



INDIANA (#015251)

EMPLOYEE ORIENTATION

Created in accordance with the
laws / rules / regulations of the
IC 16-27-4



Indiana
Department
of
Health



What is Village Caregiving?

A privately owned personal services agency, recognized as a Foreign Limited Liability Company (LLC) in Indiana

- **Owned/Operated by people with roots in the community**
- **Licensed to provide “personal services” as defined**
- **Dedicated to providing quality care to its clients**
- **Dedicated to the communities it serves**

Anti-Discrimination

Village Caregiving does not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. We are committed to providing an inclusive and welcoming environment for all. Village Caregiving is an equal opportunity employer.



Management Staff Requirements

- Each Village Caregiving location employs a **manager**.
- The manager is responsible for the organization and daily operation of the Village Caregiving location.
 - All Village Caregiving employees and clients will have reasonable access to the manager on a **24/7 basis** via a 24/7 cell phone.
- The manager will designate in writing one or more individuals to act on behalf of or perform all responsibilities.
- The manager will coordinate between clients, RNs, and direct care staff to ensure personal services are delivered as requested.
- The manager will investigate and remedy client grievances/complaints and respond in a timely manner.
- The manager will prepare a **service plan** for or in collaboration with a client before providing personal services for a client.

Client Satisfaction

IC 16-27-4-11 - Client satisfaction review

- **Village Caregiving shall conduct a client satisfaction review with the client every seventy-six (76) to one hundred four (104) days to discuss the services being provided and to determine if any change in the plan of services should occur. The review with the client may be in person or by telephone. This client satisfaction review must:**
 - **Be put in writing; and**
 - **Be signed and dated by the individual conducting the review.**
 - **This review will be conducted by a Village Caregiving RN or manager.**

Direct Care Staff Requirements

- Village Caregiving conducts fingerprint-based **National Full Criminal History report** background checks on all employees in Indiana. To request a background check through IdentoGo, go to:
 - <https://in.ibtfingerprint.com>
 - Select Schedule a New Appointment
 - Select **Village Caregiving LLC (INAP01683)** under “Agency Name”
 - Enter zip code or choose the region closest to you
 - Pick the location that is suitable for you and schedule by filling out the Applicant Form
- Your fingerprints will be sent to the Indiana State Police electronically, and the response will be sent to Village Caregiving via **INKless** – Indiana’s electronic fingerprinting network.

INkless

- Once the IdentoGo fingerprint results have been generated, they will be sent to Inkless for review by Village Caregiving. A copy of the transcript or a “No Record Letter” will be available.
- This is a fingerprint-based **National Full Criminal History report** that contains all reported arrests, charges, and dispositions from all state and federal jurisdictions in the U.S.
- The process is intended to take several hours, but can take as long as several days.
- A Village Caregiving manager will input applicant information into the system and schedule fingerprinting appointments.
- You will be provided the location, date, time, and other information about your appointment.



Direct Care Staff Requirements

- Our contact at the Indiana State Police (ISP) is:

Martha Sommers

Indiana State Police

Criminal Justice Information Services Section

IGCN 100 N. Senate Ave

Indianapolis, Indiana 46204

EM msommers@isp.in.gov

PH (317) 234-2717

FAX (317) 233-8813



Indiana

Home Health Care

Please select your home health care agency from the below list.

Home Health Care Agency

Go

Back

If you have any questions with the website, please call 877-472-6917.

North
West

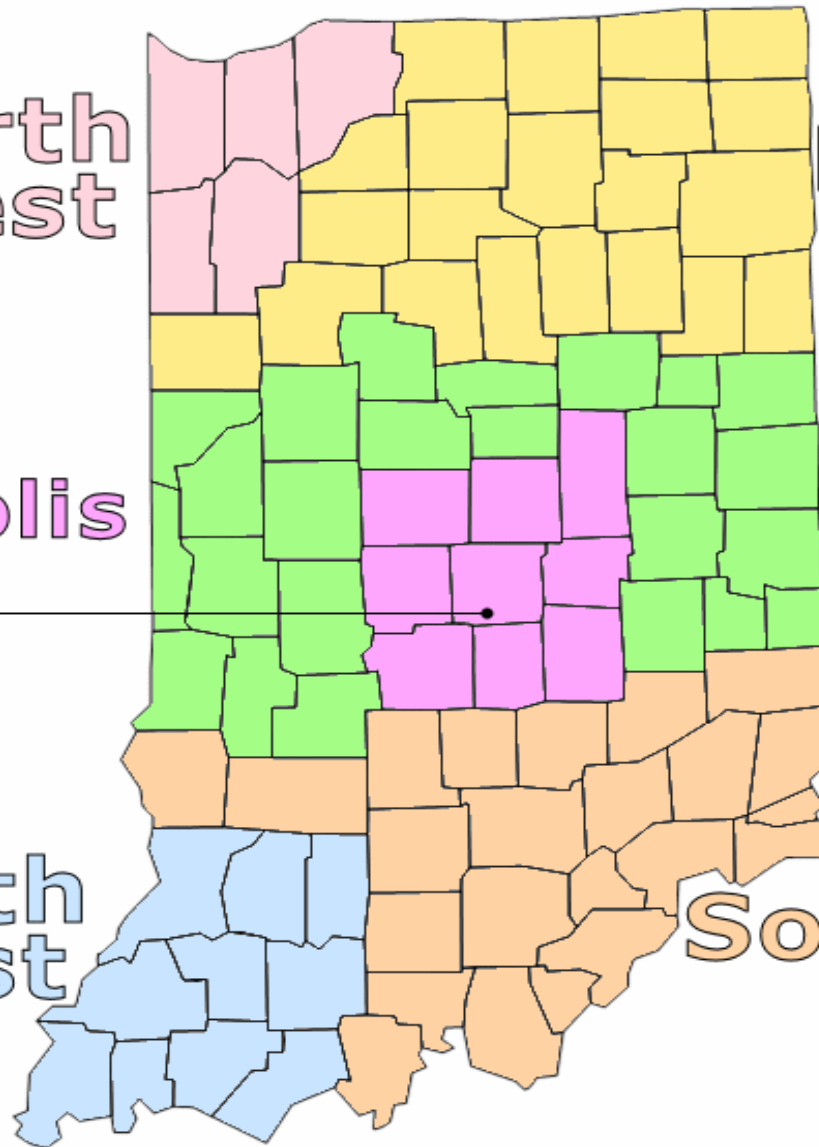
Northern

Indianapolis
Metro

Central

South
West

Southern



Direct Care Staff Requirements

- Prior to providing direct services for a client, applicants may submit to and complete:
 - **Substance abuse test** (not required by law)
 - **Tuberculosis (TB) evaluation** (required by law)
 - Any person with a negative history of TB or a negative test result must have a baseline two-step tuberculin skin test using the Mantoux method or a quantiferon-TB assay unless the individual has documentation that a tuberculin skin test has been applied at any time during the previous 12 months and the result was negative.
 - The second step of a two-step tuberculin skin test using the Mantoux method must be administered one to three weeks after the first tuberculin skin test was administered.



Documentation will be kept confidential personnel files for at least seven (7) years. Records of current employees will be maintained on the agency's premises and accessible via a central computer file.

Direct Care Staff Requirements

- **Tuberculosis (TB) evaluation** (required by law) continued:

Any person with a documented

- History of tuberculosis;
- Previously positive test result for tuberculosis; or
- Completion of treatment for tuberculosis;
- Newly positive results to the tuberculin skin test must have one chest radiograph to exclude a diagnosis of tuberculosis.

Must have one chest radiograph to exclude a diagnosis of tuberculosis.

Documentation will be kept confidential personnel files for at least seven (7) years. Records of current employees will be maintained on the agency's premises and accessible via a central computer file.

Direct Care Staff Requirements

- **Tuberculosis (TB) evaluation** (required by law) continued:

After baseline testing, TB screening must:

- Be completed annually; and
- Include, at a minimum, a tuberculin skin test using the Mantoux method or a quantiferon-TB assay unless the individual was subject to subdivision (3).

Any person having a positive finding on a TB evaluation may not:

- Work in the home health agency; or
- Provide direct patient contact;

Unless approved by a physician to work.

Documentation will be kept confidential personnel files for at least seven (7) years. Records of current employees will be maintained on the agency's premises and accessible via a central computer file.

Direct Care Staff Requirements

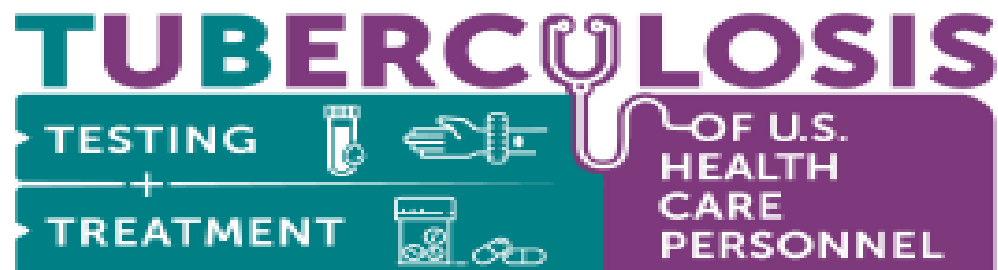
- **Tuberculosis (TB) evaluation** (required by law) continued:

Village Caregiving must maintain documentation of TB evaluations showing that any person:

- Working for the home health agency; or
- Having direct patient contact;

Has had a negative finding on a TB examination within the previous 12 months.

Documentation will be kept confidential personnel files for at least seven (7) years. Records of current employees will be maintained on the agency's premises and accessible via a central computer file.



	2005 Recommendations	2019 Recommendations — Key Changes
Screening	<p>Recommended for all health care personnel pre-placement/upon hire*</p> <p>Annual screening may be recommended based on risk assessment of health care facility and setting</p>	<p>Individual baseline TB risk assessment added</p> <p>Annual TB screening no longer routinely recommended for most health care personnel unless occupational risk or ongoing exposure</p>
Post-exposure testing	<p>Recommended IGRA or TST test for all health care personnel when an exposure is recognized*</p> <p>If that test is negative, do another test 8–10 weeks after the last exposure*</p>	<p>No change</p>
Treatment of positive TB test	<p>Referral to determine whether latent TB infection (LTBI) treatment is indicated</p>	<p>Treatment is encouraged for all health care personnel with untreated LTBI</p> <p>Shorter course (3 to 4 month) treatments encouraged over the longer (6 or 9 month) regimens because they are easier to complete</p>
TB education	<p>Recommended annually for all health care personnel*</p>	<p>Annual education should include information about TB risk factors, the signs and symptoms of TB disease, and TB infection control policies and procedures</p>

*No change in the 2019 recommendations
 Full recommendations available at cdc.gov/tb/topic/testing/healthcareworkers.htm



Staff Training

- The **competency** of an employee of Village Caregiving who will perform attendant care services at the client's residence must be evaluated for each attendant care services task that Village Caregiving chooses to have that employee perform.
- Village Caregiving has the sole discretion to determine if an employee is competent to perform an attendant care services task.
- After an evaluation, an employee shall be trained in the attendant care services tasks Village Caregiving believes require improvement. The employee shall be reevaluated following any training. The evaluation of the employee and determination by Village Caregiving that the employee is competent to perform the attendant care services task must occur before the employee performs that task for a client without direct agency supervision.
- The content of the evaluation and training conducted under this section, including the date and the signature of the person conducting the evaluation and training, must be documented for each employee who performs personal services.

Personal Services Agency

- A “**Personal Services Agency**” includes:
 - A person that provides or offers to provide a personal service for compensation, whether through the agency's own employees or by arrangement with another person.
- The term does **NOT** include the following:
 - An individual who provides personal services only to the individual's family or to not more than three individuals per residence and not more than a total of seven individuals concurrently.
 - A local health department as described in IC 16-20 or IC 16-22-8.
 - A person that:
 - Is approved by the division of disability and rehabilitative services to provide supported living services or supported living support to individuals with developmental disabilities;
 - Is subject to rules adopted under IC 12-11-2.1; and
 - Serves only individuals with developmental disabilities who are in a placement authorized under IC 12-11-2.1-4.

Personal Services

- “Personal Services” **INCLUDES:**
 - Attendant care services
 - Homemaker services that assist with or perform household tasks, including housekeeping, shopping, laundry, meal planning and preparation, and cleaning; and
 - Companion services that provide fellowship, care, and protection for a client, including transportation, letter writing, mail reading, and escort services; that are provided to a client at the client's residence.

Personal Services

- “Personal Services” **EXCLUDES:**
 - Incidental services provided by a licensed health facility to patients of the licensed health facility;
 - Services provided by employers or membership organizations for their employees, members, and families of the employees or members if the services are not the predominant purpose of the employer or the membership organization's business;
 - Services that are allowed to be performed by a personal services attendant under IC 12-10-17.1;
 - Services that require the order of a health care professional for the services to be lawfully performed in Indiana;
 - Assisted living Medicaid waiver services; or
 - Services that are performed by a facility described in IC 12-10-15.

Unstable Health Conditions

- If Village Caregiving is aware that the client's medical or health condition has become unstable or unpredictable, Village Caregiving shall notify the client, the client's personal representative, a family member, other relative of the client, or other person identified by the client of the need for a referral for medical or health services. The notification may be given in writing or orally and must be documented in the client's record.
 - Please be sure to notify Village Caregiving manager/RN!
- Village Caregiving may continue to provide personal services for a client with an unstable or unpredictable medical or health condition but may not manage or represent itself as able to manage the client's medical or health condition.
 - Please understand the **scope of personal services** and when to engage Village Caregiving manager/RN.

Competency Based Curriculum

Village Caregiving's training meets the definition of "competency based curriculum," and is designed to provide the skills needed to perform certain tasks and activities. The curriculum has goals, objectives, and an evaluation system to demonstrate competency in training areas.

Village Caregiving's training has been developed and will be conducted by an RN or documented specialist.



Competency Based Curriculum

Village Caregiving partners with **In the Know**, a nationally recognized training specialist, with support from Village Caregiving RNs, to train employees and provide updates on important issues. If you would like additional training on specific skills, conditions, or situations, please ask. These resources are available to you at all times.



Abuse/Neglect/Exploitation

Village Caregiving takes abuse/neglect very seriously and accepts the responsibility to keep vulnerable elders safe from abuse/neglect/exploitation. It is Village Caregiving policy to call 911 and/or the proper authorities immediately in situations where immediate danger is present. Abuse/Neglect/Exploitation training is provided using online courses provided by **In the Know**, with support from a Village Caregiving RN.





A Client Care Module: **Understanding Abuse**

SUMMARY OF TOPIC

What is Abuse? *Abuse is some action by a trusted individual that causes physical and/or emotional harm to the victim. There are a number of different kinds of abuse, including physical abuse, emotional abuse (includes verbal abuse), sexual abuse and financial abuse (including identity theft)*

FOCUS ON CHILD ABUSE

Child abuse can happen in any type of family—small, large, rich, poor, white, black, etc. It can also happen to children of all ages.

What are the signs? Abused children might:

- Say they deserve to be punished.
- Act frightened of parents or other adults.
- Get scared when other kids cry.
- Be very quiet or very aggressive.
- Sit and stare into space.
- Be afraid to go home.
- Act much older than they are.
- Try to get attention by being “naughty”.
- Try to run away from home.

FOCUS ON ELDER ABUSE

Elderly people are more likely to be abused if:

- They are physically and/or mentally impaired.
- They are isolated from their family or community.
- Their caregivers are stressed out.
- Their caregiver is a family member with emotional problems or who is addicted to drugs or alcohol.

Know the signs! It should send up a red flag if:

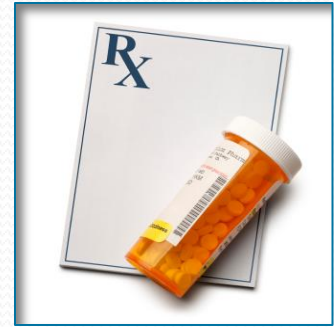
- The client is punished for being incontinent.
- You hear a client being threatened.
- You hear two different stories about how the client got a bruise or other injury.
- A family member refuses to allow you to complete the client’s care.

NURSING ASSISTANTS ARE MANDATED REPORTERS!

A Mandated Reporter is a professional who has regular contact with vulnerable people—and is required to report to the proper authorities if abuse is observed or suspected. You can make reports anonymously, but you can also be charged with negligence for failing to make a report.

- ⇒ **Studies have shown that 93% of nursing assistants have seen or heard of a client being mistreated by a family member or a coworker. You and your coworkers have to work together to prevent abuse.**
- ⇒ **Whistleblowers are heroes who speak out when they witness abuse in the workplace, and have the power to make it STOP!**

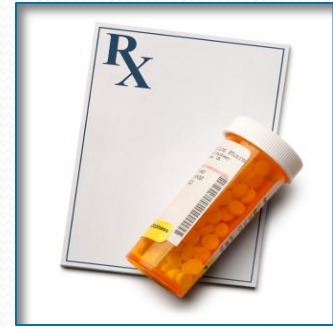
Medications



Village Caregiving direct care staff **MAY**

- Remind a client when to take medications and observe to ensure that the client takes the medication as directed;
- Hand the client's medication to the client.
 - If the client is unable to open the medication, DCS may open the unit dose or medication organizer, remove the medication from a medication organizer, and close the medication organizer for the client.

Medications



Facilitating the self-administration of medication

SHALL NOT include

- Instilling eye, ear, or nasal drops;
- Mixing, compounding, converting, or calculating medication doses;
- The preparation of syringes for injection or the administration of medications by an injectable route;
- Administration of medications through intermittent positive pressure breathing machines or a nebulizer;
- Administration of medications by way of a tube inserted in a cavity of the body;
- Administration of parenteral preparations;
- Administration of irrigations or debriding agents used in the treatment of a skin condition; or
- Administration of rectal, urethral, or vaginal preparations.

Cardiopulmonary Resuscitation (CPR)

Direct care staff authorized to provide care in a client's home may be formally trained in CPR by an RN.

CPR is an emergency procedure, performed in an effort to manually preserve intact brain function until further measures are taken to restore spontaneous blood circulation and breathing in a person in cardiac arrest.

CPR is as easy as
C-A-B



Compressions

Push hard and fast
on the center of
the victim's chest



Airway

Tilt the victim's head
back and lift the chin
to open the airway



Breathing

Give mouth-to-mouth
rescue breaths

American Heart
Association



Learn and Live

©2010 American Heart Association 10/10DS3849

First Aid

Direct care staff authorized to provide care in a client's home may be formally trained in First Aid by an RN. The main goals of First Aid are to 1) preserve life; 2) prevent further harm; and 3) promote recovery.

First Aid is the provision of initial care for an illness or injury until appropriate medical treatment can be accessed. First Aid generally consists of a series of simple, and in some cases, potentially life-saving techniques that an individual can be trained to perform with minimal equipment.



Standard Precautions / OSHA

The Occupational Safety and Health Act of 1970 (OSH Act) was passed to prevent workers from being killed or harmed at work. Occupational Safety & Health Administration (OSHA) training helps to broaden knowledge on the recognition, avoidance, and prevention of safety and health hazards in the workplace. OSHA also offers training and educational materials that help businesses train workers and comply with the OSH Act. The law requires employers to provide employees with working conditions that are free of known dangers. OSHA applies to workers while in a client's home. Universal Precautions / OSHA training is provided using online courses provided by **In the Know**, with support from a Village Caregiving RN.





An Infection Control Module: **Infection Control in Home Care**

SUMMARY OF TOPIC

Infection control in home care can be difficult. Home health aides never know what they might encounter at each visit. The single most important thing you can do to prevent spreading germs from client to client is to wash your hands! But there are other ways to prevent infection in specific situations:

Situation	Infection Control Tips
Body Fluids & Bathrooms	<ul style="list-style-type: none"> If you use an antibacterial cleaner, be sure to follow the directions on the container carefully. Some of them need to be left on a surface for <i>up to two minutes</i> before being wiped away. (And, remember....diluted bleach needs to stay on a surface for <i>10 minutes</i> to disinfect it properly!) If "accidents" are a common problem with clients, suggest that the family buy an enzyme-based carpet cleaner (available at pet stores). The enzymes "eat" the bacteria in urine that cause odor.
Laundry	<ul style="list-style-type: none"> To "disinfect" laundry, use water that is at least 140 degrees F. Even when using hot water, it's best to wash heavily soiled items separately. To keep germs from building up on damp laundry, dry it (or hang it to dry) as soon as the wash cycle is finished. Be sure to wash your hands after touching or sorting any dirty laundry—and after transferring wet laundry to the dryer.
Used Needles	<ul style="list-style-type: none"> While home health aides are not supposed to handle "sharps", studies have shown that clients often leave used needles and syringes for their aides to dispose of. Your agency may provide sharps containers for clients. If not, help the family arrange for disposal at a drop-off collection site, through a mail-back service or a special waste pick-up.
Household Pests	<ul style="list-style-type: none"> Keep kitchens and other rooms as free of food as possible. Wipe all kitchen surfaces with soap and water to get rid of spills and grease. Tell your supervisor and/or your agency's social worker about any pest infestation in a client's home. Pests can be dangerous, especially for the elderly and people with respiratory problems.
Kitchen Germs	<ul style="list-style-type: none"> When you clean the kitchen, work from high to low—with the floor being the last surface you clean. (However, if the dirty water used to clean the floor has to be emptied into the kitchen sink, clean the sink last.) Remember that germs can hide and multiply easily on your client's can opener, faucet and kitchen sponge or dishcloth. To keep from spreading germs around when you mop, rinse the mop often. If a floor is very dirty, dump the mop water several times and continue with clean rinse water.



An Infection Control Module: Infection Control in Home Care

SUMMARY OF TOPIC

Situation	Infection Control Tips
Food Safety	<ul style="list-style-type: none"> • CLEAN: Wash hands and surfaces frequently. • SEPARATE: Don't cross-contaminate. • COOK: Cook foods to proper temperatures. • CHILL: Refrigerate foods promptly.
Pets	<ul style="list-style-type: none"> • Have clients wash their hands thoroughly with soap and running water after contact with animals. This is especially important before preparing or eating food. • Be extra cautious around reptiles, baby chicks, ducklings, puppies and kittens. Young animals are more likely to spread infection. • Be sure that you wash your hands after contact with a client's pet, its feces and/or dog treats. (Some treats may be contaminated with salmonella.)

MORE HOME CARE INFECTION CONTROL TIPS

- If part of your care plan is to clean the client's living space, try to think outside the box. Germs may be hiding in places you're not cleaning. For example, studies show that these common it toilet bowl: the kitchen sink, the telephone receiver, doorknobs, the television top of a desk or bedside table.
- A great way to disinfect a sponge is to put it through the dishwasher every oth dishwasher at a client's home? Be sure to allow the sponge to *dry out* between discard it after three weeks.
- Washing sheets cleans them of *dust mites* and other allergens. It takes a professional pesticide treatment and professional laundering at high temperatures to get rid of bed bugs.
- Remember that a good disinfectant cleaner should state on the container that kills 99.9% of germs and bacteria.
- When the weather allows, let some fresh air and sunshine into your clients' homes. The fresh air offers extra oxygen and reduces stuffy odors. And, the he





An Infection Control Module: **Standard Precautions**

SUMMARY OF TOPIC

Standard precautions are the “common sense” infection control guidelines you should follow as you perform your daily tasks with clients. They apply to ALL your clients, no matter what their diagnosis—even if they don’t seem sick!

The **TOP TEN STANDARD PRECAUTIONS GUIDELINES** (recommended by the CDC) are:

1. Wash your hands before and after any contact with a client or the client’s environment.
2. Wear gloves when you have to touch blood, body fluids, secretions, excretions, contaminated items, mucous membranes, or any non-intact skin.
3. Wear a gown as needed to protect your skin and clothing from body fluids.
4. Wear a mask or goggles if you might get splashed or sprayed by blood or other body fluid.
5. Use gloves and caution with sharps and NEVER recap a needle or syringe.
6. Disinfect the environment routinely.
7. Dispose of contaminated waste according to workplace policy.
8. Disinfect shared client equipment.
9. Clearly label specimens, such as urine, stool or sputum.
10. Use a mouthpiece when performing CPR.

KNOW YOUR TRANSMISSION BASED PRECAUTIONS

PRECAUTION	WHAT EQUIPMENT IS NEEDED?	WHEN IS THIS USED?
Respiratory Hygiene & Cough Etiquette	Cover your nose and mouth with a tissue or the inside of the elbow when coughing or sneezing; dispose of tissues properly; and perform frequent handwashing.	For anyone with a cough or cold symptoms, especially a fever.
Contact Precautions	Gloves and gown must be worn for all contact with the client and the client’s environment.	MRSA, VRE, e-coli, pink eye and hepatitis A.
Droplet Precautions	A mask must be worn within 3 feet of the client.	Pertussis, flu, strep throat, mumps, and rubella.
Airborne Precautions	A mask must be worn when you are in the same room as the client.	Measles, chickenpox, and shingles.
Expanded Airborne Precautions	A fit tested respirator must be worn for all contact with the client.	Tuberculosis (TB), smallpox and SARS

Personal Attendant Skills

Often, clients deviate from routines and normal behavior when they are having health issues. Although caregivers do not diagnose or treat health issues, caregivers may recognize health issues and contact health care providers before issues become worse. **Your caregiver role is key.**



Think of yourself as a canary in a coal mine. Miners would place canaries in underground mines to make sure the air supply was safe. As long as the canary kept singing, the miners knew their air supply was safe. Caregivers are like those canaries in the homes of clients.

Personal Attendant Skills training is provided using online courses provided by **In the Know**, with support from a Village Caregiving RN.



A Client Care Module: **Helping with Activities of Daily Living**

SUMMARY OF TOPIC

What are ADLs? *ADLs, or Activities of Daily Living*, are all those basic self-care activities that people without an illness or injury normally do for themselves. These activities include bathing, oral hygiene, toileting, dressing, grooming, eating and safe transfers. Depending on your workplace and/or the client's insurance, reimbursement for client care may be based on how much ADL assistance you provide for your clients.

TIPS FOR ASSISTING WITH ACTIVITIES OF DAILY LIVING

Develop a routine with your client. Provide assistance with ADLs at the same time of day the client would normally do that activity. For example, if your client normally likes to get washed and brush her teeth before breakfast, then help her with those tasks at that time.

Include the client in the activity. Ask and encourage clients to participate in personal care and give them time to perform the activity.

Never rush a client through ADLs. Remember, the goal is increase the person's ability to do this task independently. If you rush, or get impatient and do it yourself, you deprive the person of the opportunity to regain this skill. This means you will ALWAYS have to do it!

Give a head start. Set up the items needed for the client to perform the activity independently. For example, put toothpaste on the toothbrush and place it near the client.

Keep it simple. Break complex tasks down into smaller steps. Provide cues for activities to be completed. For example, "Here is the wash cloth. Wash your face." Or, "Pick up the brush and brush your hair."

Use the "hand-over-hand" method. If your client does not respond to your verbal cues, try the hand-over-hand method. You do this by placing your hand on top of the client's hand and performing the activity together.

Be patient. Allow your clients to do as much of the activity as possible, even if it takes longer for the task to be completed.

Be positive. Encourage clients who try to do things for themselves. Show them that you are confident in their abilities.

Record the correct information! When documenting ADLs, two pieces of information are critical—what actually happened and how much you helped.

HIPAA

The Health Insurance Portability & Accountability Act (HIPAA) provides federal protections for Protected Health Information (PHI) held by covered entities and gives patients an array of rights with respect to that information. At the same time, HIPAA is balanced so that it permits the disclosure of PHI needed for patient care and other important purposes.

Village Caregiving, as a covered entity under HIPAA, provides this training to caregivers regarding the responsibilities related to securing and protecting PHI. HIPAA training is provided using the WV Medicaid Module and/or using online course provided by **In the Know**, with support from a Village Caregiving RN.



HIPAA

In addition to HIPAA and other laws/rules/regulations, Village Caregiving policy states that client PHI (including pictures) may **not** be posted on social media, even if the client gives permission. This is important to protect the company, yourself, and your client.

NEVER POST ABOUT CLIENTS

Read posts back to yourself before posting to be sure you are not posting PHI

ONLY USE SECURE MESSAGING

Use passcodes and other security measure on your devices to protect PHI

DON'T MIX WORK AND YOUR PERSONAL LIFE

Be careful not to cross a line with private discussions



Direct Care Ethics

Direct care ethics means more than simply memorizing a list of duties and responsibilities. Acting ethically means assuming responsibility for the physical and emotional well-being for all clients, being respectful, acting with integrity and responsibility, and advocating for the best interests of the client at all times. Direct care ethics training is provided using online courses provided by **In the Know**, with support from a Village Caregiving RN.



Health and Welfare for Person Receiving Services

- Health and Welfare for Person Receiving Services training is provided using online courses provided by **In the Know**, with support from a Village Caregiving RN, including:
 - Emergency Plan Response
 - Fall Prevention
 - Lifting and Transferring
 - Home Safety and Risk Assessment
 - Special Needs Preparedness



A Risk Management Module: **Client Safety Tips**

SUMMARY OF TOPIC

What's the big deal about client safety? *One in five Americans report that they or a family member have experienced a medical error of some kind. This could be a fall, an infection, a medication error, a surgical error or an equipment malfunction.*

FOCUS ON FALLS:

Remember: A falls assessment must be done within 14 days of admission. It's a good idea to know who is responsible for doing your client's falls assessment. You must know your client's fall risk level in order to take the proper precautions. Be sure to report any changes in status to the nurse so the fall risk can be adjusted.

FOCUS ON PREVENTING INFECTIONS:

Wash your hands, wash your hands, wash your hands. Then, wash your hands again! The most important thing you can do to prevent infection is WASH YOUR HANDS! You can also teach your client to request ALL caregivers wash their hands before and after care. And, teach family members about the importance of washing hands before and after visits!

FOCUS ON EQUIPMENT SAFETY:

Assistive equipment is available to your client to help encourage safe independence. **If the equipment itself is not safe—the purpose is LOST!** Perform regular inspections of your client's equipment and make sure your client is using the equipment properly.

FOCUS ON PRESSURE SORES:

A client who develops a pressure sore has been neglected in some way. Clients who cannot move independently need to be re-positioned every two hours. Skin should be kept clean and dry and checked at least once a day for reddened areas. If you notice an area of redness, report it immediately so intervention can be started.

FOCUS ON MEDICATION:

Even though you may not be formally trained in medication administration, you can still develop a basic understanding of common side effects of frequently used medications. Knowing the side effects and reporting any observations you make can save your client's life!

FOCUS ON MEAL TIME:

Meal times should be fun and relaxing. Never rush a meal! Pay attention to your client's ability to chew and swallow. **Report any changes immediately if you think the diet order is not appropriate for your client's abilities.** If you have not been trained on how to perform the Heimlich Maneuver on a choking person, ask your supervisor for a demonstration!

Standard of Conduct

- Village Caregiving employees must conduct themselves in a responsible, professional, and ethical manner at all times. Village Caregiving employees are expected to be **honest** and **respectful** with other employees, clients, and Village Caregiving staff members, **be on time** and **prepared** for shifts, and turn in hours worked / expenses in a truthful, accurate, and timely manner.
- Village Caregiving's reputation is earned by the quality of its services. Our dedication to quality sets us apart from others.
- Taking pride in our communities and improving the lives of our clients, who are also our neighbors and friends, matters most.

Standard of Conduct

- If an employee violates this Standard, Village Caregiving staff will communicate that violation verbally, in writing, or via digital communication (phone, text, etc), a record of which may be kept in the employee's personnel file. Violations may result in discipline or termination of employment.
- If you absolutely must miss a shift or call off, please be sure to let Village Caregiving staff know – call, text, email – something! – please give plenty of notice so your shift can be filled and services provided.

Complaint Investigations

- Village Caregiving shall investigate a complaint made by a client, the client's family, or the client's personal representative regarding:
 - Service that is or fails to be furnished; and
 - Lack of respect for the client's property by anyone furnishing services on behalf of Village Caregiving.
- Village Caregiving shall document the complaint and the resolution of the complaint.

Dress Code

Village Caregiving requires employees to dress in appropriate, responsible, professional clothing, taking into consideration the services being provided. For example, scrubs are acceptable, especially in situations where movement should not be restricted. Dress of any kind that may result in increased risk of accident is not allowed. For example, sandals are not allowed. Also, be sure to consider hair, nails, etc.



Personal Protective Equipment (PPE)

Village Caregiving provides PPE such as gloves, masks, gowns, face shields, sanitizer, etc, at its offices. Please let Village Caregiving staff members know if you need PPE, if you are running out of supplies, etc. You will be given PPE for free. Remember to **stay safe!**



Name Tags

Village Caregiving may require employees to wear name tags which should be visible at all times. This is important because Village Caregiving employees may work in a variety of settings, such as client homes, nursing homes, assisted living facilities, hospitals, or other places in the community. It is important that employees are clearly identified as Village Caregiving employees to avoid confusion. Your name tag may contain your job title or NPI #.



Benefits



As an Applicable Large Employer (ALE) under the Patient Protection and Affordable Care Act (ACA), Village Caregiving may offer health insurance benefits to full-time, eligible employees. At your time of hire or during an open enrollment period, you may be offered information and participation in the Village Caregiving group health insurance plan, along with your own out of pocket obligations. If you accept this offering, you will be asked to complete several documents. If you decline this offering, you will be asked to sign a Waiver of Medical Coverage for that year.

Responsibility

Caregivers are likely to work with the elderly, persons with behavioral disorders, and distinct categories of physical and cognitive disabilities.

Elderly: old age or approaching old age; past middle age; later in life.

Behavioral Disorders: disorders characterized by disruptive behaviors such as conduct disorder, oppositional defiant disorder, and attention-deficit/hyperactivity disorder.

Physical and Cognitive Disabilities: motor, sensory, or cognitive impairments that substantially limit one or more major life activities.

Remember: in case of an emergency, stabilize the situation, call 911, notify Village Caregiving, and notify the client's designated representative.

Insurance

Village Caregiving carries professional and general liability insurance which covers all Village Caregiving employees acting within their scope of employment. Our clients and their families place great trust in us, and with that trust comes great responsibility.



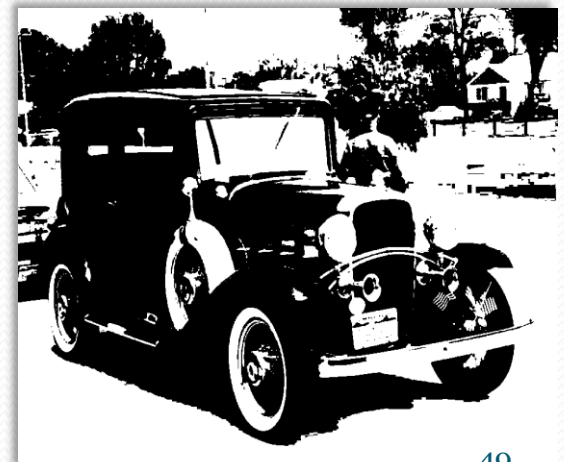
SENTINEL
RISK ADVISORS

Transportation

Village Caregiving requires a valid driver's license, registration, automobile insurance, and a safe driving record in order to transport a client.

It is not appropriate for a caregiver to “borrow” a client's car for personal purposes.

If a caregiver is asked to offer transportation to a client for approved activities, that caregiver will be reimbursed for mileage at the current IRS rate. Please discuss transportation with the office manager before transporting a client.



Transportation

Realize that auto insurance follows the automobile. If you are in an accident, your auto insurance is the **primary** insurer.

Village Caregiving has hired/non-owned auto insurance, but that insurance is only a **secondary** insurer.

Put simply, you are responsible for driving safely and obeying all traffic laws/rules/regulations. If you are not confident in this, do not transport clients.



Payroll

- Village Caregiving pays all employees via direct deposit. You will need to have a bank account or pay card that accepts direct deposit transactions. When you are hired, Village Caregiving will collect your banking information: bank name, routing #, and account #. This allows Village Caregiving to make debits and credits to your account.

The diagram shows a U.S. check with the following fields and markings:

- U.S. CHECKS** (header)
- DATE** (with a line for the date)
- 1001** (top right corner)
- PAY TO THE ORDER OF** (with a line for the payee)
- \$** (with a line for the amount)
- DOLLARS** (with a line for the amount)
- YOUR FINANCIAL INSTITUTION**
BANK ADDRESS
BANK CITY, STATE, ZIP
BANK PHONE
- FOR** (with a line for the purpose)
- 123456789** (routing number, highlighted with a red box)
- 0123456789012** (account number, highlighted with a red box)
- 1001** (bottom right corner)

Below the check, the following labels are present:

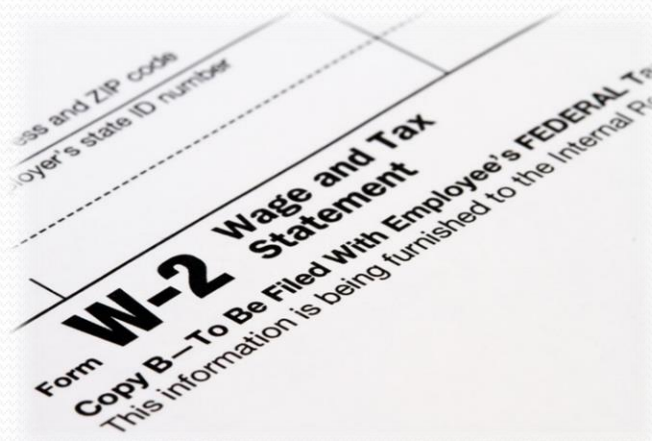
- BANK ROUTING NUMBER** (with a red line pointing to the routing number box)
- BANK ACCOUNT NUMBER** (with a red line pointing to the account number box)

Payroll

- If your banking information, mailing address, or tax status changes throughout the year, please notify Village Caregiving as soon as possible so that we can update your employee profile.
- Village Caregiving uses **Heartland** as its payroll service. You will receive an email from Heartland explaining how to create an account.
- This account will allow you to access your pay stubs, W-2, and other payroll related documents without asking Village Caregiving for them.

Heartland

Payroll



FAIR LABOR STANDARDS ACT



- Village Caregiving direct care staff are W-2 employees, which means all required tax withholdings, including federal, state, and local taxes will be withheld from paychecks.
- Village Caregiving covers employees with workers' compensation and unemployment benefits.
- Village Caregiving follows all applicable **Fair Labor Standards Act** laws/rules/regulations related to minimum wage, overtime, etc.

Workers' Compensation

- Village Caregiving policy: employees **must report workplace accidents, incidents, and injuries immediately**, before the end of the shift.
- Village Caregiving policy: injured employees may be offered “**restricted**” or “**light duty**” tasks, to accommodate an injury or restriction/limitation ordered by an employee’s health care provider. Employees must be willing to operate under these modified roles to remain employed by Village Caregiving.



Time Sheets / Billing

- Village Caregiving will provide time sheets where staff will keep track of their time spent with clients, expenses, comments, notes, etc.
- For some private payment members, Village Caregiving will generate invoices which will clearly document how many hours each caregiver worked and which days were worked, including expenses.
- It is not appropriate to accept gifts, money, and/or valuables from a member without disclosure to Village Caregiving.

Evaluation and Training

According to IC 16-27-4-16 - Evaluation and training

- The competency of an employee or agent of Village Caregiving will perform attendant care services at the client's residence must be evaluated by Village Caregiving for each attendant care services task that Village Caregiving chooses to have that employee or agent perform. Village Caregiving has the sole discretion to determine if an employee or agent is competent to perform an attendant care services task.
- After an evaluation, an employee or agent shall be trained in the attendant care services tasks Village Caregiving believes require improvement. The employee or agent shall be reevaluated following any training. The evaluation of the employee or agent and determination by Village Caregiving that the employee or agent is competent to perform the attendant care services task must occur before the employee or agent performs that task for a client without direct agency supervision.
- The content of the evaluation and training conducted under this section, including the date and the signature of the person conducting the evaluation and training, must be documented for each employee or agent who performs personal services.

Personal Care Services

- **“Personal Care Services”** are medically oriented activities related to assisting a recipient with **activities of daily living** necessary to maintain the recipient in his/her place of residence in the community. Competency with the following skills/services have been demonstrated to Village Caregiving RN and management:
 1. Ability to assist with bathing;
 2. Ability to assist with getting in and out of bed/ambulation;
 3. Ability to assist with oral hygiene including teeth, mouth, denture, and hair care;
 4. Ability to assist with mobility and ambulation including use of walker, cane, or crutches;
 5. Ability to change a client's bed and complete laundry tasks;
 6. Ability to assist with non-medical skin care;
 7. Ability to clean and perform basic maintenance of eyeglasses and hearing aids;
 8. Ability to assist with dressing and undressing;
 9. Ability to assist with toileting, including use and care of bedpan, urinal, commode, or toilet;
 10. Ability and understanding of light cleaning in essential areas of the home used during personal care service activities;
 11. Ability to assist with meal preparation, food purchasing, and meal serving;
 12. Understanding of basic and simple transfers, including bed to chair or wheelchair and reverse;
 13. Understanding of and ability to accompany client to obtain medical diagnosis and treatment;
 14. Understanding of Village Caregiving communication and charting policies;
 15. Understanding of health and safety procedures related to in-home care;
 16. Understanding of epidemiology, modes of transmission of diseases, and prevention of infections;
 17. Understanding of how to respond to medical and non-medical emergencies; and
 18. Understanding of ethics, confidentiality, and client rights.

Emergencies

- Remember, in case of an emergency, dial 911.
- Next, use all reasonable means to contact the client's designated emergency contact or the people requested by the member.
- Next, contact Village Caregiving staff.
- Remain with the client's until the emergency situation has been resolved in a safe, reasonable manner.





Remember to take care of yourself and your basic needs. Being a caregiver is hard work!

You are always allowed to take a break to use the restroom, have a quick bite to eat, collect yourself after stressful situations, etc.

Do not neglect self care!

Collaboration

Some clients have other health care providers and people in their homes at the same time as Village Caregiving caregivers.

Please be courteous and respectful – quality care requires collaboration with others and a person-centered plan.

Your roles and responsibilities in a client's home will be clearly defined. If you have a question, please ask Village Caregiving staff.

Your roles are very important, as you are likely to be present in a client's home more often than others in terms of hours per day.

Our members trust you to protect and care for them – [value that trust](#).

Electronic Visit Verification (EVV)



Village Caregiving may required that staff use EVV to chart information about their visits. Village Caregiving contracts with MYEVV for EVV services.

You may be assigned a username, password, and National Provider Identification Number (NPI#), which allows you to chart information about your visit, location, services provided, etc. You can access this information using an app on your smartphone.



Thank you for your attention!



Questions?

These training materials are not all-inclusive of the training provided by Village Caregiving. Also included and relevant are discussions with Village Caregiving RNs, managers, and other training materials.




Name: _____

Answers Correct: _____ of 15 (must answer 12 of 15 correctly)

Provided and scored by: _____, RN

Date: _____ / _____ / _____


1. Village Caregiving serves clients at multiple licensed personal services agency locations in Kentucky?
 1. True
 2. False
2. Village Caregiving has an anti-discrimination policy? True or False?
 1. True
 2. False
3. A set of procedural directives and guidelines were published in 1987 by the Centers for Disease Control and Prevention as recommendations to protect health care workers.
 1. True
 2. False
4. Direct care staff must complete the following before providing services:
 1. Criminal record check
 2. Passing drug screen
 3. Negative TB assessment

- 
5. Village Caregiving's training meets the definition of "competency-based curriculum?" True or False?
 1. True
 2. False

 6. Village Caregiving has a _____ tolerance policy for drug abuse/misuse.
 1. Zero
 2. Variable


 7. Village Caregiving provides training on the following topics:
 1. Abuse/Neglect/Exploitation
 2. Facilitating Self-Administered Medications
 3. Effective Communication Techniques to Meet Individual Client Needs

 8. Village Caregiving has a Standard of Conduct that must be followed?
 1. True
 2. False

- 
9. HIPAA stands for the Health Insurance Portability and Accountability Act?
True or False?
 1. True
 2. False

 10. Caring for a client ethically while in the home means putting the best interest of the client/member as your highest priority?
 1. True
 2. False

 11. Village Caregiving offers specialized training created by which company?
 1. Relias
 2. In the Know
 3. CDC

- 
12. Direct care staff must follow a strict process to facilitate the self-administration of medication?
 1. True
 2. False
 13. Village Caregiving may use an electronic visit verification (EVV) system which allows staff to clock in/out, share a location, and chart services provided?
 1. True
 2. False
 14. In order to transport a client in your vehicle, you must have:
 1. Valid Driver's License
 2. Valid Registration
 3. Car Insurance
 4. Reason to transport the client according to the Service Plan
 15. Village Caregiving covers all employees with professional and general liability insurance and workers' compensation coverage as long as the employee is acting legally and within the scope of their employment. True or False?
 1. True
 2. False