



CELESTIAL CAREGIVERS™

Home Care with a Heart

Celestial Caregivers, Inc.

Policy & Procedures

*Revised: 1/1/2019*

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# Table of Contents

## **Policy**

Employee Orientation & Program Content

Policies & Objectives of the Agency

    Compliance with Federal and State Laws

Specific Job Duties

    Administrator

    Registered Nurse

    Human Resources

    Receptionist

    Payroll & Billing

    Scheduling

    Personal Care Worker/HHA

Communication

Health & Safety Procedures for Working in the Home Environment

Infection Control & Prevention

Responding to Medical & Non-Medical Emergencies

Ethics

Confidentiality

Client Rights

Background Checks and Caregiver Reporting

Disease Surveillance

Complaints

Discharge Policies Followed by Agency

Emergency Notification

Mission & Vision

Scope of Services

# Attachments

Attachment A	Service Agreement
Attachment B	Incident/Complaint Report
Attachment C	Rights & Responsibility
Attachment D	General Medical Release Form
Attachment E	Emergency Notification Form
Attachment F	Disease Surveillance Form
Attachment G	Time Sheet

# Employee Orientation & Program Content

## **POLICY:**

All caregivers hired by Celestial Caregivers participate in an orientation program.

Orientation of new caregiver staff members is the joint responsibility of the Registered Nurse and/or the Human Resource Manager with oversight by the Administrator.

## **PROCEDURE:**

The Registered Nurse and Human Resource Manager are responsible for orienting newly hired caregivers to the rights and responsibilities of employees, basic personal care services provided by the Agency, and operating policies and procedures of the agency.

The Registered Nurse and Human Resource Manager are responsible for ensuring that newly hired caregivers demonstrate knowledgeable of and/or are competent in the following:

- Basic verbal and written English communication skills
- Demonstrate the ability to document in the client record according to professional standards and agency policies and procedures
- Able to identify and communicate significant findings to the supervisor
- A complete understanding of company policies and procedures
- Activities of daily living and demonstrate the ability to use techniques to assist the client meet these activities
- Social, cultural, ethnic, economic and psychological factors that influence adjustment to illness and disability
- The effect of illness, disability and aging on family role relationships
- The role of the caregiver as a member of the company team
- Other misc. topics as deemed necessary per client assignments.

# Employee Orientation Program

## **POLICY:**

All staff new participate in a general orientation program before assuming any job responsibilities or duties.

The Human Resources Manager is responsible for reviewing the policy and procedure handbook with each caregiver at time of hire.

New employees are invited to meet with each department head or designee to get overview of how each department interacts with each other.

Department orientation and appropriate job training is provided to anyone new to a department and includes content not covered in general orientation.

Development of the orientation programs takes into consideration the following:

The design of the programs is based on sound adult educational principles.

Content is based on identified needs assessments, program evaluations and competency assessments, as well as applicable local, state and federal laws, regulations and standards.

Content of the general orientation program includes the following topics as applicable and appropriate to the care or services provided:

### Introduction to the Organization:

- Mission
- History
- Departments

### Organization's Policies and Procedures:

- Job Description
- Communication Process
- HIPAA
- Health & Safety Procedures & Infection Control
- Ethics
- Responding to Medical & Non-Medical Emergencies
- OSHA
- Bloodborne Pathogens
- Disease Screening (form attached)
- Ergonomics

## Employee Orientation Program (Continued...)

### **POLICY CONTINUED:**

#### Patient

- Documentation
- Patient's Rights
- Care Planning
- Fall Prevention

#### Incident Reporting

- How/When to complete
- When to notify CCG

#### Infection/Exposure Control:

- Universal precautions
- Cleaning, disinfection and sterilization of equipment and supplies
- Disposal of hazardous materials
- Hand Washing
- Personal Protective Equipment

#### Fire Safety and Prevention within the Agency Office

#### Personal Safety/Security on the Job, in the Automobile, in the Home

#### Safety within the Client's Place of Residence:

- Fire (smoke protectors)
- No Weapons [Section 38, 175.60 (15m)(a) of the 2011 Wisconsin Act 35]
- Environmental (safety in the home)
- Electrical

Emergency Management – including calling 9-1-1 , Department on Aging, calling the Social Services hot line (211), and using a Lifeline call system for frail clients, and more

#### Communication with Supervisors

Misc. topics as deemed necessary and applicable.

## Policies & Objectives of Celestial Caregivers

### **POLICY:**

Celestial Caregivers complies with all applicable federal, state and local laws and regulations regarding all aspects of Personal Care Agency practices.

The Administrator is ultimately responsible for ensuring Agency's compliance with all applicable laws and regulations.

The policies and procedures are approved by the Administrator and care team on an annual basis and as necessary.

All required licenses, certifications and notifications are displayed prominently within the Agency.

## Specific Job Duties—Administrator

### **Administrator Job Description**

Organizes and directs the Agency's day to day operations. Employs qualified personnel and ensures adequate staff education and evaluations. The Administrator is also responsible for an effective budgeting and accounting system, develops policies and procedures, as well as a system of staff communication that ultimately has a flow for excellent quality of care to clients and caregivers.

### Duties

- Plans, coordinates, directs and controls the operations of the agency.
- Ensures that qualified personnel are hired and that such personnel receive adequate in-services and evaluations.
- Exercises objective and mature judgment in properly controlling all aspects of financial operation by receiving ongoing reports from bookkeeping/accounting personnel.
- Keeps up-to-date on new developments in regulatory policy.
- Represents and interprets the Agency's functions to other institutions, the public, government agencies and other organizations.
- Maintains regulatory requirements, including all state and federal.
- Maintains and ensures client confidentiality at all times.
- Reports to work on time and as scheduled.
- Wears identification while on duty.
- Attends annual review and performs departmental in-services.
- Works at maintaining a good rapport and cooperative working relationship with physicians, business partners and staff.
- Represents the organization in a positive manner.
- Ensures compliance with policies and procedures.

### Regulatory Requirements

Bachelors Degree in a health related field and or one year of experience in administration/ business management, preferably one year of experience in working with home care/ personal care services.



## Specific Job Duties—Registered Nurse

### Registered Nurse (RN)

RNs are expected to perform their job duties according to the State Nursing Practice Act while upholding the utmost ethical and safe techniques always keeping the care of the patient as your top priority. Job duties can include but are not limited to the following: **(Taken from DHS 105.17)**

- Evaluate the need for service and make referrals to other services as appropriate if agency cannot fulfill the needs.
- Secure written orders from the client's physician. These orders are to be renewed once every three months unless the physician specifies that orders covering a period of time up to one year are appropriate, or when the client's needs change, whichever occurs first.
- Develop a plan of care for the client, giving full consideration to the client's preferences for service arrangements and choice of personal care workers, interpret the plan to the personal care worker, include a copy of the plan in the client's health record, and review the plan at least every 60 days and update it as necessary.
- Develop appropriate time and service reporting mechanisms for personal care workers and instruct the workers on their use. (weekly time sheet review of services provided)
- The RN will conduct an onsite home visit at least every 50-60 days, and will initial the date of the visit or update the care plan as necessary.
- Assesses client's condition, initiates plan of care, re-evaluates and updates as necessary.
- Actively demonstrate a working knowledge of nursing theory, techniques, principles, and practice in order to holistically care for the patient.
- Communicate with all staff, patients, and families with excellent written and verbal skills.
- Comply with all facility policy and procedure, while upholding the high expectations.

### General Requirements

- Must have an A.D.N. or B.S.N. from accredited College of Nursing, accompanied by current nursing license in each state of desired practice.
- One year of full-time clinical practice in each specialty area.
- Must possess compassionate, professional, and ethical behavior.
- Must have good communication skills and be able to read, write and speak English.
- Must have available reliable transportation to and from assignments.
- Must have good personal hygiene and organizational habits.

## Specific Job Duties—Human Resource Manager and Assistant

### Human Resource Assistant

The Human Resources Department is responsible for keeping the efficiency and compliance of employment records and qualifications in accordance regulations.

### Duties

The duties of the Human Resource Generalist may include, but are not limited to the following:

- Find potential applicants (HR Man.)
- Schedule potential applicants (HR Asst.)
- Interview potential applicants. (HR Man./HR Asst.)
- Input all pertinent employee information into the management systems. (GV,HT,PX) (HR Man./HR Asst.)
- Create, organize and maintaining employee personnel files. (HR Man.)
- Properly completing all I9 documents and ensuring they are filed in the I9 binder correctly. (HR Asst.)
- Regularly weed through the I9 Binder to ensure all terminated employees' I9 forms are shredded following a year of termination (HR Asst.)
- Complete employment reference checks. (HR Asst.)
- Run reports from the systems as needed. (HR Man.)
- Complete Employment Verifications and reference calls. (HR Asst.)
- Teach the general portion of the New Employee Orientation program. (HR Man./HR Asst.)
- Schedule and ensure employees sign-up for in-service trainings. (HR Man.)
- Maintain employee and applicant filing system. (HR Asst.)
- Ensure all mandated employee notices/flyers are properly posted in the lobby or other area frequently visited by employees. (HR Asst.)
- Generate and send employee letters, to include termination, inactivity, and disciplinary letters. (HR Man.)
- Email employee newsletter monthly. (HR Asst.)
- Ensure compliance with employee laws and regulations. (HR Man.)
- Help resolve employee issues as needed and perform general administrative duties as needed. (HR Man.)
- File and complete unemployment forms as necessary. (HR Asst.)
- Run OIG checks monthly. (HR Asst.)
- Email handbook to employees after orientation. (HR Asst.)
- After the first week of employment with a new caregiver, call to see how things are going. (HR Asst.)

## Specific Job Duties—Receptionist

### Duties

Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries

Welcomes visitors and asks them to take a seat while you contact the right department.

Maintains security by ensuring that all HIPAA material is covered and not visible.

Maintains telecommunication by transferring phone calls to appropriate departments.

Maintains safe and clean reception area by complying with procedures, rules and regulations.

Creates all caregiver badges

Faxes all paperwork as needed

Files or copies documents that need filing/copying.

Mails all appropriate documents to correct locations

Contributes to team effort by accomplishing related results as needed.

Documents supplies that are needed in the office and reports as necessary.

File CCG timesheets in clients' charts

Maintain accurate supplies list

Back-up Scheduler as needed when the Scheduler needs assistance

Call Doctor offices to obtain paperwork

**SKILLS/QUALIFICATIONS;** Telephone Skills, Verbal Communication, Microsoft Office Skills, Listening, Professionalism, Customer Focus, Organization, Informing Others, Handles Pressure, Phone Skills, Supply Management, Problem Solving Skills.

## Specific Job Duties—Payroll & Billing Manager

### Job Description

This position is responsible for fiscal, clerical and accounting work in the maintenance of records. This individual is responsible for the performance of varied bookkeeping and clerical assignments involving the application of bookkeeping skills for the accounts.

Work is performed under the supervision of the Administrator. Employee follows established procedures and regulations but must exercise judgment and independent initiative. Work is checked by observation, verification, internal controls and through fiscal audits.

### Duties

- Processes and prepares payroll; prepares payroll related reports, state and federal withholding payments, maintains departmental records, and issues paychecks for three years.
- Maintains all personnel records including employee status, records of time worked, payroll deductions, wage increases, etc.
- Performs monthly review for unemployment.
- Prepares Worker's Compensation reports.

## Specific Job Duties—Scheduling/Case Manager

### **POLICY:**

Care and/or services provided by staff are consistent with assessment data.

### **PROCEDURE:**

- The Registered Nurse formulates a visit schedule based on the client's clinical status, needs and wishes at the time of the admission assessment and physician orders.
- Each individual providing care and/or services to the client should contact the office with a report of visits and services provided that are due by Monday the week after the shifts were worked. (time sheet attached/weekly record sheet)
- Personnel failing to adhere to the visit reporting requirements may be subject to disciplinary action reported to Administrator or HR.
- Verification of completed visits includes comparison of submitted visit notes, time records and the master/team schedule.

## Specific Job Duties—Caregiver

### Personal Care Worker (PCW)

A Personal Care Worker is a member of the home care team who assists the client with the tasks of daily living as outlined in a written care plan that is established by a Registered Nurse Supervisor and is kept in the client's home. Personal Care Workers are supervised by the RN Supervisor and receive scheduling direction from the agency staffing coordinator.

### Duties

The duties of a Personal Care Worker may include, but are not limited to the following:

1. Recording pertinent information pertaining to the client's care.
2. Reminding clients to take medication at the appropriate time.
3. Planning and preparing meals according to specific dietary requirements of the client, and if necessary, feeding the client.
4. Assisting or performing personal care including hair care, oral hygiene, bathing, grooming, and dressing.
5. Assisting with ambulation with or without mechanical aids.
6. Assisting with routine bodily functions: Example, toileting.
7. Maintaining a safe, clean and healthy environment through light housekeeping including changing bed Linens, dusting and vacuuming, cleaning kitchen and bathroom, and laundry.
8. Providing companionship and stimulation for the client including reading, walks, etc.; and accompanying the client to doctors or other appointments.
9. Grocery shopping or other errands when needed.
10. Performing other housekeeping tasks as indicated in the care plan.
11. Observing and reporting changes in client's condition to this agency's RN Supervisor.
12. Accurately preparing daily records and submitting them to the office by date due.
13. Participating in quarterly in-service education programs.

### General Requirements

- A Personal Care Worker must have a minimum of 6 months to one year of personal care experience which is verifiable through references, and must complete all steps in the employment process.
- Must be at least 18 years of age and physically able to perform the duties of the position.
- Must exhibit mature responsible behavior, and understand the need for patient confidentiality.
- Must be able to follow direction and accurately report to the RN Supervisor any changes in client's condition.
- Must have available reliable transportation to and from assignments.
- Must have good personal hygiene and organizational habits.

## Functions of Personnel & How they Interrelate & Communicate with Each Other in Providing Services

### Employee Communications—

#### **PURPOSE:**

Provide an atmosphere of open communication between employees and administration.

#### **POLICY:**

It is the policy of Celestial Caregivers, to provide a method by which our employees may offer constructive suggestions and ideas, convey information of interest and express their opinions to administration.

Good communication will help create retention of employees.

### General Communication of Information—

#### **PURPOSE:**

To promote effective communication of relevant information throughout the organization and with outside organizations and individuals thereby promoting positive client outcomes.

To uphold the client's right to information about his/her services and to be involved in the decision making process, as appropriate.

#### **POLICY:**

Celestial Caregivers has a written mission and vision statement, and scope of care. The information is readily available to all staff, outside organizations, clients and families and the community at large.

Celestial Caregiver's policies and procedures are conveyed to all staff, outside organizations, referral sources, clients and families, as appropriate.

Clients, families and/or caregivers are provided information about the care, treatment and/or services, in an understandable language and format.

All financial information is explained over the phone before the first assessment or on-site to the client.

## Functions of Personnel & How they Interrelate & Communicate with Each Other in Providing Services (Continued...)

### Care Planning & Coordination—

#### **PURPOSE:**

To plan and provide individualized care and/or services appropriate to the goals and needs of clients serviced by Celestial Caregivers.

To facilitate appropriate coordination and continuity of care and to promote positive client outcomes.

#### **POLICY:**

An individualized plan of care is developed by a Registered Nurse for each client based upon an assessment that reflects the client's identified problems and needs, consistent with physician recommendations.

Care planning is a dynamic process that begins with the admission assessment and continues until the client's discharge from Celestial Caregivers.

Discharge planning is an ongoing process that begins with the client's admission for care and/or services.

#### **PROCEDURE:**

The Registered Nurse develops a plan of care within 24 hours of the start of care.

Interventions, including teaching and training guidelines, are appropriate to the scope of practice of the individual developing and/or updating the plan of care and consistent with relevant clinical practice guidelines.

The Scheduler/Case Manager receives a verbal summary/or a copy of the plan of care on the day of the initial/assessment visit.

The original signed plan of care is submitted to the doctor's office for approval.

The Case Manager/Registered Nurse is responsible for overseeing the care planning process to ensure that the plan is appropriate and realistic, based on the client's needs and clinical status and to promote positive outcomes, and to avoid duplication of services.



## Functions of Personnel & How they Interrelate & Communicate with Each Other in Providing Services (Continued...)

### **PROCEDURE CONTINUED:**

The plan of care is reviewed, updated and/or modified at least every 50-60 days and more often if necessary.

Any reviews of and/or changes to the plan of care are dated and signed by the appropriate discipline whenever it is reviewed, whether or not there are changes to the plan of care. Any changes are communicated to other members of the healthcare team either verbally or in writing.

The physician is contacted as necessary and appropriate with reports of changes in the client's clinical status and/or needs, and for necessary orders and/or prescriptions.

Problem resolution dates are recorded as achieved.

Verbal care conferences conducted on an impromptu, as-needed basis should be documented in the visit notes of each of the disciplines involved.

# Health & Safety Procedures for Working in a Home Environment

## **GENERAL GUIDELINES:**

Identification of hazards is the responsibility of all employees.

It is the specific responsibility of the Registered Nurse to assure that inspections are completed and documented.

## **GENERAL SAFETY CRITERIA:**

Ceilings:

Vents/grates

Clean and free from lint and dirt build-up

Lights covered

Floors/Walls/Halls:

Thermostat/other wall mounted items secure

Air shafts/other opening secure

Floor free of debris, spills, slippery areas

Handrails secure

Hazard signs appropriate, i.e., Oxygen in Use, Microwave in Use, Biohazardous Waste, Authorized Personnel Only

# Health & Safety Procedures for Working in a Home Environment (Continued...)

## **GENERAL SAFETY CRITERIA CONTINUED:**

Durable Medical Equipment:

Beds, stretchers, wheelchairs equipped with safety devices

Personal Safety:

Employees identified by name tag

Others, such as sales representatives, outside Agency workers, etc., identified with visitor badges

## **FIRE AND ELECTRICAL SAFETY CRITERIA:**

Doors and Exits:

Unobstructed

Exit lights operable

Exit directions posted

Specific Fire/Electrical Safety:

Fire hose cabinets unobstructed and marked with tape

Fire extinguisher checked quarterly

Card attached, dated and initialed by Security personnel

Approved waste containers:

"UL Listed"

Employees in area able to verbalize/identify:

Nearest fire exit

Nearest fire alarm pull

Nearest hose cabinet and extinguisher

Fire pull alarms have glass rods.

## Health & Safety Procedures for Working in a Home Environment (Continued...)

### **FIRE AND ELECTRICAL SAFETY CRITERIA CONTINUED:**

Storage shelves have four to six (4-6) inches bottom clearance or are sealed to the floor with 18 inches top clearance.

Janitor closets are free of paper goods.

Electrical equipment is labeled as indicated in Electrical Safety Policy.

Extension cords are appropriate.

Outlet faceplates are intact and secure.

Floor outlets are covered.

Gas cylinders are chained.

### **GROUNDS AND PARKING LOT:**

Chain link fence is intact and free of holes and gaps.

Pavement/sidewalks/parking lots are free of debris, broken glass and potholes.

Handicapped areas are identified and accessible.

Emergency entrance is identified and accessible.

Fire lane(s) are identified and accessible.

Gas cylinders are chained.

Building and grounds appropriately lighted.

Outside landscaping well maintained and free of debris.

# Infection Control & Prevention

## **PURPOSE:**

To reduce the risk of acquired or transmitted infections among Celestial Caregivers, clients and staff through a formalized, coordinated process to reduce those risks.

To comply with applicable laws, regulations, guidelines and standards.

To improve client health outcomes by identifying and reducing the risks of infection in clients and Celestial Caregiver's staff.

## **DEFINITIONS:**

Infection: The transmission of a pathogenic microorganism to a host, with subsequent invasion and multiplication, with or without resulting symptoms of disease.

Endemic Infection: The usual level or presence of an agent or disease in a defined population during a defined period.

Epidemic Infection: A higher than expected level of infection by a common agent in a defined population during a defined period.

## **POLICY:**

Celestial Caregiver's infection control program is a systematic and coordinated process designed to incorporate the following information:

- Recognized practice guidelines such as those published by the Centers for Disease Control and Prevention
- Current local, state and federal laws and regulations related to compliance with prevention activities and legally mandated reporting requirements such as OSHA guidelines;
- Infection control inservice education is provided to all Celestial Caregivers employees, during orientation and at least annually thereafter.

## Infection Control & Prevention (Continued...)

### **ACTIVITIES:**

Infection control activities include, but are not limited to, the following identified after the client's admission to Celestial Caregivers:

Monitoring and evaluating key performance aspects of infection control surveillance, prevention and management:

Tuberculosis

Other communicable diseases

Employee health trends

Interacting with and reporting to governmental agencies, as appropriate

### **PROGRAM ELEMENTS:**

Review confirmed infections to assure correct implementation of Standard Precautions.

Periodic site visits to clients' place of residence for direct observation of care, treatment and/or service delivery to assure adherence to Standard Precautions on all clients.

Employee health inservice education related to infection control practices, to ensure a safe environment for clients and Agency personnel.

Regular site evaluation to ensure a safe environment for personnel.

The Disease Surveillance Form will be completed annual for caregivers.

## Responding to Medical & Non-Medical Emergencies

The nurse shall take appropriate action and immediately notify the recipient's physician, guardian, if any, and any other responsible person designated in writing by the patient or guardian of any significant accident, injury or adverse change in the recipients condition.

# Code of Ethics

## **PURPOSE:**

To outline a standard of conduct for all employees.

To establish and retain the highest possible level of public confidence.

## **CODE OF ETHICS:**

The Code of Ethics contains standards of ethical behavior and practices that impact all dealings with colleagues, clients, the community and society as a whole.

The Code of Ethics also incorporates standards governing personal behavior particularly when that conduct directly relates to the role and identity of the organization.

The Code of Ethics outlines principles focused on maintaining and enhancing excellence within Celestial Caregivers.

The Code of Ethics serves as notice to government officials that Celestial Caregivers expects its personnel to abide by all applicable laws and regulations.

## **POLICY:**

Celestial Caregivers has an ethical responsibility to the clients and the community it serves, and fulfills this responsibility through ethical care, treatment, services and business practices.

The mission of this organization and subsequent policies shall be consistent in the support and protection of the rights of clients in all aspects of care, treatment and services provided.

Whenever possible, clients/families/legal guardians are included in decisions about the clients' care, treatment and services, including ethical issues.

Marketing materials shall accurately represent Celestial Caregivers to the public as to the types or quality of care, treatment and services the Agency can provide.

Should the client require or request care, treatment or services not available or inconsistent with the organization's mission, an offer to refer/transfer the client to an organization that can fulfill this need will be made and if in agreement, the client will be referred/transferred appropriately.

The client/family will be notified of any financial benefit, if any, to Celestial Caregivers as a result of the referral/transfer process.

Contracted providers of healthcare services must meet and adhere to the quality and ethical standards of this organization.



## Code of Ethics (Continued...)

Billing practices of Celestial Caregivers shall adhere to and be compliant with usual and acceptable standard ethical and legal business billing practices.

The effectiveness and safety of care, treatment and services provided by Celestial Caregivers is consistent for all clients and is not dependent on the client's ability to pay.

Unpaid accounts will be reviewed prior to referral to a collection agency. Should a client continue to require home health assistance although he/she financially can no longer continue services, **all efforts** will be made to assist the client/family obtain alternate financial resources.

### **STAFF MEMBERS' RESPONSIBILITY TO THE ORGANIZATION:**

Uphold the values, ethics and mission of the organization.

Conduct all personal and professional activities with honesty, integrity, respect, fairness and good faith in a manner that will reflect positively upon the organization and in the best interest of the client population and community served.

Comply with all applicable local, state and federal laws and regulations in the conduct of organizational or personal activities.

Maintain competency and proficiency in healthcare industry and general business standards.

Avoid the exploitation of professional relationships for personal gain.

Respect confidences including confidential business information.

Refrain from participating in any endorsement or publicity that demeans the credibility and dignity of Celestial Caregivers.

Assure that no conflict of interest exists in any dealings involving the organization.

Use this code to further the interests of the organization and to report any alleged violations to management.

## Code of Ethics (Continued...)

### **STAFF MEMBERS' RESPONSIBILITIES TO THOSE SERVED AND TO THE COMMUNITY:**

Continuous improvement of business management processes, functions and services.

Respect of the customs and practices of those served, consistent with the organization's philosophy.

Be truthful in all forms of communication.

Enhance the dignity and image of the organization through marketing, public relations and education programs without undermining the reputation of competitive businesses.

Avoid exploitation of relationships for personal advantage.

Avoid practicing or facilitating discrimination and institute safeguards to prevent discriminatory organizational practices.

Advise client of rights, responsibilities and risks regarding care and services provided.

Assure confidentiality and autonomy of clients and others served.

### **VIOLATIONS:**

Employees, students and volunteers who violate this code shall be subject to disciplinary action, up to and including termination of employment.

# Confidentiality

## **PURPOSE:**

To effectively and efficiently preserve and maintain the privacy and confidentiality of client, staff and business entity information in compliance with applicable laws, regulations and standards.

## **DEFINITIONS:**

Privacy: An individual's right to limit disclosure of personal information.

Confidentiality: The safekeeping of data/information so as to restrict access to individuals who have need, reason and permission for such access.

Protected Health Information: Health information that contains information such that an individual person can be identified as the subject of that information.

## **POLICY:**

Confidentiality of data and information within Celestial Caregivers applies across all systems and automated, paper and verbal communications, as well as to caregiving service, financial and business records and employee-specific information.

All new employees shall receive instructions about Celestial Caregiver's Privacy and Confidentiality of Information policy and procedure during orientation.

Significant changes to Celestial Caregiver's Privacy and Confidentiality of Information policy are communicated to staff members, in verbal and written formats. These formats include inservice programs, staff meetings, memos, e-mails, etc. Receipt of the information by staff members is documented by staff signatures (may include electronic signatures) and retained by Celestial Caregivers.

All clients' personal and health information and billing data is considered confidential and will be disclosed at the direction of Administration only when authorized to do so by the client or his/her legal representative, when required by law or on a "need to know" basis as necessary to carry out the day to day business activities.

All employees' personal data, personnel records, work related information and pay records are considered confidential to be disclosed at the direction of Administration only when authorized to do so by the employee or the employee's legal representative, when required to do so by law or on a "need to know" basis as necessary to carry out day-to-day business activities.

All Agency business records and/or dealings are considered confidential to be disclosed only when authorized to do so by Administration when required to do so by law, or on a "need to know" basis as necessary to carry out day-to-day business activities.

## Confidentiality (Continued...)

### **POLICY CONTINUED:**

Medical records, personnel records, computerized data systems and billing records shall be protected from loss, alteration, unauthorized use or damage and stored in a locked, secure location.

Computer files are password protected against unauthorized use, alteration or damage.

Passwords are not to be shared and are not to be displayed. Passwords are changed periodically at the discretion of Administration.

Information regarding clients shall not be displayed in areas that are available to the public and/or unauthorized personnel.

All staff shall limit discussions of client care, treatment and services to appropriate personnel within Celestial Caregivers and/or pertinent individuals under contract who have legitimate needs for accessibility of the information for delivery of care, effective functioning of the organization.

### **PROCEDURE:**

The Administrator or Human Resource Manager will review all requests for information to determine whether the request will be honored.

Access to information and records, including computer access, is determined by the requesting individual's "need to know" as follows:

- Professional and field personnel directly involved in providing care and/or services to the client are permitted access to the client's medical records.
- Operational and professional Celestial Caregivers personnel who require access to client records, employee records or Agency records in order to accomplish their day-to-day tasks, are permitted access to needed records.
- Telephone requests for employee or client information are referred to the Administrator or the Human Resource Manager.
- Requests for disclosure of client information to reimbursement organizations, healthcare organizations, physicians, will be referred to the Administrator or Registered Nurse.

## Confidentiality (Continued...)

### Consents or Release of Information Signatures:

May be the signature of the legal representative if the subject has a court appointed guardian.

May be a legally authorized representative of the client or employee.

May be the signature of a family member if the client is unable to sign. If signed by a family member the signature should be witnessed and the reason for the client's inability to sign documented.

If the validity of a signature is questioned, Celestial Caregivers has the right to require a notarized signature.

### Safeguarding of Records:

Original paper or computer client medical records, personnel files, payroll records and billing records shall be filed and shall not be removed from the site of origin except by court order or for transfer to and from storage facilities or other authorized sites as needed to accomplish the day-to-day business of the Agency upon direction of Administration.

Records should not be left in unattended areas accessible to unauthorized individuals.

Records shall be stored in a manner that minimizes the possibility of damage from wind, fire and water.

Back-up copies of computer records shall be maintained as necessary to maintain the integrity of the system.

Records may be photocopied by authorized employees as necessary to accomplish the day-to-day business of the organization. Clerical and professional personnel may copy documents when authorized to do so as outlined below:

<b>Document(s)</b>	<b>Authority</b>
Medical Records or	Administrator, DPS, Supervisors, HR, others as desig-
Personnel Records or	Administrator, RN, Support Service Managers, others
Billing Records	Administrator, Billing Supervisor, others as designated
Payroll Records	Administrator, Billing Supervisor, HR, RN

## Confidentiality (Continued...)

Relevant copies of the client's medical record may be left in the client's home as is necessary to assist the caregiving in providing care or services to the client.

Orientation and Education of Staff Includes:

- Review of Celestial Caregivers's confidentiality policies and procedures
- Guidelines for prevention of unauthorized disclosure of client and employee information
- The signing of a confidentiality statement that becomes a permanent part of each employee's personnel file

## Client's Rights

### **PURPOSE:**

To provide information to clients/families/caregivers regarding the client's rights and responsibilities while care and/or services are provided, in accordance with applicable laws, regulations and standards.

To provide guidelines for Celestial Caregiver's employees, that promote respect for the culture and rights of clients during their interactions with clients/families/caregivers.

To help improve client outcomes by recognizing and respecting each client's rights during the provision of care and/or services.

### **POLICY:**

The Agency's policies and procedures reflect its support of clients' rights to care, treatment and services within its capabilities and mission, and in compliance with applicable laws and regulations.

Promote positive client outcomes.

Services should be provided by representatives of Celestial Caregivers in a manner that respects and fosters in clients/family members/caregivers a sense of dignity, positive self-regard, civil rights and involvement in their care and services.

Ensure that clients' human, civil, constitutional and statutory rights are respected and not violated.

Celestial Caregivers shall inform all personnel about client's rights and responsibilities during orientation and in a timely manner when changes occur.

All Celestial Caregivers staff should be knowledgeable of the client's rights and responsibilities and the policies and procedures pertaining to these rights.

Celestial Caregivers personnel are expected to understand and respect client rights and provide care, treatment and/or services that reflect this understanding as well as consideration of the client's/family's personal, cultural and ethnic preferences.

## Client's Rights (Continued...)

### **PROCEDURE:**

The Registered Nurse responsible for the admission of the client shall:

- Inform the client/family/caregiver of the right and responsibility to participate in the planning of his/her care
- Discuss the client's/family's/caregiver's expectations, desires/preferences and needs
- Instruct the client/family/caregiver in the availability of the state toll-free Home Health Hotline, its hours of operation and its purpose
- Evaluate and document the client's/legal representative's level of comprehension of his/her rights and responsibilities if not comprehending the information being relayed
- A copy of the form shall be left in the client's residence

The Personal Care Agency Complaint Form shall be included in the Handbook received by all clients on date of admission.



## Background Checks & Caregiver Reporting

### **PURPOSE:**

To provide an increased level of safety, thereby reducing risk for clients and employees of Celestial Caregivers.

### **POLICY:**

Celestial Caregivers performs background screening on all applicants upon a conditional offer of employment. Celestial Caregivers uses the Wisconsin Criminal History Single Name Record request to obtain and pay for the report. The forms filled out by candidate employees include: Background Information Disclosure obtained by the Department of Health and Family Services from the State of Wisconsin .

A final offer of employment will not be offered until the background check has been cleared.

Unwillingness to consent to a criminal background check shall result in withdrawal of the conditional offer of employment.

Failure to disclose criminal history shall result in withdrawal of the conditional offer of employment.

Results of criminal background checks are confidential and are retained within the confidential personnel record file.

Every four years our facility will rescreen for the criminal background check and drug test.

### **PROCEDURE:**

The applicant is asked at the time of a conditional offer of employment to sign an authorization and consent form that allows Celestial Caregivers to process a criminal background check of the applicant.

The criminal background check includes a state and national criminal history check, as required by state law.

## Background Checks & Caregiver Reporting Continued...

### **PROCEDURE CONTINUED:**

Criminal conviction records are evaluated on an individual basis including, but not limited to:

- The time and nature of the offense and its relationship to the position sought
- The age of the individual when the crime was committed
- The length of time that has elapsed since the conviction
- The individual's criminal history since the conviction
- The degree to which the applicant has demonstrated rehabilitation
- The individual's work history
- The individual's current employment and character references
- Any other pertinent information useful to making an informed employment decision

The following convictions are automatic causes for not making a final employment offer to candidates:

- Felony conviction within the past seven (7) years
- Convictions for sex crimes or violent crimes
- Convictions for possession and/or trafficking of controlled or illegal substances
- Convictions for embezzlement, larceny or related charges within the past five (5) years
- Convictions of abuse or neglect

The applicant shall be informed of the results of the criminal background check; however, the applicant will not be provided a copy of the criminal background check results, and shall be afforded the opportunity to submit proof within 30 days that any adverse findings are inaccurate.

## Disease Surveillance

Celestial Caregivers shall ensure that each new employee, before having direct contact with clients is certified in writing by a physician, physician's assistant or Registered Nurse as having been screened for any apparent communicable disease that may be transmitted to a client during the normal performance of the employee's duties. The screening shall occur within 90 days before the employee has direct client contact.

The personal care provider shall ensure that each continuing employee having direct contact with clients is periodically screened for clinically apparent communicable disease by a physician, physicians assistant, or registered nurse based on the likelihood of their exposure to communicable disease, including tuberculosis. The exposure to a communicable disease may have occurred in the community or in another location.

Celestial Caregivers shall monitor employees adherence to Evidence Based Standards of Practice as recommended by the US Centers for Disease Control and Prevention. When monitoring reveals a failure to follow Evidence-Based Standards of Practice, Celestial Caregivers shall provide counseling, education, or retraining to ensure staff is adequately trained to complete their job responsibilities.

Celestial Caregiver is responsible for providing equipment and supplies necessary for all staff having direct contact with the client to minimize infection.

### \*DHS 105.17—Infection Control & Prevention

The personal care provider shall develop and implement written policies for control of communicable diseases that take into consideration control procedures incorporated by reference in ch. [DHS 145](#) and that ensure that employees with symptoms or signs of communicable disease or infected skin lesions are not permitted to work unless authorized to do so by a physician or physician assistant or advanced practice nurse.

- 1.** The personal care provider shall ensure that each new employee, before having direct contact with clients, is certified in writing by a physician, physician assistant or registered nurse as having been screened for tuberculosis, and clinically apparent communicable disease that may be transmitted to a client during the normal performance of the employee's duties. The screening shall occur within 90 days before the employee has direct client contact.
  - 2.** The personal care provider shall ensure that each continuing employee having direct contact with clients is periodically screened for clinically apparent communicable disease by a physician, physician assistant, or registered nurse based on the likelihood of their exposure to a communicable disease, including tuberculosis. The exposure to a communicable disease may have occurred in the community or in another location.
- (c)** The personal care provider shall monitor employees' adherence to evidence-based standards of practice as recommended by the U.S. centers for disease control and prevention, or other evidence-based standards of practice, related to protective measures. When monitoring reveals a failure to follow evidence-based standards of practice, the provider shall provide counseling, education, or retraining to ensure staff is adequately trained to complete their job responsibilities.

**(d)** The personal care provider shall provide equipment and supplies necessary for all staff having direct care contact with the client to minimize the risk of infection.

# Complaints

## **POLICY GIVEN TO CLIENT:**

You have the right and responsibility to express concerns, dissatisfaction or make complaints about services you receive or do **not** receive without fear of reprisal or discrimination. We, at Celestial Caregivers encourage you to discuss all concerns and complaints with us. The Agency telephone number is (414) 395-4287.

The Celestial Caregivers has a formal grievance procedure that ensures that your concerns shall be reviewed and investigation started within 48 hours. Every attempt shall be made to resolve all grievances within 14 days. You will be kept informed by telephone of the status of the investigation and receive a written report when resolution is determined.

If you feel the need to discuss your concerns, dissatisfaction or complaints with other than the Celestial Caregivers staff, the State provides a Home Health "Hot Line". The hours of operation are 8:30 AM to 4:30 PM, Monday thru Friday, and the number is 1-800-642-6552 an answering machine is available during off hours.

## **POLICY:**

To take all complaints from clients and caregivers into account and have them followed-up with by administration.

## **PROCEDURE:**

All clients are given information on how to complain to our administration and how to complain to the state.

All complaints will be taken seriously, and followed-up on in a timely manner.

Appropriate reporting will take place on the Agency's side to the state when necessary.

## Criteria for Discharge Policies Followed by Agency

### **PURPOSE:**

To provide appropriate ongoing care or discharge based on the client's care, treatment and/or service needs and Celestial Caregiver's scope of care.

To uphold the client's right to receive information about his/her care, treatment and services and to be involved in the decision-making process when appropriate.

To ensure that continuity of care, treatment and/or services is maintained to meet the client's needs.

To ensure that the client's care needs are provided by the most appropriate most appropriate organization.

### **POLICY:**

Celestial Caregivers is professionally and ethically responsible to provide care, within its financial and service capabilities, mission and applicable laws and regulations, once a client has been admitted to the Agency.

Celestial Caregivers, maintains current information of available community resources relevant to the care, treatment and/or services provided that is readily available and accessible by Celestial Caregivers staff.

Discharge planning is a dynamic collaborative process that begins with admission to Celestial Caregivers and continues as an ongoing process in response to client needs for care, treatment and/or services in an effort to promote positive client outcomes.

Any discharge, transfer or referral of clients shall occur in an appropriate manner, ensuring that relevant information is communicated to appropriate parties and in such a way as to prevent harm to the client.

The client/family shall be an active participant, when possible, in planning his/her referral, transfer and/or discharge.

## Criteria for Discharge Policies Followed by Agency (Continued...)

### **POLICY CONTINUED:**

Clients who have continuing care needs shall:

- Receive written and verbal instructions in a readily understood format and language and the reason for discharge
- Be informed of available community resources that can be utilized to meet those needs
- Be assisted to arrange for services to meet their needs, as available

A notice of patient's right to file a complaint with the department and the department's toll-free home health hotline telephone number and the address and telephone number of the department's division of quality assurance shall be sent in the discharge letter.

Celestial Caregivers shall provide a written notice of discharge. Reasons for discharging a client may be:

- Payment source is not adequate.
- The client has met his/her treatment goals.
- Safety of the PCW as documented
- Attending physician discharges the client
- Client is abusing or misusing the personal care benefit as determined by the department or county agency under DHS 104.02(5)

Celestial Caregivers shall not provide a written notice of discharge to the family when:

- The client dies
- Client moves out of service region
- Or if the legal representative of the client terminates services via a letter

If Celestial Caregivers is not able to meet the needs of the client, we will refer the client to a government agency or an organization that can meet the needs of the client.

A copy of the discharge letter will be kept in the file of each client and completed within 30 calendar days.

## Criteria for Discharge Policies Followed by Agency (Continued...)

### **PROCEDURE:**

The Case Manager/Registered Nurse begins discharge planning on admission when goals are mutually established.

Discharge plans are documented in the client care plan. A copy is left in the client's home; the original is placed in the client's medical record and updated according to Celestial Caregivers's policies and procedures.

For a Predictable Discharge:

Specific discharge plans should be discussed by the Registered Nurse with the client/family before the expected discharge date. The discussions/instructions are documented in the client's home care record.

The discharge instructions are conveyed to the client/family/caregiver in a format and language that is readily understood by the client/family/caregiver.

There shall be documentation in the client's medical record that the physician was notified of, and agreed to the discharge.

## Criteria for Discharge Policies Followed by Agency (Continued...)

### Client Requires Services Not Provided By Celestial Caregivers:

The Registered Nurse/Case Manager notifies the client/family and referring physician that the required care, treatment and/or services are not provided by Celestial Caregivers and encourages the client/family to be an active participant in the referral/transfer process whenever possible and appropriate.

The physician approves the referral/transfer.

The client is referred/transferred to other organizations or providers for the required care, treatment and/or services.

The transfer/referral is coordinated with the receiving organization/provider with active participation from the client/family when possible and appropriate.

The client/family is informed of ownership of the receiving organization and of any financial benefit to the referring organization.

The physician is notified of the referral/transfer verbally and in writing.

All instructions/communications are documented in the medical record.

### Client Moves Out of Service Area:

The Registered Nurse contacts the physician to report a client moving and needs of service to continue.



## Criteria for Discharge Policies Followed by Agency (Continued...)

### Client Requests Discontinuation of Service:

The Clinical Supervisor is notified of the client/family request and will contact the client/family to:

Attempt to resolve the situation

Inform the client/family of any adverse consequences that may result from the discontinuation of care, treatment or services

Provide information regarding other sources of care, treatment or services

The registered nurse is notified of the client/family request and of the results of interventions.

The referring physician is notified of the client/family request for discontinuation of care, treatment and/or services.

All instructions/communications/interventions relevant to the client's/family's request for discontinuation of care, treatment and/or services is documented in the client's medical record.

### Unable to Obtain Physician Orders:

The client/family is informed in a timely manner of the need for the required orders and of the possibility of care, treatment and/or services being discontinued.

The referral source is notified of the situation, if appropriate.

All reasonable attempts will be made to obtain physician orders for care, treatment and/or services to meet the client's continuing needs.

All communication/instructions are documented in the client's medical record.

## Criteria for Discharge Policies Followed by Agency (Continued...)

Safety of Personnel is Jeopardized:

The referring physician is notified verbally and in writing.

The client/family will be notified and asked to modify the environment, if possible, to ensure the safety of employee(s).

Additional internal and external resources are utilized to improve Agency staff safety including psychiatric personnel, social workers and law enforcement, if necessary.

If the situation remains unresolved and personnel safety is in jeopardy, the Register Nurse shall notify the client/family of the Agency's plan to discontinue services. The notification shall include a description of the potential adverse effects of discontinuing services and information regarding ongoing needs and resources that can be utilized.

A copy of this notification shall be sent to the physician and a second copy placed in the client's medical record.

## Emergency Notification

The nurse from Celestial Caregivers shall document a plan for the client in case of an emergency. The nurse will also fill out a form *Emergency Notification Form* that will be given to the family and that will also be placed in the client's medical record.

The nurse or case manager will take appropriate action and immediately notify the recipient's physician, guardian, if any, and any other responsible person designated in writing by the patient or guardian of any significant accident, injury or adverse change in the recipient's condition.

## Vision & Mission of Celestial Caregivers

### **Vision**

In Wisconsin we are widely recognized as the premier home care provider for quality care. Our care team flows with integrity, empowerment, and continual focus on quality of care. Our culture recognizes rewards and values our people. We are the employer of choice in our market, attracting the brightest, most talented people to our organization.

### **Mission**

Celestial Caregivers is committed to providing a high level of quality care resulting in safe, cost-effective delivery of personal care services, maximizing client autonomy, and promoting positive client outcomes.

The care, treatment, and services provided by Celestial Caregivers are provided to clients without regard to age, race, religion, sex, national origin or disability.

Our mission is to serve each client so that they KNOW we care and are willing to do everything in our power to help them physically and emotionally.

## Scope of Services

Celestial Caregivers services the southeastern Wisconsin area. Our Personal Care Agency provides services in accordance with the Wisconsin Regulations DHS 105.17.

### **Personal Care Aide Services:**

- Assistance with activities of daily living
- Grooming including oral and denture care
- Shaving, care of skin, nails, hair
- Preparing of light meal
- Performing of light chores in areas where personal care services were performed
- Accompanying the participant to clinics, physician offices, or other trips related to medical diagnostics and treatment

### **Nurse Monitor Services:**

The services shall include the following nursing services provided by a licensed registered nurse in conjunction with home visits to the client:

- Development of the participant's specific plan for personal care and other documents concerning the care or progress of the participant.
- Professional evaluation of a prospective personal care aide's ability to understand and carry out specific plan for personal care.
- Nursing supervision of the participant's medical condition.

Instruction and training of personal care aide:

- ◇ In performance of specific personal care services ordered for a participant. About events and conditions that should be reported to personal care agency RN.