer's intent is to continue operating the HCO. SHS will send a copy of this written notice to the HCSB within 5 days of notifying the buyer.



SENIORS Helping SENIORS®
...a way to give and to receive®

SECTION II. PERSONNEL POLICIES AND PROCEDURES

EQUAL EMPLOYMENT AND AFFIRMATIVE ACTION

POLICY

It is the policy of Seniors Helping Seniors that all hiring, placements, promotions and other personnel-related activities will be consistent with federal and state Equal Opportunity and Affirmative Action regulations. SHS will provide equal employment opportunity to all without regard to age, sex, sexual orientation, marital status, disabled veteran or Vietnam Era Veteran Status, race, creed, religious affiliation, color, national origin or the presence of any sensory, mental or physical handicap unless based upon a bona fide occupational qualification. The business model of SHS is to hire mature caregivers.

PURPOSE

To ensure compliance with all federal and state regulations as they relate to fair and equal employment opportunities.

PROCEDURE

1. Job applicants will be assessed on the basis of their ability to perform the job for which they are interviewing without regard to non-job-related criteria. The employee's opportunity to work at SHS will not be jeopardized by the employee's refusal to answer a non-job-related question, with the exception of questions regarding their criminal record.
2. Additionally, no person shall on the basis of age, sex, sexual orientation, marital status, race, creed, religious preference, color, national origin or the presence of any sensory, mental, or physical handicap be denied services, benefits, or be discriminated against in any manner.
3. The Americans with Disabilities Act guidelines will be followed in making reasonable accommodation for qualified applicants.



CRIMINAL HISTORY, DISCLOSURE, AND BACKGROUND INQUIRIES

POLICY

Seniors Helping Seniors will comply with the CA Home Care Services Bureau requirements and verify documentation of a criminal record clearance, criminal record exemption or transfer of these clearances or exemptions from another CA licensed Home Care Organization.

PURPOSE

1. To follow CA HCSB directives regarding criminal history, disclosure, and background inquiries.
2. To protect the clients, personnel, and reputation of SHS.

PROCEDURE

1. All applicant for Home Care Aide (HCA) positions and other personnel applicants who will have direct access to client information will be informed at the time of application that conditions of employment include fingerprint clearance, completion of a statement of prior criminal convictions and a TB clearance.
2. Documentation of a criminal record clearance, criminal record exemption, or transfer as and all communication received from the Caregiver Background Check Bureau including but not limited to, criminal record exemption needed requests, approvals, denials, closures, and rescissions will be maintained in the HCA's personnel file.

PERSONNEL SELECTION - AFFILIATED HOME CARE AIDES

POLICY

Seniors Helping Seniors considers its Affiliated Home Care Aides (HCAs) as the key component to its success in serving its clients and is committed to attract and retain qualified personnel to provide home care services. The personnel selection process will be consistently applied and include a completed application, personal interview, at least two reference checks with verification of previous employment record, verification of:

- Current registration with the CA Home Care Services Bureau (HCSB),
- Documentation of a criminal record clearance through the CA Caregiver Background Check Bureau, criminal record exemption or transfer of these documents from a California licensed Home Care Organization (HCO),
- An examination 90 days prior to employment or within seven days after employment to determine that the applicant is free of active tuberculosis disease,
- A valid CA Driver's License, access to a vehicle in good operating condition and current automobile insurance for said vehicle,
- A DMV record which includes no serious violations,
- Such other items mandated by the CA HCSB.

PURPOSE

1. To ensure a fair and consistent process for the selection of qualified agency personnel.
2. To comply with Equal Opportunity and Affirmative Action requirements.
3. To ensure compliance with the Home Care Services Consumer Protection Act Directives.

PROCEDURE

1. An application for employment will be completed by each applicant and reviewed by the appropriate management personnel.
2. The dates of employment, work experience, education, and training will be verified and documented before or during the interview and before a position is offered.
3. The applicant will be asked to give a minimum of two references and grant permission to SHS to request verbal and written reference checks.
 - a. No applicant will be hired without verification of two positive references.
 - b. The interviewer will request that all verbal references be confirmed in writing.
4. The applicant must complete all pre-employment requirements as mandated by the CA HCSB.



5. SHS considers character, competence, experience and suitability of all home care aides and personnel who will have unsupervised access to clients.
6. Employment is conditional until the candidate successfully completes all employment requirements and 5 hours of safety training/orientation for their position according to the SHS Training Plan.
7. When all the required paperwork and background checks are completed and clear of any issues that would prevent hiring, the applicant will be offered employment and an orientation session will be scheduled. The new employee will not be assigned to provide client services until they have successfully completed the minimum components of the orientation process.
8. The Americans with Disabilities Act guidelines will be followed in making reasonable accommodation for qualified applicants.

PERSONNEL REQUIREMENTS - HOME CARE AIDES

POLICY

Seniors Helping Seniors has established requirements for all Affiliated Home Care Aides. A non-discriminatory recruitment and selection process is followed. All applicants must be qualified for the positions they are seeking.

PURPOSE

To define the minimum requirements of personnel hired by SHS.

PROCEDURE

1. Pre-employment Orientation and Training - SHS shall ensure that prior to providing home care services, an affiliated home care aide shall complete the training requirements specified in the SHS Training Plan which include: a minimum of five hours of entry-level training as follows: (1) Two hours of orientation training regarding his or her role as caregiver and training on the applicable terms of employment and SHS employee policies and procedures. (2) Three hours of safety training, including basic safety precautions, emergency procedures, and infection control.
2. Annual Training - In addition to the requirements listed above, SHS affiliated home care aide employees shall complete a minimum of five hours of annual training. The annual training will relate to core competencies and be specific to the needs of the senior population. Training topics are detailed on the SHS Training Plan and include: (1) Clients' rights and safety. (2) How to provide for and respond to a client's daily living needs. (3) How to report, prevent, and detect abuse and neglect. (4) How to assist a client with personal hygiene and other home care services. (5) How to safely transport a client.
3. All personnel receive a formal written evaluation annually. The employee's supervisor completes the written evaluations. Each employee receives a copy of his or her evaluation and the original is placed in the employee's personnel file. Evaluations are based on, but not limited to:
 - a. Observations through supervisory in-home visits
 - b. Adherence to agency policies and procedures
 - c. Clients' satisfaction or complaints
 - d. Performance relevant to adherence to job tasks and services plan requirements
 - e. Record of attendance and adherence to client schedules

PERSONNEL FILE CONTENT AND MANAGEMENT

POLICY

Personnel files will be maintained for Seniors Helping Seniors personnel in a complete and confidential manner. Health reports and I-9 forms will be maintained separately if requested by the employee.

PURPOSE

To ensure that all personnel employed and contracted by SHS meet and maintain the appropriate qualifications for employment.

PROCEDURE

SHS's Clear Care tracking systems will be used to monitor for currency of personnel file items that may expire along with the check list attached to each personnel file.

1. Each Affiliated Home Care Aide's personnel record shall contain the following on forms furnished by the CA HCSB: (1) Affiliated Home Care Aide's full name. (2) Indicate if ever employed under a different name. (A) List all names used for employment. (3) Telephone number. (4) Date of last Tuberculosis examination. (5) Results of last Tuberculosis examination. (6) Valid driver's license number if the Affiliated Home Care Aide is to transport clients. (7) Date(s) of employment. (8) Position title. (9) Position time base. (10) A statement signed by the employee that he or she is at least 18 years of age. (11) Mailing address. (12) Employment history, including name and address of former employer(s), telephone number(s), job title(s) and type of work performed, reason for leaving, and dates of employment. (13) Separation date if no longer employed by the Home Care Organization.

2. Each Affiliated Home Care Aide's personnel record shall also include the following: (1) Documentation of a criminal record clearance, criminal record exemption, or transfer as required. (2) All communication received from the Caregiver Background Check Bureau by the Home Care Organization licensee, including but not limited to, criminal record exemption needed requests, approvals, denials, closures, and rescissions. [3] Verification of training hours. (4) A signed statement acknowledging the requirement to report suspected abuse. (5) All communication received pertaining to the Affiliated Home Care Aide's registration on the Home Care Aide Registry including but not limited to, approvals, denials, revocations, and forfeitures. (6) Each Affiliated Home Care Aide's personnel record shall contain Tuberculosis examination documentation. (7) A signed statement regarding their criminal record history as required by the CA HCSB.

ORIENTATION TO SHS

POLICY

Seniors Helping Seniors provides a structured orientation for all new Home Care Aides (HCA's)

PURPOSE

1. To assure HCA's understand their roles and responsibilities, including client safety issues, responsibility to uphold the Mission of SHS, emergency procedures, infection control, client transfers, transportation safety for clients and duty to report suspected abuse
2. To assist HCA's in understanding SHS's organization, mission, goals, policies, and procedures. a

PROCEDURE

1. The Managing Member/designee assures that newly hired personnel meet the qualifications for their job responsibilities before orientation is scheduled.
2. Upon hire and prior to beginning client service each HCA will participate in 2 hours of orientation to SHS policies and procedures and their specific job responsibilities. HCA's will also receive 3 hours of safety training. Personnel must complete the required orientation and tasks before being independently assigned to client service.
3. SHS will provide and document individualized orientation for HCA's which will include:
 - a. SHS's mission statement, and ethical issues facing HCA's
 - b. Organizational structure, scope of services, and lines of authority
 - c. The role of the caregiver, review of specific job description responsibilities and Conditions of Employment
 - d. Review of policies and procedures manuals including personnel policies
 - e. Client rights, advance directives, and grievance policies and procedures
 - f. Duty, prevention and procedures for reporting elder and child abuse and neglect
 - g. Telephonic reporting requirements related to job responsibilities
 - h. Client admission and assessment procedures
 - i. Confidentiality and PHI privacy requirements, including HIPAA regulations
 - j. Conflict of interest policy



- k. Basic safety precautions for client and HCA
 - l. Emergency preparedness, safety, and disaster plans
 - m. Payroll process
 - n. Communication skills
 - o. Maintaining professional boundaries
 - p. Discussing charges for services with client/families
 - q. Drug-free and smoke-free workplace
 - r. Employee grievance procedures
 - s. Infection control and prevention, blood borne pathogens including universal precautions, personal hygiene, and hand washing, prevention of communicable diseases, and safe handling of food and food preparation practices.
4. Documented evidence that the employee completed 5 hours of pre-employment orientation and training shall be maintained in the personnel file on the HCA Training Log. The Training Log will document includes: (A) Affiliated Home Care Aide name. (B) Affiliated Home Care Aide hire date. (C) Position title. (D) Registration date. (E) Training title. (F) Brief description of content covered. (G) Month, day, year training was completed. (H) Training hours received. (I) First and last name of instructor. (J) Organization delivering training. (K) Location of training. Written documentation of training content will be included with the log.
 5. Those in orientation will be provided the opportunity to evaluate the process.
 6. Completion of Orientation will be tracked in the HCA's personnel file and Clear Care system.

HCA ANNUAL TRAINING REQUIREMENTS

POLICY

Seniors Helping Seniors provides ongoing continuing education for Affiliated HCA's. SHS encourages all personnel to maintain their skills through continuing education offered through other organizations as well. SHS requires that affiliated HCA's complete a minimum of 5 hours of training each year related to core competencies specific to the elderly population.

PURPOSE

1. To ensure competent and qualified personnel are serving SHS clients.
2. To help personnel remain current with changes in care and regulatory updates.
3. To ensure that SHS is compliant with CA Health and Safety Code training requirements for Affiliated HCA's.

PROCEDURE

1. All HCA's are required to complete 5 hours of training per year on core competencies for the elderly population served by SHS including client's rights and safety, providing for and responding to a client's daily living needs, how to report, prevent and detect abuse and neglect, how to assist a client with personal hygiene and other home care services and how to safely transport a client.
2. A readily accessible, written Annual Training Plan is provided by SHS and a schedule of monthly offerings is provided to all HCA's and other personnel.
3. All personnel will be oriented to policies and procedures that directly affect their work requirements at the time of orientation and whenever a policy change is made.
4. All training completed will be documented on the HCA's Training Verification Log and kept in their personnel folder.

The Training Verification Log includes the following information:

- (A) Affiliated Home Care Aide name.
- (B) Affiliated Home Care Aide hire date.
- (C) Position title.
- (D) Registration date.
- (E) Training title.



- (F) Brief description of content covered.
 - (G) Month, day, year training was completed.
 - (H) Training hours received.
 - (I) First and last name of instructor.
 - (J) Organization delivering training.
 - (K) Location of training.
5. An Affiliated HCA who transfers employment from another licensed HCO may satisfy their annual training requirements if they can produce written documentation from the HCO they are transferring from. The documentation must include the title and date of each training, instructor's name and signature. The two-hour orientation on an HCO's policies and procedures is not transferrable to SHS.
 6. Personnel failing to meet their requirement for yearly mandatory training will be subject to disciplinary action, suspended from service until requirements met, and have the failure reflected in their yearly evaluation.

HOME CARE AIDE RESOURCE MATERIALS

POLICY

Seniors Helping Seniors provides HCA's with access to home care related resources for employee use. These materials are accessed on the SHS Internet Employee Portal.

PURPOSE

To provide current and pertinent reference materials for HCA education and support.

PROCEDURES

1. The HCA will be provided with the URL and password for the Employee Portal at Orientation.
2. HCA's are encouraged to check the Portal on a regular basis for updated materials.
3. These resources may include professional journal articles, videos, and regulatory information:
 - a. Home care procedures
 - b. Home care standards and guidelines
 - c. Dementia care
 - d. Nutritional care and special diets
 - e. Behavior management materials
 - f. Community resources
 - g. HCSB, FLSA and other employment and regulatory information.
 - h. The Portal will be managed by the Managing Members.

PERFORMANCE EVALUATIONS

POLICY

Seniors Helping Seniors provides each employee with an annual evaluation. Performance evaluation is an on-going process and includes evidence of compliance with policies and procedures, client satisfaction, and interpersonal and written communication skills.

PURPOSE

1. To assure that all personnel have timely and complete feedback regarding their performance.
2. To ensure during performance evaluations, there is the opportunity to discuss performance with management and to arrange for needed training, support for improvement, and development of goals to improve their skills, if needed.
3. To confirm that SHS is placing qualified, efficient, and effective personnel in client services and support positions to achieve SHS's mission and goals.

PROCEDURE

1. The employee evaluation will be based on the job description. Client satisfaction surveys may also be used.
2. The Managing member or Designee will review the performance evaluation with the employee. Based on the discussion, adjustments may be made and documented.
3. Measurable goals for the coming year will be developed with the employee, specifying any needed training or support identified.
4. The employee will be asked to sign the evaluation indicating that it has been discussed with him/her. Signature does not indicate employee agreement with the evaluation only that they have read it. All personnel will receive a copy.
5. The performance evaluation will be documented and become a permanent part of the employee's personnel file.
6. The Managing Members or their Designee will conduct evaluations of the Affiliated Home Care Aides, Director of Client Services, Director of Orange County Services, Accounting Director and Case Managers.

Supervision of Affiliated Home Care Aides

POLICY

Seniors Helping Seniors Affiliated Home Care Aides (HCA's) work under the direct supervision of the Managing Members with input from the Client Case Managers.

PURPOSE

1. To assure the HCA follows the client service plan.
2. To assess client and family relationships with the HCA.

PROCEDURE

1. The Client Care Coordinator assigns the HCA to a specific client with a designated schedule.
2. HCA client specific tasks are outlined in the client service plan and may include any of the following services:
 - Personal care - assistance with bathing, dressing, personal hygiene and grooming.
 - Meal preparation and assistance with eating, cleaning up and meal preparation.
 - Assistance with transfers, positioning and ambulation.
 - Assistance with toileting and continence.
 - Light housekeeping including sweeping and dusting, organizing, laundry and linen changing.
 - Assistance with medication that the client is able to self-administer.
 - Transportation for errands, medical and dental appointments, shopping and recreational activities. Transportation is provided by the HCA via the HCA's car or the client's car.
 - Assisting with communication activities, writing letters and telephone use.
 - Errands.
 - Companionship.
 - Cognitive supervision and family respite for clients with Dementia.
3. The client assessment and service plan is:
 - a. Completed by the Managing Member or designee.



- b. Provided and discussed with the HCA before the initial visit to confirm understanding of the service plan.
 - c. The service plan may be placed in the client's home for reference by the HCA.
 - d. Reviewed at least every six months after the start of services for the duration of service and updated whenever needed.
 - e. HCA's report completion of tasks on the client service plan at the completion of each visit by using the Telephony system. HCA's will leave a verbal explanation of any tasks not completed.
4. Oversight of the client's service plan will be provided by a Managing Member or designee or the assigned Case Manager and will include:
- a. At minimum bi-monthly telephone contact with clients to confirm compliance with the service plan and client satisfaction.
 - b. In person client visits when indicated.
 - c. Update of the service plan when indicated but at minimum a review will be done annually.

CORRECTIVE ACTION

POLICY

It is the policy of Seniors Helping Seniors that all personnel have the opportunity to identify and correct non-compliant job-related action in a consistently fair process that promotes employee retention and positive home services outcomes. Most workplace performance issues are handled by informal discussion and counseling between the supervisor and employee. This policy applies to situations that require more formal action.

PROCEDURES

1. Corrective action is a progressive process starting with the simplest interventions and progressing to the most severe only as necessary.
2. To be done in five days or less, the supervisory investigation of an employee action aims to disprove or confirm elements that failed to comply with policy or procedure.
3. Corrective action steps may be skipped if the severity of the incident warrants.
4. Steps in the corrective action process include:
 - a. Written warning and corrective action plan: This step may be repeated if progress is being made, but resolution is not complete.
 - b. Final written warning and suspension that includes time frame and conditions for return to work.
 - c. Termination with time frame and information about employee rights.
5. Suspension and termination actions require Managing Member's approval.
6. Documentation of the employee actions must be in writing, complete, specific, and include employee response to allegation, substance of supervisory/ employee discussion of implications of the actions, and final resolution with a copy of the final resolution provided to the employee.
7. Corrective action documentation is maintained in confidential personnel files.
8. With administrative approval, circumstances may warrant removal from the workplace during corrective action investigation including but not limited to:
 - a. Safety or security of persons or property is in question or substance abuse is suspected.
 - b. The alleged misconduct is of a serious and/or criminal nature.
 - c. There is the likelihood that the employee's presence will disrupt the workplace.



9. If removal from the workplace is authorized, the employee's time off is with pay until investigation determines suspension without pay or termination is justified.
10. Prior corrective actions less than 12 months old may be considered at the time of a new incident. This limit does not apply if the incident involves criminal or egregious offenses.

EMPLOYEE INCIDENT AND COMPLAINT/GRIEVANCE REPORTING

POLICY

Seniors Helping Seniors responds appropriately to all incidents and complaints by personnel and maintains an accurate, dated record of the episode.

PURPOSE

1. To completely accurately document, investigate and respond to any incidents regarding clients.
2. To fairly and appropriately address individual employee complaints and grievances.
3. To provide a means for early identification and, if possible, satisfactory resolution of problems.

PROCEDURE

1. Staff will be informed of SHS' incident, complaint and grievance policies and procedures at the time of orientation to SHS.
2. Employees are required to complete a written incident report when requested by their supervisor. Incident reports will be requested for any incident that involves client or HCA injury, client falls, property damage, complaints by family members of property crime, suspected abuse of the client or HCA.
3. All incidents involving clients or HCA's will be investigated by the Managing Member of Designee. A report on each investigation including actions taken will be kept in a secure location in the SHS administrative records for a period of three years from the date of the report. If the investigation results in a claim on the SHS surety Bond a report will be made to the HCSB.
4. An employee may lodge a grievance or complaint in person, by phone, or in writing. The employee is asked to discuss their concern with a Managing Member or their designee before submission of a formal complaint and then submit the details in writing.
5. The Managing Member or designee investigates complaints or grievances made by an employee within 48 hours and will work diligently in a timely manner to complete the investigation. A proposed date for addressing the issue is set with the employee.
6. All complainants will be notified in writing within 30 days of the results of SHS's investigation.
7. If the issue is not resolved in a timely manner or to the employee's satisfaction, the employee will have the right to take the grievance to the Board of Directors.
8. Staff complaints will be documented and maintained in a secure SHS administrative file.



SMOKE FREE WORKPLACE

POLICY

Because Seniors Helping Seniors recognizes the hazards of exposure to environmental tobacco smoke, it is the policy of SHS that the office, company owned vehicles, and all vehicles used to transport clients will be designated as smoke-free workplaces. The policy covers the smoking of any tobacco product or use of oral tobacco products.

PURPOSE

1. To protect personnel and clients from smoke related hazards.
2. To prevent the production of smoke hazards in company vehicles, vehicles transporting clients or client's residences.

PROCEDURE

1. No use of tobacco products will be allowed within SHS's office, vehicles used to transport clients or company owned vehicles at any time.
2. No agency employee will be permitted to smoke in or around client residences..
3. Violations of this policy will be handled through the corrective action process.
4. Strong smoking odors may cause adverse reactions for personnel and clients' alike and offending personnel will be coached on methods to control the odors.



DRUG AND ALCOHOL-FREE WORKPLACE

POLICY

Seniors Helping Seniors is committed to protecting the safety and health of all its personnel and clients by providing a drug and alcohol-free workplace. This policy balances respect for individual's rights and the need to maintain an alcohol and drug-free environment. This policy applies whenever an employee is representing or working on behalf of SHS during all working hours or while on-call. Personnel with identified drug or alcohol issues are encouraged to voluntarily seek assistance.

PURPOSE

1. To be compliant with the Drug-Free Workplace Act of 1988.
2. To provide personnel with information about the drug and alcohol-free workplace.

PROCEDURE

1. In compliance with the Drug-Free Workplace Act of 1988, SHS follows this policy regarding the work-related effects of alcohol and drug use and the unlawful possession of controlled substances on SHS premises or those of a client during working hours and assigned on call time and abides by the following:
 - a. It is a violation of this policy to use, possess, sell, trade, and/or offer for sale alcohol, illegal drugs, misused prescription drugs, or intoxicants. Alcohol and drugs are strictly prohibited prior to or during work hours. Personnel are expected to report to work physically and mentally ready to provide safe and appropriate services to agency clients and to be fully functional in their work in or out of the office on behalf of SHS.
 - b. The manufacture, distribution, possession, or use of a controlled substance on agency premises, or while conducting agency business off-site is absolutely prohibited. Policy violation will result in corrective action up to and including a requirement to participate in rehabilitation, termination of employment, and may have legal consequences.
 - c. Personnel dealing with alcohol or drug addiction problems are encouraged to use available health resources and health insurance plans as appropriate. A concerted effort to seek such help will not jeopardize any employee's job and will not be noted in any personnel records as long as there are no incidents involving either drugs or alcohol.
 - d. Personnel must, as a condition of employment, abide by the terms of the above policy and report any convictions under a criminal drug statute for violations occurring on or off agency premises while conducting business. A report of a conviction must be made within five days after the conviction. (This requirement is mandated by the Drug-Free



Workplace Act of 1988.) SHS will take appropriate action within 30 days of notification. Federal contracting agencies will be notified when appropriate.

2. Communication about alcohol or drug incidents will be held as confidential.
3. SHS will confidentially investigate any reported or suspected incidents of work-related alcohol or drug abuse and expects the employee's full cooperation in the investigation.
4. If an employee is required to enter rehabilitation by court order and fails to successfully complete it or repeatedly violates this policy, they will be terminated from employment. Nothing in this policy prohibits the employee from receiving corrective action or termination for other violations and/or performance problems.
5. When an employee has successfully completed the prescribed program, he/she may be restored to available employment on the job held before entering rehabilitation.
6. It is the Managing Members responsibility to:
 - a. Inform personnel of the drug and alcohol free workplace policy.
 - b. Investigate reports of work-related alcohol or drug incidents.
 - c. Document identified performance problems and/or results of investigations.
 - d. Counsel personnel as to expected performance improvement.
 - e. Clearly identify consequences of policy violations.
 - f. Maintain confidentiality of alcohol and drug related incident

Intimidation, Discrimination, and Harassment

DEFINITIONS

Intimidation is defined as undue pressure, bullying, or threats that negatively affect the job performance of both involved individuals.

Discrimination is defined as an unfair bias or prejudice that negatively affects and influences behavior toward another individual or group.

Harassment is any unwelcome nuisance, annoyance, or stalking either explicit or implied. Sexual harassment is any unwelcome sexual advancement. All such behavior is strictly prohibited.

POLICY

Seniors Helping Seniors holds that all personnel are entitled to a work environment free from all forms of intimidation, discrimination or harassment, including sexual harassment. This policy applies to all personnel and contractors. Any conduct whether verbal, visual, or physical in nature is considered to be inappropriate, SHS will take all such reports seriously. If investigation confirms the activity occurred, corrective action will be initiated up to and including termination for cause.

PURPOSE

1. To ensure that SHS provides a positive work environment free of incidents of intimidation, discrimination, and harassment.
2. To ensure that SHS is in compliance with state and federal rules regarding, intimidation, discrimination, and harassment, including sexual harassment regarding employee education, incident investigation, and follow-up.

PROCEDURE

1. SHS will make every effort to ensure that all complaints related to intimidation, discrimination, and harassment or the existence of a hostile work environment are fully investigated.
2. Personnel making a report may do so without fear of retaliation.
3. Any employee found to be in violation under this policy will be subject to corrective action up to and including termination.
4. If the incident is the result of negative client/representative behavior toward an employee, the issue will be discussed with the client/representative and if unresolved could result in discharge or transfer of the client from agency services.
5. Any personnel who feel that they are being subjected to sexual harassment should immediately report the incident to their supervisor. If the offender is the supervisor, then



SENIORS Helping SENIORS®
...a way to give and to receive®

report the incident to a Managing Member. All reports will be filed in a confidential administrative file maintained by SHS.

Conditions of Employment - Home Care Aides

POLICY

Seniors Helping Seniors strives to make it clear to potential Affiliated HCA's and other personnel what to expect from SHS and what SHS expects from personnel so that the decision to join our personnel is a positive experience.

PURPOSE

To define expectations for a positive working experience for both the employee and SHS in a fair and clear manner.

PROCEDURE

1. SHS provides the potential employee with information about the company and its work environment.
2. SHS treats its personnel with respect, providing information about its pay and benefit programs, its working hours and specific job responsibilities, an orientation to the position, its grievance process and on-going supervisory support.
3. In return, SHS expects personnel to treat agency personnel and clients with respect and to follow the Mission of SHS to provide seniors with the services that allow them to choose an independent lifestyle in their own homes and to be treated with the dignity and respect they deserve, to honor their commitment for working hours and job performance as defined in their job description, to maintain client, employee, and agency confidentiality, notify SHS of unplanned absences as soon as possible, and ask for assistance if needed.
4. Employment will be part-time, and paid on an hourly basis as specified in the written offer of employment.
5. Qualifications of employment for Affiliated Home Care Aides include:
 - a. Completion of a SHS application, experience with home care either professionally or with family members or friends, the ability to communicate clearly in English, provision and verification of a minimum of two professional references, a desire to provide supportive care to the elderly population.
 - b. Affiliated Home Care Aides are responsible for securing and maintaining an active HCSB Registration and complying with all requirements related to HCA initial and ongoing registration. Requirements include fingerprint clearance, completion of statement of prior criminal convictions and a TB Clearance.
 - c. Affiliated Home Care Aides will be asked to sign a statement that they will not solicit money or work from clients or other personnel, or attempt to encourage clients or personnel to move to another agency for service. HCA's agree



not to accept private employment from an SHS client and agree to report any offer of private employment from a SHS client immediately to a Managing Member or their Designee.

6. Every effort will be made by SHS to provide as many hours of work as the employee committed to and desires. The employee must let SHS immediately know of any upcoming changes to their availability for work.
7. SHS hopes that the employee enjoys working here and stays as long as that is true. If the employee decides to leave, SHS asks for a minimum one-week notice to secure alternate coverage for the position. An exit interview will be offered to help SHS learn about reason for leaving employment with SHS.



Reporting Suspected or Known Dependent Adult or Elder Abuse

POLICY

Seniors Helping Seniors Managing Members, staff and HCA's are required to report any suspected or known dependent adult or elder abuse as soon as they become aware of it as required by California law.

PURPOSE

To define reporting responsibilities and training related to known or suspected adult or elder abuse.

PROCEDURE

1. SHS provides all employees with training on recognizing, preventing and reporting suspected elder abuse prior to starting employment with SHS.
2. If an HCA or other employee has any concerns about potential abuse of a client they are providing services to they must immediately report their concern to the Managing Member.
3. The Managing Member will discuss the situation with the HCA or employee, and may investigate the situation by visiting and discussing the circumstances with the client and/or family member if warranted.
4. The Managing Member or employee will make a referral to Adult Protective Services (APS) following the APS procedures.
5. A copy of each suspected abuse report will be maintained in a secure location in the SHS administrative records for 3 years from the date the report is made. Verification that the report was made shall include:
 - a. Fax transmittal sheet or digital confirmation from the APS online reporting system.
 - b. Copy of email with date stamp.
 - c. Copies of any correspondence sent via mail with mail proof of delivery by Registered or Certified mail.

HCA Reporting Requirements and Scheduling

POLICY

Seniors Helping Seniors HCA's are required to accurately document all time spent and services provided to a client during each scheduled shift. HCA's are required to report any changes in schedules or availability in a timely manner to ensure coverage of services for all clients.

PURPOSE

To define HCA reporting responsibilities and administrative procedures.

PROCEDURE

1. HCA's are trained on the use of the SHS online scheduling and reporting system during their initial 2-hour orientation roles and responsibility training.
2. HCA's must clock in using the telephony system within 10 minutes of each scheduled shift starting time. If the HCA is unable to clock in using the telephony system they must report their clock in to the Client Services Coordinator as soon as possible but no later than 2 hours after the end of the scheduled services.
3. HCA's must clock out using the telephony system immediately following the end of the scheduled shift. The HCA should report all services provided during the shift according to the scheduled tasks for each client. If a scheduled service was not performed the HCA should verbally indicate the reason for not completing when prompted. Any change in the client's condition or regular routine may also be reported using telephony. HCA's should not report any injuries, emergencies or significant changes to the client's condition on telephony - these should be immediately reported to the office.
4. Mileage should be reported using telephony for any services for the client in which the HCA used their own car. Mileage should not be reported when using the client's car or for driving to and from home to the client's home. If the HCA has more than one client in a day the system will automatically calculate mileage and time between clients and the HCA will be paid for both.
5. HCA's should check their assigned schedules on a weekly basis by logging in to the Clear Care system and report any changes or errors in the schedule immediately. HCA's must keep their availability updated with the Coordinator of Client Services and check their email or text messages daily to learn of available shifts.
6. Requests for schedule changes must go through the Coordinator for Client Services and not be made between the client and HCA.
7. HCA's who are unable to work a scheduled shift due to injury or illness should notify the Coordinator of Client Services immediately so a replacement may be found. Upcoming



schedule changes due to vacation should be requested a minimum of two weeks prior to the scheduled service.

8. HCA's should report all urgent matters including incidents or emergencies with clients and changes in scheduled shifts that occur within the next 24 hours on the SHS urgent phone line - 800-481-2488. Non-urgent matters should be reported on the non-urgent phone lines or via email to the Coordinator of Client Services.
9. HCA's are paid overtime for any hour worked that exceed 9 hours in a 24 hour day starting at midnight and ending at 11:59 PM or for any hour that exceed 40 hours in a week. Overtime is also paid for hours worked on SHS holidays which include - New Year's Eve (*after 6 pm*), New Years' Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve (*after 6 pm*) and Christmas Day.

Ethical Behavior

POLICY

Seniors Helping Seniors HCA's must always act in an ethical manner as they provide services to the elderly and dependent adults.

PURPOSE

HCA's often provide services in situations in which the client is impaired due to physical or cognitive deficits. It is of the utmost importance that HCA's behave in an ethical manner at all times. The purpose of this policy is to provide guidelines to ensure ethical behavior.

PROCEDURE

1. HCA's may not accept monetary or other types of gifts from clients or their families without first seeking permission from the Managing Member or their Designee. This is especially important when clients who have cognitive impairments such as dementia offer items or money.
2. HCA's should never disclose any confidential information about the client or family to anyone other than SHS Managing Members or designee. Confidential client/family information includes clients' medical details, name, date of birth, age, address, sex, details of family contact, bank details, medical history or records, personal care issues, service records, progress notes, individual personal plans, assessments or reports, guardianship orders, Durable Power of Attorney for Health Care, incoming or outgoing personal correspondence, and all information relating to ethnic or racial origin, political opinions, religious or philosophical beliefs, health or sexual lifestyle.
3. HCA's must never solicit or accept private caregiving work from an SHS client or their family. Solicitation must be reported to SHS.
4. HCA's should not become involved in the personal, legal or financial affairs of clients. if requested to assist in these matters the HCA must first discuss the situation with the Managing Member of designee.
5. HCA's should not offer advice or direction related to the client's medical, financial or legal issues or make suggestions for specific types of diets or supplements.
6. HCA's should not become involved in family dynamics or disputes related to the client - seek guidance from the Managing member of designee if there are issues that develop between clients and family members.



7. HCA's should not allow clients to pay for their meals when providing services unless that has been arranged in advance with the client and/or family member and is part of the service plan. This is especially important with clients that have a cognitive impairment.
8. HCA's should not prepare food at their home to bring to the client unless this has been arranged in advance and is part of the service plan.
9. HCA's must respect a client's religious and personal beliefs and values even if they differ from the HCA's.
10. HCA's should always take pride in doing their job well, arrive on time and always finish their scheduled shift.
11. HCA's should never go through a client's personal belongings or borrow or take personal items from a client even if the client gives permission.
12. HCA's should be familiar with and respect the client's rights. Clients have the right to:
 - Considerate and respectful service and care
 - Not be abused emotionally, sexually, financially, or physically
 - Design their service plan, decide how their services will be provided, and who will deliver those services (including requesting a change of caregiver)
 - Receipts or statements for their fee-based service
 - Refuse service
 - Privacy
 - File a complaint with SHS
 - Confidential handling of their personal information

These client rights are based on principles of self-determination and client choice. Clients choose which services they want to receive. They may also choose how services are provided.

JOB DESCRIPTION: MANAGING MEMBER CALIFORNIA

The Managing Member is an owner of JJD Seniors Services, LLC DBA Seniors Helping Seniors who is appointed by the Board of Directors to administer and direct the services and functions of Seniors Helping Seniors' Home Care Organizations in accordance with the policies determined by the Board of Directors and in compliance with CA HCSB Directives and state and federal laws. The title for this position is Managing Member.

REPORTS TO: Board of Directors

SUPERVISES: San Diego county based HCA's, San Diego Case Manager, Coordinator of Client Services, Director of Orange County Services, Accounting Coordinator.

QUALIFICATIONS:

- Educational preparation preferred is a master's degree in a healthcare, human services, or related business field and at least two years administrative experience in a health or social services related field; or a bachelor's degree in a health-related, business or social services field with a minimum of five years of healthcare or social services related administrative experience.
- Possess experience and knowledge of applicable local, state, and federal laws
- Skilled in Computer Programs
- Experience and Knowledge in the financial management of organizations
- Possess effective communication skills and ability to lead a team of personnel with a variety of backgrounds and educational experiences
- Possess executive and management skills, good time management, problem-solving abilities, and a strong work ethic

MANAGING MEMBER RESPONSIBILITIES:

1. Demonstrates support for SHS's mission statement to promote quality, efficient, comprehensive, compassionate, and effective client service.
2. Ensures SHS' Home Care Organization is in compliance with laws and directives that govern HCO's in the state of California.
3. Monitors and evaluates SHS's performance, services, and programs; follows local and national trends and issues; and develops fiscal, marketing, and strategic plans with measurable goals and objectives.
4. Plans, develops, implements, administers, evaluates, organizes, and directs the operational budget and activities to ensure adequate service availability and viability.



5. Implements Board of Directors directives and policies.
6. Establishes and maintains effective lines of communications, including integration of new technology.
7. Recruits, employs, and retains qualified personnel to maintain adequate staffing.
8. Protects client and personnel rights including but not limited to PHI confidentiality.
9. Resolves conflicts and manages complaints.
10. Promotes coordination with other organizations working with SHS clients.
11. Informs Board of Directors of current trends or agency issues.
12. Directs human resource activities, and completes or delegates performance evaluations in accordance with agency policies and procedures.
13. Ensures accuracy of SHS public information materials.
14. Assurance of timely, accurate billing and collection and accounting practices and fiscal integrity of
15. Performs other duties as assigned.

JOB DESCRIPTION: DIRECTOR, ORANGE COUNTY SERVICES

The Director of Orange County Services is designated by the Board of Directors to administer and direct the services and functions of Seniors Helping Seniors' Home Care Organization services provided in Orange County in accordance with the policies determined by the Board of Directors and in compliance with CA HCSB Directives and state and federal laws. The title for this position is Director, Orange County Services.

REPORTS TO: Managing Member

SUPERVISES: Orange County based HCA's, Case Manager

QUALIFICATIONS:

- Educational preparation preferred is a master's degree in a healthcare, human services, or related business field and at least two years administrative experience in a health or social services related field; or a bachelor's degree in a health-related, business or social services field with a minimum of five years of healthcare or social services related administrative experience
- Possess experience and knowledge of applicable local, state, and federal laws
- Skilled in Computer Programs
- Experience and knowledge in the financial management of organizations
- Possess effective communication skills and ability to lead a team of personnel with a variety of backgrounds and educational experiences
- Possess executive and management skills, good time management, problem-solving abilities, and a strong work ethic

RESPONSIBILITIES:

1. Demonstrates support for SHS's mission statement to promote quality, efficient, comprehensive, compassionate, and effective client service.
2. Ensures SHS services are provided in compliance with laws and directives that govern HCO's in the state of California.
3. Assists Managing Member in planning, managing and evaluating budget for services provided in Orange County.
4. Implements Board of Directors directives and policies.
5. Recruits, employs, and retains qualified personnel to maintain adequate staffing for services provided in Orange County.



6. Protects client and personnel rights including but not limited to PHI confidentiality.
7. Resolves conflicts and manages complaints related to services in Orange County
8. Promotes coordination with other organizations working with SHS in Orange County.
9. Informs Managing Director of current trends or issues in Orange County.
10. Conducts performance evaluations for HCA's that provide services in Orange County in accordance with SHS policies and procedures.
11. Supervises the Case Manager who works with clients receiving service in Orange County.
12. Markets services to potential clients and referral sources in Orange County.
13. Performs other duties as assigned by the Managing Member.

JOB DESCRIPTION: COORDINATOR OF CLIENT SERVICES

The Coordinator of Client Services is responsible for the day-to-day coordination and management of client schedules, including telephonic and electronic communications, scheduling of HCA's, documentation of information relayed by family and clients and all incoming phone calls.

REPORTS TO: The Managing Member

QUALIFICATIONS:

- High school graduation/General Education Degree (GED) required, associate degree or bachelor's degree in business administration or office management preferred
- Minimum of two years of office management experience in a related field
- Advanced computer skills in business applications (Office, Excel, Quicken, Access, etc.)
- Must possess a current driver's license and a dependable insured automobile
- Must present a professional appearance and promote a positive work environment
- Knowledge of office equipment (i.e., printer, fax, computer) use and simple maintenance
- Possess strong written, verbal, and presentation skills with diverse populations
- Ability to apply problem-solving techniques to assigned duties
- Ability to multi-task effectively
- Ability to collect, interpret, and/or analyze complex data and information

RESPONSIBILITIES:

1. Demonstrates support for SHS mission statement to promote quality, efficient, comprehensive, and effective client services.
2. Initiates, revises and maintains all client and HCA schedules in Clear Care.
3. Responds to and manages all incoming calls and delegates to other personnel as applicable.
4. Ensures accurate and timely client billing by reviewing and ensuring scheduled services are correctly recorded in Clear Care system prior to close of billing cycle.
5. Performs other duties as assigned by the Managing Member.

JOB DESCRIPTION: ACCOUNTING COORDINATOR

The Accounting Coordinator is responsible for managing the payroll, accounts receivable and bookkeeping functions of SHS under the direction of the Managing Member.

REPORTS TO: The Managing Member

QUALIFICATIONS:

- High school graduation/General Education Degree (GED) required, associate degree or bachelor's degree in accounting or minimum of 8 years of experience in an accounting position.
- Advanced computer skills in business applications (Office, Excel, Quick Books)
- Must possess a current driver's license and a dependable insured automobile
- Must present a professional appearance and promote a positive work environment
- Knowledge of office equipment (i.e., printer, fax, computer) use and simple maintenance
- Possess strong written, verbal, and presentation skills with diverse populations
- Ability to apply problem-solving techniques to assigned duties
- Ability to multi-task effectively
- Ability to collect, interpret, and/or analyze accounting data and information

RESPONSIBILITIES:

1. Prepares and processes payroll for all employees. Responds to issues and questions related to payroll. Prepares and generates W2's and 1099's on an annual basis.
2. Generates and reviews client invoices in Clear Care. Oversees the mailing or emailing of all invoices to clients. Processes electronic payments from clients.
3. Responds to clients and resolves and questions related to client billing, coordinating with Director of Client Services and Managing Members as needed.
4. Manages the accounts receivable process according to the policies and procedures of SHS and responds to and manages all client issues related to billing and delegates to Managing Members or Designee as needed.
5. Ensures accurate and timely client billing.
6. Prepares monthly financial statements and bank reconciliations.
7. Assists managing Member in preparation of annual budgets.
8. Performs other duties as assigned by the Managing Member.

JOB DESCRIPTION: CASE MANAGER

The Case Manager is responsible for ensuring that the provision of home care services to clients is in accordance with the client service plan and that the client and or client's representative is satisfied with the services being provided. The Case Manager makes updates and revisions to the client's service plan in consultation with the Managing Member or their Designee, the client and/or the client's representative. The Case Manager may do initial client assessments at the request of the Managing Member or Designee.

REPORTS TO: The Managing Member in San Diego County and the Director Of Orange County in Orange County

QUALIFICATIONS:

- Bachelor's degree in a health care or social services related field, Master's degree preferred.
- Minimum of two years of supervisory experience preferably in a field related to home care, geriatric or health care services.
- Demonstrated computer skills in business applications (Office, Email, Clear Care)
- Must possess a current driver's license and a dependable insured automobile
- Must present a professional appearance and promote a positive work environment
- Possess strong written, verbal, and presentation skills with diverse populations
- Ability to apply problem-solving techniques to assigned duties
- Ability to multi-task effectively
- Ability to collect, interpret, and/or analyze data and information

RESPONSIBILITIES:

- o Assist in Orientation, Training, Evaluation and Mentoring of HCA's
 - Assist in orientation of new HCA's as requested.
- o Provision of Services to Clients.
 - Conduct "meet and greets" with new clients and for existing clients as needed when new HCA's are assigned
 - Assist Managing Member or Designee to match potential clients with HCA's based on needs, personality, interests and other factors designed to make a good match.
 - Maintain regular contact with all clients and/or responsible persons to ensure quality of and satisfaction with services being provided. Contact will be on a scheduled basis as directed by the Managing Member or designee.
 - Document ongoing contact with clients and/or responsible persons and HCA's in Clear Care information system.



SENIORS Helping SENIORS®
...a way to give and to receive®

- Conduct initial client assessments when requested by Managing Member or Designee using client assessment format in Clear Care.
- Make revisions and updates to client's service plan upon approval by Managing Member or designee.

JOB DESCRIPTION: HOME CARE AIDE (HCA)

The HCA is responsible for providing services to clients of SHS according to the service plan developed for each client.

REPORTS TO: The Managing Member in San Diego County and the Director Of Orange County in Orange County

QUALIFICATIONS:

- Current California registration with the Home Care Services Bureau.
- Medical documentation that HCA is free from Tuberculosis. TB Testing must be repeated every two years while employed by SHS.
- Prior experience with caregiving of elderly clients in a home based or facility based setting.
- Successful completion of the SHS pre-service training curriculum.
- Must be over the age of 18, have access to an automobile in good operating condition and hold a valid driver's license and auto insurance.
- Must be able to speak clearly in English.

RESPONSIBILITIES:

1. HCA's may perform any of the following services to clients:

- Personal care - assistance with bathing, dressing, personal hygiene and grooming.
- Meal preparation and assistance with eating, cleaning up and meal preparation.
- Assistance with transfers, positioning and ambulation.
- Assistance with toileting and continence.
- Light housekeeping including sweeping and dusting, organizing, laundry and linen changing.
- Assistance with medication that the client is able to self-administer.
- Transportation for errands, medical and dental appointments, shopping and recreational activities. Transportation is provided by the HCA via the HCA's car or the client's car.
- Assisting with communication activities, writing letters and telephone use.
- Errands.
- Companionship.



- Cognitive supervision and family respite for clients with Dementia
2. HCA's will report scheduled services provided using the SHS telephony system.
 3. HCA's will follow the client's plan of care and report any changes noted in the client's condition to the Managing Member or Director of Orange County Services.
 4. HCA's will participate in 5 hours of continuing education training annually according to the SHS Training Plan.



SENIORS Helping SENIORS®
...a way to give and to receive®

SECTION III. HCA SAFETY POLICIES AND IV. FINANCIAL POLICIES



UNIVERSAL PRECAUTIONS

POLICY

Seniors Helping Seniors will require the following as part of its overall infection control program. All HCA's will receive universal precautions education upon hire as part of their 3 hour Safety Training.

PURPOSE

1. To protect clients and HCA's from infections through transfer of contaminants.
2. To ensure compliance with universal precautions.
3. To ensure employee education is provided on universal precautions and safe practices.

PROCEDURE

It should be assumed that client blood and all body fluids, whether visible or not, are potentially infectious. The following rules apply:

1. **Wash Hands**

- a. Before and after direct client contact
- b. After contact with bodily fluids or excretions, mucous membranes, non-intact skin or wound dressings
- c. Before handling supplies or equipment for client service whether or not gloves are used
- d. When moving from a contaminated body site to another site during service
- e. After contact with inanimate surfaces and objects in the immediate client area
- f. After removing client service gloves
- g. Before preparing food
- h. If hands are visibly dirty or soiled.
- i. After using the toilet

2. **Hand Washing Techniques**

- a. Hand washing should take at least 20 seconds.
- b. Wash hands with soap and water when visibly dirty or visibly, soiled.



- c. Use an alcohol-based hand rub as the preferred means for routine hand antisepsis in all other situations. If hands are not visibly soiled or if alcohol-based hand rub is not obtainable, wash hands with soap and water.

3. Gloves

- a. Vinyl or latex gloves must be worn in the following circumstances:
 - i. Handling of grossly contaminated linens
 - ii. Providing oral hygiene
 - iii. Cleaning client rooms, bathrooms, emptying trash or changing linens
 - b. Gloves will be changed between client contacts. When gloves are removed, thorough hand washing is required. Gloves DO NOT take the place of hand washing.
4. In the event of contamination with blood or body fluids, body surfaces should be washed immediately with soap and water.
 5. Contaminated waste will be disposed of in a doubled plastic bag and placed in the client's trash container. Areas and equipment contaminated with blood should be cleaned immediately with 1:10 bleach solution or Lysol.
 6. Soiled linens should be handled as little as possible and with minimum agitation to prevent gross microbial contamination of the air and of persons handling the linen.

SAFETY MANAGEMENT

POLICY

Seniors Helping Seniors will plan for a safe environment, addressing physical safety in the work place and the client's environment.

PURPOSE

1. To promote a safe working environment for HCAs working in the client's residence.
2. To provide for a planned orderly process for assessing and addressing potential workplace safety risks.

PROCEDURE

1. Safety management is the responsibility of each HCA at all times when in the client's home.
2. All personnel, clients and caregivers will receive applicable safety instruction including, but not limited to:
 - a. Basic home safety
 - b. Fire prevention and response
 - c. Electrical safety
 - d. Environmental safety
 - e. Bathroom safety
 - f. Safe transfers and ambulation
 - g. Use of gloves
 - h. Infection control
 - i. Proper hand washing
 - j. Universal precautions
3. HCA's will report any potential safety issues in the client's home to the Managing member of Director of Orange County Services.
4. All accidents or injuries will be reported immediately and documented on an Incident Report.

PERSONNEL SAFETY

POLICY

SHS plans for a secure working environment and addresses security concerns to protect HCA's and clients from potential harm.

PURPOSE

1. To ensure that HCAs work in a safe environment.
2. To ensure that HCA's are educated regarding safety measures in the environment.

PROCEDURE

1. No HCA will be required to work in an unsafe situation or atmosphere.
2. If conditions are felt to be unsafe while in the client's home, the employee should leave the area, go to a phone in a safe location, and phone the Managing member or designee/Client Care Coordinator for further instructions.
3. The Managing member of designee will contact the client to discuss the situation and reschedule the visit.
4. All unusual incidents or circumstances should immediately be reported to the Managing Member or designee who will determine the plan for providing any additional services.
5. It is important to SHS, that personnel are safe at all times. To maximize their personal safety while working in the community and home setting, SHS will:
 - a. Provide safety education for HCAs.
 - b. Promptly report violent incidents to the local police department.
 - c. Utilize safety-related incidents as an opportunity for teaching and learning.



PETS IN THE HOME

POLICY

Seniors Helping Seniors recognizes the need to protect HCAs in the course of their duties and provides for individual differences and needs as it relates to pets and/or animals in the client's home or on their property.

PURPOSE

1. To ensure that HCAs are not assigned to clients with pets that the caregiver is either allergic to or has a fear of.
2. To establish a routine for inquiring regarding the presence of pets in the home on the initial assessment visit to the home.
3. To establish guidelines for when there are pets in the home that may pose a threat to the assigned employee.

PROCEDURE

1. All new clients will be assessed for pets in the home or on the property. The pets present in the home or on the property will be identified as to type (cat, dog, etc.) and location of pet during visits.
2. Personnel with identified allergies or fear of the identified pets will not be assigned to the clients with pets.
3. Arrangements are made in advance for the containment of any pets that are deemed a potential threat to the employee(s) assigned to services for the client.
4. Client/family who will not contain pets that are deemed a threat to employee(s) will be notified that services will not be provided until the pet is routinely contained.



FOOD HANDLING

POLICY

Food handling and preparation done by Seniors Helping Seniors personnel will be done using appropriate food handling techniques. SHS, during the initial assessment, will discuss with the client any food concerns and add food preparation to the service plan.

PURPOSE

To safeguard the health of clients and prevent foodborne illness.

PROCEDURE

1. HCAs will wash their hands before and after handling foods, especially meat products.
2. To keep food safe and prevent parasites:
 - a. Cook all meats (pork, beef and fish, etc.) thoroughly to the proper temperature.
 - b. Use fish that has been treated to kill parasites for raw dishes like sushi.
 - c. Use only clean water supplies: bottled or tap water from a water system.
 - d. Store raw animal foods on the lowest refrigerator shelf to prevent drips on foods.
 - e. Always thaw frozen foods on the bottom shelf of the refrigerator, in the microwave, or under cold water in less than an hour.
 - f. Reheat leftovers to at least 170 degrees.
3. Cutting boards and surfaces used to prepare and clean chicken, fish, beef, and pork are to be cleaned using a 1:10 bleach-to-water mixture, rinsed, and dried, and not used for fruits and vegetables.
4. All produce will be washed prior to being served raw or cooked.
5. Meals are to be prepared with diet requirements in mind, e.g., low salt, low fats, low or no sugar, etc. When in doubt about a food, contact the Managing Member or designee for advice.
6. All utensils used in the preparation of food will be washed thoroughly by hand in hot soapy water and rinsed with clear hot water or in a dishwasher set to sterilize.
7. All foods that are subject to spoiling are to be refrigerated at a temperature of 40–45°; other foods are to be stored in a dry closed space.
8. All garbage from food preparation is to be disposed of down the garbage disposal or in a trash bag and carried to the outside can. When in doubt, throw spoiled food out.



9. To keep food safe from viruses and bacterial contamination:

- a. Do not work with food when you have diarrhea, vomiting, or fever.
- b. Wash your hands for 20 seconds twice after using the toilet: once in the bathroom and again back in the kitchen.
- c. Use gloves or utensils instead of bare hands when handling ready-to-eat food.
- d. Wash, rinse, and sanitize all equipment used in food preparation.



EMERGENCY CARE

POLICY

HCA's will be trained in emergency care procedures to implement appropriate emergency actions for clients in a crisis situation.

PURPOSE

To establish guidelines for actions to be taken by agency personnel in emergency situations.

PROCEDURE

1. Medical emergency/life threatening situations:

- a. If a client has an emergency event, the HCA should call the emergency rescue service (911) and follow the instructions of the dispatcher. Notify the SHS office of the situation in progress.
- b. Stay with the client until the emergency rescue service arrives
- c. Document completely on an Incident Report form the circumstances of the emergency

2. Non-life threatening emergencies for HCAs:

- a. Contact the SHS office and report the situation.
- b. The Managing member or designee will determine appropriate interventions for the situation and assist in implementing a plan of action.

3. Inability to gain access to the client's residence:

- a. If an HCA cannot gain access to the client's residence, (i.e., client does not answer the door or HCA has reason to believe that the client may not be safe), the employee should immediately call the SHS office and remain on site.
- b. Follow the directions of the SHS Managing member or designee.



HOME ENVIRONMENT AND SAFETY ASSESSMENT

POLICY

All Seniors Helping Seniors clients will have a home safety assessment as part of the admission assessment.

PURPOSE

To ensure that the home environments of clients are safe and free from potential safety hazards.

PROCEDURE

1. As part of the initial assessment process, the home environment will be checked for any potential hazards and identified to the client/family.
2. A request will be made to remove hazards or instructions will be given to minimize the potential for harm.
3. The discussion of the identified hazards and the request to remove or minimize will be documented in the assessment form.

FINANCIAL MANAGEMENT

POLICY

Recognition of revenues and expenses by Seniors Helping Seniors is guided by Generally Accepted Accounting Principles (GAAP) issued by the Financial Accounting Standards Board (FASB). The Board of Directors authorizes specific Managing Members and staff to oversee the financial management of SHS. The financial policies and procedures are reviewed on an annual basis under the direction of the Board of Directors. The Board of Directors authorizes any changes as circumstances warrant.

PURPOSE

To serve the needs of the clients served, SHS must be financially stable.

PROCEDURE

The Managing Member/designee is responsible for SHS's financial management. These responsibilities include, but are not limited to:

Collection and Adjustments of Accounts Receivable

1. All bills will be submitted in a timely manner. The goal will be to have bills submitted on a two week rolling billing cycle.
2. An aged accounts receivable list will be prepared at the end of each month. Collection activity will be made on every unpaid balance to resolve them before they are 30 days past due. If billing personnel are unsuccessful at collecting these old accounts, the accounts may be turned over to a collection agency.

Accounts Payable

1. The accrual accounting method will be used. After bills are checked for accuracy, they will be recorded in the general ledger for the appropriate accounting period. Bills will be processed and the assigned personnel will print checks to be signed by the designated individual. At no time will a person writing a check sign that check.
2. Direct expenses will be immediately allocated to the appropriate location/program/account. At the end of each month, overhead will be allocated using an activity-based costing system.



Payroll

Payroll hours will be computed bi-weekly and overtime will be given according to policy and employment regulations. Pay will be directly deposited via electronic deposit to the employee's designated account.

Budgeting

1. An item-by-item budget, including all anticipated income and expenses, will be prepared yearly to reflect anticipated activity. The Board of Directors will meet and review the proposed budget. The budget will be annually reviewed and updated.
2. Expenses and income will be monitored monthly. This information will be shared with management and appropriate action will be taken for variances, as needed.

Financial Statements

Financial statements will be prepared on a monthly basis. On a quarterly basis, the Board of Directors will review these statements. Financial statements will be reviewed annually by an outside, independent accounting professional that will prepare a formal financial review statement.

Protection of Records

1. A back up of all accounting activities on the computer will be made nightly and stored safely or on network secured site.
2. Fiscal records will be maintained for seven years.

FEE SETTING AND COLLECTIONS

POLICY

Seniors Helping Seniors bases the computation of charges on an analysis of prevailing pay rates in the community, the cost of service delivery by HCA's, and the prevailing competitive rates. The Managing Member or designee reviews charges at least annually. The Board of Directors approves charges and adjustments upon the recommendation of the Managing Member/designee.

PURPOSE

1. To establish fair and appropriate charges for agency services.
2. To ensure a timely and consistent system for agency service charge collections.

PROCEDURE

1. The Board of Directors reviews charges at least annually.
2. It is the policy of SHS to maintain consistent charges for its services; however, adjustments for cause may be available upon approval of the Managing Members.
3. The client's informed consent to bill for services will be initiated and presented to the client for signature at the time of the initial visit and will specify:
 - a. Client name
 - b. Service address
 - c. Responsible party
 - d. Charges for services
 - e. Responsibility and terms for payment
4. Insurers, clients, and/or representatives will be billed bi-weekly for services.
5. Copies of all claims and support documents shall be kept in an electronic client billing record that includes:
 - a. Admission record
 - b. Insurance verification/confirmation of coverage
 - c. Assignment of benefits
 - d. Denials
 - e. Correspondence



f. Debit/credit memos

6. A monthly statistical report of billing activity will be maintained.
7. The billing procedure, charges, and the client's financial responsibilities will be explained verbally and in writing to the client/representatives during the initial visit.
8. A collection letter may be sent if no payment is received within 30 days of due date.
9. The Managing Member/designee shall review claims denied by insurers and take such action as allowed by the insurer for appeal or reconsideration.
10. Any decision to write off a denied or unpaid claim is at the discretion of the Managing Member and will be included in the financial reports presented to the Board of Directors.

Transportation Reimbursement

POLICY

HCAs required to transport client in their personal vehicles shall be compensated at the current federal mileage rate that is shared with HCAs on hire and whenever the rate changes.

PURPOSE

To assure HCAs are properly compensated for their out-of-pocket expenses incurred while on the job.

PROCEDURE

1. HCAs will report mileage incurred during each shift upon clocking out in the telephony system.
2. HCAs will be reimbursed for all non-commuting mileage while working for SHS.
3. Mileage will not be paid for travel to training unless travel from a client assignment to the training site, or travel from the training site to a client assignment on the same day in which case the employee will be reimbursed for the mileage.
4. Travel time mileage will be paid for travel from one client location to a second client location within the same day, mileage from home to the first client and to home from the second client is considered commuting mileage and will not be paid.
5. Additional transportation costs such as parking will be reimbursable if client related.
6. Additional transportation costs such as parking tickets will be only compensated if the circumstances receive Managing Member approval.



APPENDICES

I. - INCIDENT AND COMPLAINT REPORTING FORM

REPORTING PARTY: Client/Representative ____ Employee ____

Date of Report: _____ Date of Incident: _____

Client Name: _____

Reporting Person, if other than Client: _____

If, Employee: Title: _____

Contact Number: _____

Complaint involves: Injury ____ Property Damage ____ Employee Behavior ____ Agency Policy ____

Other (specify) _____

INCIDENT INFORMATION

Please include date, time, location, name of witnesses (if any), detailed description of complaint/incident including circumstances just prior to the incident, the incident itself, and subsequent actions taken at the time of the incident. Please use back or additional sheets of paper if needed.

Attestation Statement: I certify that all the information given is true and correct.



Signature of Person completing form: _____ Date: _____

SHS ACTIONS FOLLOWING REPORTED COMPLAINT:

Client/Complainant contacted to discuss issue by: _____
_____ Date: _____

Investigation of alleged incident by: _____
_____ Completion Date: _____

Employee follow-up if warranted by: _____
_____ Date: _____

Corrective action, if required by: _____
_____ Date: _____

Incident reported to HCSB? _____ Date: _____

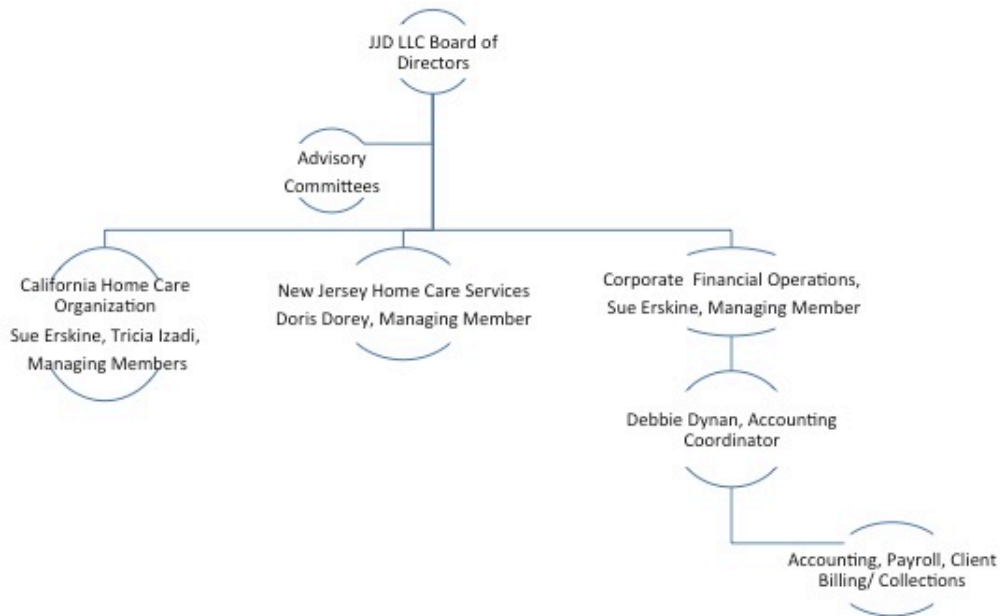
Final oral/written complaint resolution with client/complainant.

Date: _____

This information is PHI and protected by HIPAA regulations.

APPENDICES

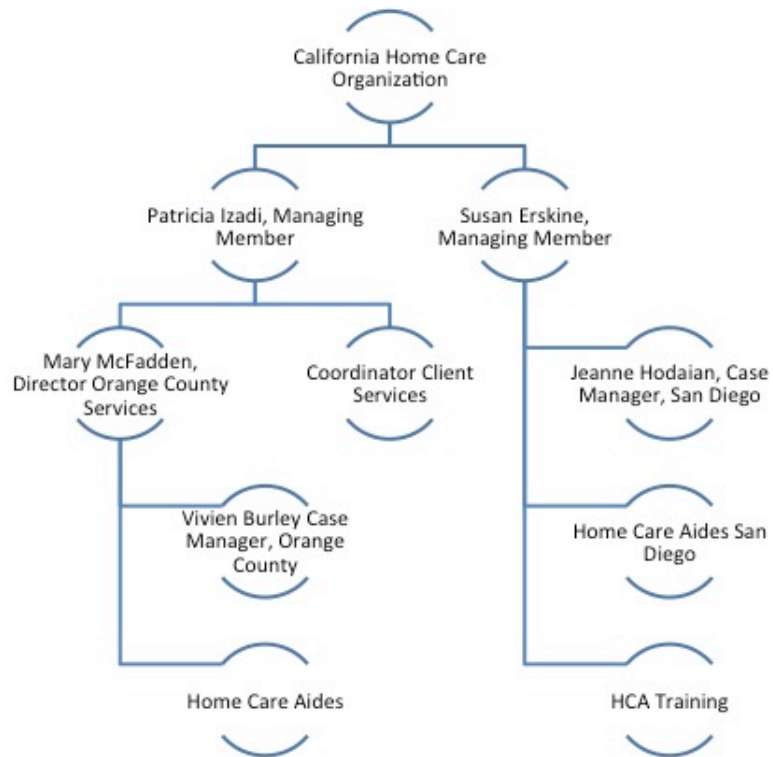
II. - ORGANIZATIONAL CHART, JJD SENIORS SERVICES, LLC, DBA SENIORS HELPING SENIORS



APPENDICES

II. - ORGANIZATIONAL CHART

California Home Care Organization



IV. – SICK LEAVE POLICY

Effective July 1, 2015, revised, July 11, 2016

All Seniors Helping Seniors (SHS) Employees, both Exempt and Non-Exempt are eligible for sick leave. Sick leave accrual started July 1, 2015 for any employee who was working for SHS on or prior to 7/1/15. Employees who were working on or prior to 7/1/15 are eligible to utilize any accrued sick leave under the conditions described below. Sick leave accrual for employees with a hire date after July 1, 2015 begin accruing sick time on the employee's hire date and an employee may start to use sick days after 90 days of employment **under the conditions described below.**

Paid Sick Leave

1. Sick leave is paid at the employee's regular hourly wage current at the time the sick leave is utilized. Sick leave may be utilized for time when the employee is scheduled for a shift with a client but is unable to work the shift due to conditions described in #3 below.
2. An employee who has worked for SHS for 30 or more working days in one year is covered by the sick leave policy and may utilize sick time accrued after 90 days of employment.
3. Sick leave may be taken for diagnosis, care or treatment of an existing health condition, injury or for preventative care of the employee or a close family member or if the employee is a victim of domestic violence, sexual assault or stalking.
4. The employee must request that sick leave be paid and provide SHS with reasonable advance notification or notify SHS as soon as practicable.
5. The amount of sick leave accrued by each employee is available to the employee on their pay stub each pay period. Accrued sick leave may be used as described in this policy.
6. An employee may use up to a maximum of 24 hours of accrued sick leave in any calendar year if they work in Orange County or San Diego County, outside the City of San Diego, and 40 hours per year if they work in the City of San Diego under the conditions described in this policy.
7. When utilizing sick leave for a condition specified in #3 above, the employee must request and use a minimum increment of 2 hours.
8. Sick leave will be paid on the next regular pay date after the sick leave was taken.

Sick Leave Accrual

All employees accrue one (1) hour of sick leave for every 30 hours worked under the conditions described above. When an employee leaves employment with SHS they are not paid for their accrued sick leave hours.