

# *Companions & Home Helpers Employee Handbook*



## **INTRODUCTION**

Companions & Home Helpers, LLC is an independent licensed agency offering quality in-home services to seniors. We help them maintain their independence while living in the comfort of their own home. Our services include in house companion care; help with shopping, errand services, and transportation to appointments, laundry, therapy help, and light housework. At Companions & Home Helpers, LLC we strive to be the best in-home care agency available. We are always there to accommodate our clients with friendly and professional services.

## **EQUAL OPPORTUNITY**

Companions & Home Helpers, LLC is an Equal Opportunity Employer. It is the policy of the company to provide equal opportunity for all employees and applicants for employment without regard to race, color, creed, religion, gender, sexual orientation, National Origin, age, marital status, mental or physical disability, pregnancy, military or veteran status, or any other basis prohibited by state or federal law.

Under current law, it is unlawful for our company to hire anyone who is in the United States illegally. Therefore, Companions & Home Helpers, LLC requires new employees to furnish information that shows they are legally eligible for employment.

## **QUALITY ASSURANCE**

Quality Assurance is a system of procedures, checks, audits and corrective actions to ensure that all activities are of the highest achievable quality. Quality Assurance also determines services that meet or exceed customer's expectations. In general, quality assurance involves four steps, or phases as follows:

**Planning:** During the planning phase, inter-related problems are assessed, objectives are established, and problematic processes are cited. Processes that may be required to deliver the necessary results are established.

**Implementation:** During the implementation phase, developed processes are set in motion.

**Monitoring:** The Monitoring phase is an ongoing process. Usually handled by the manager, which involves evaluating and testing the implemented process to make sure they meet the objectives. This also involves monitoring for potential problems and future improvements.

**Action:** During the action phase, if necessary, actions are applied if the results require any changes.

## **HARASSMENT**

In accordance with applicable laws, Companions & Home Helpers, LLC prohibits sexual harassment and work place harassment because of race, color, creed, religion, gender, sexual orientation, National Origin, age, marital status, mental or physical disability, pregnancy, military or veteran status, or any other basis prohibited by state or federal law. Companions & Home Helpers, LLC is committed to taking all reasonable steps to prevent harassment from occurring.

## **DISCIPLINARY ACTION**

In most cases, the purpose of discipline is to instruct and correct rather than to punish. Discipline actions may include and not limited to, insubordination, assault/battery, abusive language, disrespect, misconduct and sexual harassment.

When it becomes necessary to discipline an employee first a verbal meeting is held:

- The employee is clearly informed by the supervisor as to the source of dissatisfaction is given the opportunity to correct the problem.

If the problem is not corrected Companions & Home Helpers, LLC will:

- Write a Disciplinary Action form to the employee. This form will explain the corrective action plan and the next action step if the problem continues.
- You will receive a maximum of two (2) written reprimands before the final step.

Finally, discharge or termination:

- In this case, the employee will be will not be asked back to his/her position.
- The employee's final paycheck will be generated with the payroll.

**PLEASE NOTE: THE USE OF CELL PHONES, DRINKING, DRUG USE OR SMOKING WHILE WORKING IS STRICTLY PROHIBITED AND WILL NOT BE TOLERATED. WE ASK FOR YOUR FULL COOPERATION IN THIS EFFORT TO PROVIDE COMPLETE, SOUND WORKMENSHP TO OUR CLIENTS.**

## **CONFIDENTALEY - HIPAA**

**Employee-** The Health Insurance Portability and Accountability Act, hereinafter known as "HIPAA," is aimed primarily at streamlining claims processing and protecting the confidentiality, integrity, and availability of individual health information. These regulations applies to an individual's past, present, or future physical or mental health or condition. The privacy rule, through HIPPA, protects information in any form, whether it is communicated electronically, on paper, or orally. This rule does not apply to information that had been "de-identified" (i.e., any information that could be used to identify the individual.)

**Client-** A clients protected health information may not be used or disclosed without a specific, signed authorization from the client. The privacy rule requires direct treatment providers to make a good faith effort to obtain a patient's written acknowledgement of having received the notice of privacy rights and practices.

## **CONFLICT OF INTEREST**

Solicitation of gifts, gratuities, donations, or loans from clients is strictly prohibited by Companions & Home Helpers, LLC employees.

## **YOUR EMPLOYMENT WITH COMPANIONS & HOME HELPERS, LLC**

Once hired you are an eligible per diem employee of Companions & Home Helpers, LLC. You are not employed by an individual client, nor can you work privately for any client of Companions & Home Helpers at any time. Your employment is not a guaranteed 40 hour work week, nor is the client you are assigned to a permanent position. Employees are per diem, meaning if a job is offered to you it is typically for a set time frame, and all positions are temporary positions. While some positions will be available for extended times, each job is considered a per diem position.

## **DESCRIPTION OF SERVICES**

**Homemaker-** This service includes general household activities including meal preparation, laundry, light house cleaning such as dusting, vacuuming, washing dishes and bed making.

**Companion-** This service provides an individual with a caring and compassionate employee who will spend time interacting with the client as well as monitor them to help insure their safety.

**Personal Care Assistance-** This service is much like our homemaker service, but in addition to that we provide the individual with assistance in personal hygiene including, showers, dressing, etc.

**Live In Companion-** Overnight and 24 hour round the clock care to our clients. We assist them with all aspects of their daily routines. These positions expressly occur over a time frame including midnight, and are paid as a flat fee.

**Alzheimer's Care Companion-** We provide our clients with a trained aide that will provide them with special care for this sensitive disease. Our staff is trained by the Alzheimer's association of greater Hartford.

## **ATTIRE**

All of Companions & Home Helpers employees must be professional in appearance. Scrubs are acceptable and encouraged, but if scrubs are not worn you must wear long pants, socks, close toed shoes (sneakers or flat) and a plain shirt. Graphic t-shirts (especially with profane or obscene writing/pictures on it), tank tops, shorts, heels, and open toed shoes of any kind may not be worn.

## SCHEDULES

Since we are in the business of helping people who may not be able to fully care for themselves, good attendance and schedule management is essential for all employees. The following are guidelines that will help to keep you in good standing.

- You are expected to be on time and attentive during your scheduled visits. If you are late, please indicate it on the time sheet.
- All positions are Per Diem positions. These are offered on a basis of qualification and first-come, first-serve. If you call out from a position for any reason we accept that as a denial of the position. You may be re-offered the position at a later time, and turning down a job will not penalize you in any way. However, depending on the frequency of cases available, turning down a job, or calling out from a position could result in a loss of hours. If an employee turns down a job we can not in any way guarantee a replacement of hours.
- Companions & Home Helpers, LLC is an independent agency that works one on one with seniors and their families; therefore there is no permanent schedule or position. When you are placed on a job you are given the hours of that job. When and if the hours/duties change you will be notified and given the opportunity to agree to the changes, or at that time let us know if you are unable to work with the changes.
- If you need to make a change in your schedule of availability for any reason, you must contact the office a minimum of 2 weeks in advance so that we can make the proper scheduling changes. It is your responsibility as the employee to communicate any conflicts with your schedule to us. If your schedule changes and you do not contact us within the appropriate time frame, we will consider any absence refusing an offer of work and will fill that position as soon as possible.
- If for some reason you are unable to work for an upcoming shift **do not contact the client, as you are employed by Companions & Home Helpers, LLC.** We will notify the client of any changes.
- You may not switch shifts with any other employee OR any family member without permission from our office staff. This applies even if the shift swapped is with another employee of our agency.
- It is your responsibility to ensure we have the proper contact information and are accessible. If for any reason you are not reachable, we assume no responsibility for decisions made and changes to your schedule approved. This includes faulty telephone numbers, full voice mail, and no answering service.

**\* All changes must be approved by the office. \***

## PAY

- Pay day is bi-weekly, Friday of every other week; our pay period runs from Sunday to Saturday.
- **Paychecks will be available after 12pm Friday and any business day following after 12pm.**
- Your pay will be based on hours worked and the type of work you are performing. You will be informed of the pay before you are sent to the case. You will not be paid for any unauthorized hours (authorization is given solely by the main office, not by the clients).
- Time sheets **must be filled out completely**, including, the clients name, your name, the week

ending date, and the date and time for each day you were at the client's house. The appropriate boxes should be filled in for services rendered.

- Please remember, a client's signature is required for **each day services are provided**.
- **If the time sheet is incorrectly filled out it will not be accepted.** Time sheets may be submitted again with the correct information.
- It is your responsibility to turn in time sheets by 2 PM on the Wednesday of every week.
- If you are unable to make it to the office during business hours your check will be mailed to you at the address provided by you.
- Time sheets need to be filled out each day. Do not fill out a time sheet ahead of time, in case of sickness. Do not leave time sheets at the client's house.
- Timesheets not turned in on time will result in pay being delayed. Due to the possibility of fraud, all late timesheets will require a minimum of one additional pay period to process. This means that it is very important to submit timesheets in a timely manner.
- If a time sheet is turned in more than six weeks from when the service was performed the time-sheet is unacceptable will not be processed. This is due to the possibility of fraud and dishonesty.
- We do not provide holiday pay, or increased wages on holidays. You may request off holidays in advance, but this will count as refusing an offer for work.

## **GENERAL RULES**

Office Hours: Monday – Friday, 9am – 5pm.

Phone: 860-216-0496, 800-687-3820, Fax: 860-290-8174

Website: [companioncares.com](http://companioncares.com), E-mail: [info@companioncares.com](mailto:info@companioncares.com)

You must have your own transportation to and from all jobs. For live-in clients we will provide you with a **onetime** ride to the job the very first day for the orientation with the client, after that it is the employee's responsibility to have transportation.

## **EMPLOYEE CONDUCT**

- Always be respectful to the client and their families as well as to all other employees. Sometimes it is difficult for the client to communicate to the employee, but if you remain respectful it makes the situation easier.
- You are employed strictly by Companions & Home Helpers, LLC, but you must always remain polite and courteous to the client, their families, as well as the facility staff for which you are working in. The clients have the right to report any negative, unprofessional behavior to the office and we will address that with the employee.
- Always be professional. We expect you to maintain a professional attitude at all times. You are representing Companions & Home Helpers, LLC and we strive to ensure quality professional services to our clients.
- Do the job with a smile. Remember you are going into their home to assist them. That is your job as an employee of this company.
- Do what is reasonably requested of you by the client. If for some reason you feel you cannot

complete a task requested of you, or have an issue with a task you need to contact the office and speak to one of the staff immediately.

- Always treat the clients home and personal belongings with care. If you are using the client's personal belonging such as radios, telephones, televisions etc. treat those items with care. Improperly use of client's personal items can result in a liability to the company.
- Always treat the office staff with respect. We work hard for you and we will always try our best to make sure your job is as easy as possible.

### **THINGS THAT CAN RESULT IN AN IMMEDIATE TERMINATION**

- Theft- If for any reason a client reports something missing in their home and there is reason to believe the client's claim you can be terminated immediately.
- Improperly documenting your timecard- Any employee who knowingly writes down more hours than actually worked can be terminated. If you did not work the hours for which you are claiming on your timesheet and you are collecting pay for hours not actually worked that is considered stealing from the company.
- Treating any client, family member, facility employee, or any Companions & Home Helpers employee with hostility, verbal or physical, can result in the immediate termination of your employment. No weapons of any kind are allowed on site.
- Loss of a client. If your behavior/actions cause the loss of a client, we reserve the right to discharge you from our employ.
- Dishonesty of any kind will not be tolerated.
- Failure to maintain a safe and healthy environment for the client such as forgetting to turn off all kitchen appliances, stove, microwave, toaster, etc.
- Insubordination. Willful refusal to follow any of the company guidelines can result in immediate termination, depending on the severity of the offense.
- Abuse of client information. Improper contact with the client, case worker, or family may be grounds for immediate termination.
- Only authorized personnel are allowed on site. Any unauthorized personal (family, children, significant others, etc.) are trespassing and you may be terminated.
- Calling out and accruing absences is not a violation of company policy. However, if you call out/perform a no-call/no-show we consider that refusing our offer for work. We will not track attendance but because cases are not always available there is no guarantee that the original per-diem position will be available again.

If any of the afore-mentioned requirements are violated you may be subjected to disciplinary action, up to and/or including termination of your employment. If you have any questions regarding this notice or any other matter, please feel free to call our office.

Always, let us all give the reliable courteous care, assistance, and understating that the clients and their loved ones deserve.

**Companions & Home Helpers, LLC Office Copy**

I have been oriented to the above information. I understand all policies and procedures and agree to abide by all of them. **I understand that Companions & Home Helpers, LLC jobs are Per-Diem and are not permanent positions.**

Print Name \_\_\_\_\_

Singed \_\_\_\_\_

Date \_\_\_\_\_

**Revised (01/01/12)**