



Village
Caregiving

keep your heart at home

WISCONSIN (License # ___)

ORIENTATION

Created in accordance with the laws /
rules / regulations of:



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Wisconsin Caregiver Program Manual for Entities
Regulated by the Division of Quality Assurance (DQA)

What is Village Caregiving?

**A privately owned Personal Care Agency,
recognized as a Foreign Limited Liability
Company (LLC) in Wisconsin**

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

Wisconsin's Caregiver Law

- Wisconsin has a unique “**Caregiver Law**” that provides detailed information about how Personal Care Services (**DHS 107.112**) must be provided by Personal Care Agencies (**DHS 105.17**)
 - The law responds to the potential for physical, emotional, and financial abuse of vulnerable citizens and is intended to protect clients in health care settings from abuse, neglect, and misappropriation (A/N/M) of property
 - Details of the Law can be found here:
<https://www.dhs.wisconsin.gov/regulations/caregivers.htm>



Village Caregiving Team

Administrator/
Substitute

Registered Nurses

Caregivers



Administrative/Management Requirements

- Each Village Caregiving location employs an **administrator** and identifies a **substitute administrator**. The administrator:
 - Is responsible for the organization and daily operation of the location.
 - Is available to Village Caregiving employees and clients on a 24/7 basis via a 24/7 cell phone.
 - Coordinates between clients, families, RNs, and caregivers to ensure services are delivered according to WI laws/rules/regs.
 - Conducts RN/caregiver background checks, orientations/trainings, and other required employment tasks.
 - Investigates, reports on, and remedies all incidents/ grievances /complaints.
 - Develops a **service plan** in collaboration with the RN for clients before providing personal care services.
 - Collaborates with employee/contractor RNs to **supervise** the provision of personal care services.

If you have questions about the functions of personnel employed by Village Caregiving and how they interrelate and communicate with each other in providing personal care services, please contact Village Caregiving administrator / RN.

RN Requirements

- Each Village Caregiving location employs/contracts with a **registered nurse (RN)** to supervise personal care services provided. The RN will:
 - Be licensed;
 - Have training/experience in the provision of personal care services or in a related program; and
 - Have at least one (1) year of supervisory/administrative experience in personal care services or in a related program.
- The RN performs the following duties:
 - **Assesses and evaluates** the need for services in each client;
 - Develops a **Service Plan** for each client and updates it as necessary;
 - Makes referrals to other services as appropriate;
 - Notifies the client's physician or other appropriate medical personnel and legal representative of any significant changes in the client's health;
 - Physician orders for personal care services are **not** required for non-Medicaid clients.
 - Evaluates the competency of the personal care workers to perform the services, and provides additional training when required.

Personal Care Worker Requirements

- Village Caregiving **personal care worker** employees will be trained in the provision of personal care services, including each skill assigned:
 - Provide documentation of skills, training, and prior experience;
 - Be a person that is not a legally responsible relative of the client;
 - Parent of <18 child / Spouse (legal obligation to maintain support);
 - Be at least 16 years old.
- Village Caregiving personal care workers must:
 - Pass a caregiver background check;
 - Perform tasks/services assigned by the administrator and RN supervisor;
 - Report in writing to the administrator and RN supervisor;
 - Promptly report any significant changes observed or reported in the client's condition;
 - Confer as required with the administrator and RN supervisor regarding client progress;
 - Practice strict infection control measures as recommended by the CDC.

Service Agreement

- Village Caregiving will present a **service plan** to a client before providing personal services.
- Village Caregiving will assess a prospective client's appropriateness to be served, and will only accept a client if there is a reasonable expectation that the client's needs can be met.
- Village Caregiving will provide, in writing, prior to accepting the client:
 - Village Caregiving's rules and the client's responsibilities;
 - Complaint/Grievance process, including how a client can make a complaint;
 - A statement of a client's rights;
 - That the client may participate in the planning of services, including referrals to other providers.

Village Caregiving documents evidence of compliance with the requirements of WI law and documents services provided to clients. This documentation will be maintained or be electronically accessible at the Village Caregiving WI office for at least seven (7) years.

Client Rights

- Village Caregiving shall provide the client or the client's personal representative with the **written statement of client rights** not more than seven (7) days after providing services to the client. The statement of client rights must include the following information:
 - The client has the right to have the client's property treated with respect;
 - The client has the right to temporarily suspend, permanently terminate, temporarily add, or permanently add services in the service plan;
 - The client has the right to file grievances regarding services furnished or regarding the lack of respect for property by Village Caregiving and is not subject to discrimination or reprisal for filing a grievance;
 - The client has the right to be free from verbal, physical, and psychological abuse and to be treated with dignity;
 - A statement that it is not within the scope of Village Caregiving's license to manage the medical and health conditions of the client if a condition becomes unstable or unpredictable;

Client Rights

- **Continued**
 - The charges for services provided by Village Caregiving;
 - Village Caregiving's policy for notifying the client of any increase in the cost of services;
 - The hours Village Caregiving's office is open for business;
 - That on request, Village Caregiving will make available to the client a written list of the names and addresses of all persons having at least a 5% ownership or controlling interest in Village Caregiving;
 - The procedures for contacting Village Caregiving's manager or designee, while Village Caregiving's office is open or closed;
 - The procedure and telephone number to call to file a complaint with Village Caregiving;
 - That the state department does not inspect Village Caregiving as part of the licensing process but does investigate complaints concerning personal service agencies;
 - The procedure and telephone number to call to file a complaint with the state department along with the business hours of the state department.

Caregiver Requirements

- At the time of hire and at least every four (4) years thereafter, background checks are required for a “caregiver” – which means:
 - A person who is, or is expected to be, an employee or contractor of Village Caregiving, who is or is expected to be under the control of Village Caregiving, as defined by the department by rule, and who has, or is expected to have, regular, direct contact with clients of Village Caregiving;
 - “Regular” means contact that is planned, scheduled, expected, or periodic.
 - “Direct Contact” means face-to-face physical proximity to a client that affords the opportunity to commit abuse or neglect of a client or to misappropriate the property of a client.
 - Village Caregiving must obtain a caregiver background check for their employees and contractors through the **Wisconsin Department of Justice** (WDOJ).
 - Village Caregiving must obtain a subsequent background check at any time within that four year period if Village Caregiving “**has reason to believe new checks should be obtained.**”

Documentation will be kept confidential in personnel files for at least five (5) years. Records of current employees will be maintained and accessible via a central computer file.

Caregiver Requirements



- To obtain a caregiver background check online:
 - Complete a **Background Information Disclosure (BID) DHS Form F-82064**;
 - BID must be kept on file for four (4) years, but is **not** submitted to any state agency.
 - Request a **caregiver** (this option must be selected) background check from the WDOJ using the **Wisconsin Online Record Check System (WORCS)**;
 - WORCS Website: <https://recordcheck.doj.wi.gov>
 - Pay the \$10 per person fee to WDOJ through WORCS;
 - **Village Caregiving will receive two (2) responses:**
 - One from the WDOJ Crime Information Division (containing Wisconsin Identification Data); and
 - One from DHS/DSPS, called the “IBIS letter.”
 - **Village Caregiving must examine both responses for findings and make the appropriate hiring decision in accordance with Wisconsin law.**
 - These results will only be available for six (6) months – save in employee files

State of Wisconsin Department of Justice - DLES/Crime Information Bureau
17 W. Main Street, Madison, WI 53703
Email: cibcriminalhistory@doj.state.wi.us
Phone: (608) 266-7314



Department of Justice
Wisconsin Online Record Check System



Background Information Disclosure

BID F-82064

DEPARTMENT OF HEALTH SERVICES
Division of Quality Assurance
F-82064 (07/2018)

STATE OF WISCONSIN
Wis. Stat. § 50.065
Wis. Admin. Code § DHS 12.05(4)
Page 1 of 3



BACKGROUND INFORMATION DISCLOSURE (BID)

- **PENALTY:** Knowingly providing false information or omitting information may result in a forfeiture of up to \$1,000 and other sanctions as provided in Wis. Admin. Code § DHS 12.05(4).
- Completion of this form is required under the provisions of Wis. Stat. § 50.065. Failure to comply may result in a denial or revocation of your license, certification, or registration, or denial or termination of your employment or contract.
- Providing your social security number is voluntary; however, your social security number is one of the unique identifiers used to prevent incorrect matches.
- Refer to DQA form F-82064A, *BID Instructions*, for additional information.

Check the box that applies to you.

- Employee / Contractor (including new applicant) Household member (lives on premises, but is not a client)
 Applicant for a license, certification, or registration (including continuation or renewal) Other – Specify: _____

NOTE: If you are an owner, operator, board member, or non-client resident of a facility regulated by the Division of Quality Assurance (DQA), complete the BID, F-82064 and the [Appendix F-82069](#), and submit both forms to the address noted in the Appendix Instructions.

Full Legal Name – First		Middle	Last	
Position Title (Complete only if a prospective or current employee or contractor.)			Birth Date (MM/dd/yyyy)	Sex <input type="checkbox"/> Male <input type="checkbox"/> Female
Any Other Names By Which You Have Been Known (Including Maiden Name)				
Race / Ethnicity (Check ONLY one.) <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Asian or Pacific Islander <input type="checkbox"/> Black <input type="checkbox"/> White <input type="checkbox"/> Unknown				Social Security Number
Home Address		City	State	Zip Code
Business Name and Address – Employer or Care Provider (Entity)				

A "NO" answer to all questions does not guarantee employment, residency, a contract, or regulatory approval.

Note: The areas below that are designated for responses are expandable.



Department of Justice
Wisconsin Online Record Check System



Background Information Disclosure

BID F-82064



SECTION A – ACTS, CRIMES, AND OFFENSES THAT MAY ACT AS A BAR OR RESTRICTION		
1. Do you have any criminal charges pending against you, including in federal, state, local, military, and tribal courts? If Yes, list each charge, when it occurred or the date of the charge, and the city and state where the court is located. You may be asked to supply additional information, including a copy of the criminal complaint or any other relevant court or police documents.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2. Were you ever convicted of any crime anywhere, including in federal, state, local, military, and tribal courts? If Yes, list each crime, when it occurred or the date of the conviction, and the city and state where the court is located. You may be asked to supply additional information including a certified copy of the judgment of conviction, a copy of the criminal complaint, or any other relevant court or police documents.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3. IMPORTANT: Read before completing item 3. Wis. Stat. § 48.981 Abused and neglected children and abused unborn children. (7)(a) CONFIDENTIALITY. "All reports made under this section, notices provided under sub. (3)(b)m, and records maintained by an agency and other persons, officials, and institutions shall be confidential." Reports and records may be disclosed only to the persons identified in this section. <input type="checkbox"/> If you are the employer or prospective employer of the person completing this form and are entitled to obtain this information per the above, check this box. Has any government or regulatory agency (other than the police) ever found that you committed child abuse or neglect? If the above box has been checked, provide an explanation below, including when and where the incident(s) occurred.		
4. Has any government or regulatory agency (other than the police) ever found that you abused or neglected any person or client? If Yes, explain, including when and where it happened.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5. Has any government or regulatory agency (other than the police) ever found that you misappropriated (improperly took or used) the property of a person or client? If Yes, explain, including when and where it happened.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6. Has any government or regulatory agency (other than the police) ever found that you abused an elderly person? If Yes, explain, including when and where it happened.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7. Do you have a government issued credential that is not current or is limited so as to restrict you from providing care to clients? If Yes, explain, including credential name, limitations or restrictions, and time period.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
SECTION B – OTHER REQUIRED INFORMATION		
1. Has any government or regulatory agency ever limited, denied, or revoked your license, certification, or registration to provide care, treatment, or educational services? If Yes, explain, including when and where it happened.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2. Has any government or regulatory agency ever denied you permission or restricted your ability to live on the premises of a care providing facility? If Yes, explain, including when and where it happened and the reason.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3. Have you been discharged from a branch of the US Armed Forces, including any reserve component? If Yes, indicate the year of discharge: _____ Attach a copy of your DD214, if you were discharged within the last three (3) years.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4. Have you resided outside of Wisconsin in the last three (3) years? If Yes, list each state and the dates you resided there.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

WISCONSIN DEPARTMENT OF JUSTICE
OFFICE OF THE ATTORNEY GENERAL
CRIME INFORMATION BUREAU
DIVISION OF LAW ENFORCEMENT SERVICES



Department of Justice
Wisconsin Online Record Check System



Background Information Disclosure

BID F-82064



F-82064

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- | | |
|--|---|
| <p>5. If you are employed by or applying for the State of Wisconsin, have you resided outside of Wisconsin in the last seven (7) years?
If Yes, list each state and the dates you resided there.</p> | <p>Yes No
<input type="checkbox"/> <input type="checkbox"/></p> |
| <p>6. Have you had a caregiver background check done within the last four (4) years?
If Yes, list the date of each check, and the name, address, and phone number of the person, facility, or government agency that conducted each check.</p> | <p>Yes No
<input type="checkbox"/> <input type="checkbox"/></p> |
| <p>7. Have you ever requested a rehabilitation review with the Wisconsin Department of Health Services, a county department, a private child placing agency, school board, or DHS-designated tribe?
If Yes, list the review date and the review result. You may be asked to provide a copy of the review decision.</p> | <p>Yes No
<input type="checkbox"/> <input type="checkbox"/></p> |

Read and initial the following statement.

_____ I have completed and reviewed this form (F-82064, BID) and affirm that the information is true and correct as of today's date.

Name – Person Completing This Form

Date Submitted



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Wisconsin Online Record Check System



BID Instructions

DEPARTMENT OF HEALTH SERVICES
Division of Quality Assurance
F-82064A (02/2021)

STATE OF WISCONSIN
Wis. Stat. § 50.065
Wis. Admin. Code § DHS 12.05(4)

BACKGROUND INFORMATION DISCLOSURE (BID) INSTRUCTIONS

- The *Background Information Disclosure* (form F-82064) gathers information as required by the Wisconsin Caregiver Background Check Law to help employers and governmental regulatory agencies make employment, contract, residency, and regulatory decisions.
- Complete and return the entire form and attach explanations as specified by employer or governmental regulatory agency.
- **NOTE:** If you are an owner, operator, board member, or non-client resident of a facility regulated by the Division of Quality Assurance (DQA), complete the *BID*, [F-82064](#), and the *BID Appendix*, [F-82069](#), and submit both forms to the address noted in the *BID Appendix Instructions*.

CAREGIVER BACKGROUND CHECK LAW

In accordance with the provisions of Wis. Stat. § 50.065, for persons who have been convicted of certain acts, crimes, or offenses:

1. The Department of Health Services (DHS) may not license, certify, or register the person or entity.
**Note: Employers and Care Providers are referred to as "entities."*
2. An entity may not employ, contract with, or permit persons to reside at the entity.

The list of offenses affecting caregiver eligibility that require rehabilitation review is available from the regulatory agencies or through the Internet at <https://www.dhs.wisconsin.gov/publications/p0/p000274.pdf>.

The Caregiver Law covers the following **EMPLOYERS / CARE PROVIDERS (aka ENTITIES)** regulated under Wis. Stat. §§ 50, 51, and 146:

- Adult Family Homes (3-4 Bed)
- Ambulance Service Providers
- AODA Services
- Community Based-Residential Facilities
- Community Mental Health Programs
- Community Support Programs (CSP)
- Developmental Disabilities
- Emergency Mental Health Service Programs
- Intermediate Care Facility for Individuals with Intellectual Disabilities
- Home Health Agencies, including those that provide personal care services
- Hospices
- Hospitals
- Mental Health Day Treatment Services for Children
- Nursing Homes
- Residential Care Apartment Complexes
- Rural Medical Centers

The Caregiver Law covers the following **PERSONS**:

- Anyone employed by or contracting with a covered entity who has access to the clients served, except if the access is infrequent or sporadic and service is not directly related to care of the client. Exception: Emergency medical technicians and first responders are not covered under the Caregiver Law.
- Anyone who lives on the premises of a covered entity and is 10 years old or over, but is not a client ("non-client resident").
- Anyone who is licensed by DHS.
- Anyone certified by DHS.
- Anyone registered by DHS.
- Anyone who is a board member or corporate officer who has access to the clients served.

FAIR EMPLOYMENT ACT

Wisconsin's Fair Employment Law, Wis. Stat. §§ 111.31 – 111.395, prohibits discrimination because of a criminal record or pending charge. However, it is not discrimination to decline to hire or license a person based on the person's arrest or conviction record if the arrest or conviction is substantially related to the circumstances of the particular job or licensed activity.

PERSONALLY IDENTIFIABLE INFORMATION

This information is used to obtain relevant data as required by the provisions set forth by the Wisconsin Caregiver Background Check Law. Providing your social security number is voluntary; however, your social security number is one of the unique identifiers used to prevent incorrect matches. For example, the Department of Justice uses social security numbers, names, gender, race, and date of birth to prevent incorrect matches of persons with criminal convictions. The Department of Health Services' Caregiver Misconduct Registry uses social security numbers as one identifier to prevent incorrect matches of persons with findings of abuse or neglect of a client or misappropriation of a client's property.



Department of Justice
Wisconsin Online Record Check System



Caregiver Requirements



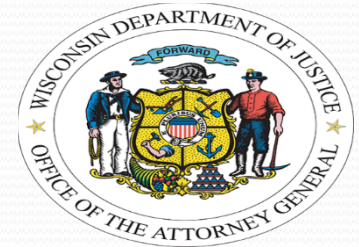
- A **complete caregiver background check** consists of three (3) documents:
 - A completed BID DHS Form F-82064; either
 - A response from the WDOJ of either:
 - A “**No record found**” response; or
 - A **criminal record transcript**; and
 - A “Response to Caregiver Background Check” letter from DHS that reports the person’s status, including administrative finding or licensing restrictions.
- Other documentation must be obtained by Village Caregiving as required to complete the caregiver background check when applicable (**such as when a caregiver has lived outside of Wisconsin**):
 - Arrest/Conviction disposition information from local clerks of courts or tribal courts;
 - Other state’s or U.S. jurisdiction’s conviction records;
 - Military discharge papers.



Department of Justice
Wisconsin Online Record Check System



Caregiver Requirements



- A “**clean**” BID is one with no convictions or findings by a governmental agency of client A/N/M or child neglect or abuse that require a Rehabilitation Review or license limitations that prevent a person from working in a position that requires a license.
- Persons with a “clean” BID may be allowed to work for up to **60 days**, under supervision (periodic direct observation), pending receipt of the WDOJ criminal record search results, DHS letter, etc.
- Caregivers < 18 are not subject to the full caregiver background check requirement if their BID does not indicate any offense that would make them ineligible. When turning 18, the normal process must be completed.
- For other convictions disclosed on the BID, Village Caregiving may determine if the conviction is **substantially related** to the duties of the job. **Village Caregiving may refuse to hire an applicant because of a conviction that is substantially related to the circumstances of a particular job, but Village Caregiving is not required to bar the person from employment.**



Department of Justice
Wisconsin Online Record Check System



Caregiver Requirements



- Village Caregiving must make a **good faith effort** to obtain out-of-state conviction records from any state or other U.S. jurisdiction for caregivers who resided outside of Wisconsin at any time during the three (3) years preceding the search.
 - This means following the process established in the other state to obtain complete background check information - document attempts to obtain this information.
- Village Caregiving must obtain a copy of the military discharge papers (DD-214) from a caregiver who was discharged from the military within the three (3) years preceding the search, and must obtain additional information when a discharge is other than “honorable” (see 4.2.0 and 4.2.1.1).
- The BID DHS Form F-82064 must remain with Village Caregiving on file and readily available for inspection for a minimum of four (4) years.



Department of Justice
Wisconsin Online Record Check System



Caregiver Requirements



- Village Caregiving caregivers are **not required to complete BID forms every four (4) years** if Village Caregiving has a written self-disclosure policy AND if caregivers are reminded of that policy annually. This includes:
 - Ensure all caregivers complete a BID form at the time of hire;
 - Complete a caregiver background check (WDOJ and DHS/DSPS information) at the time of hire and every four (4) years thereafter;
 - Develop a written self-disclosure policy that notifies caregivers that they must disclose, in writing, any changes to the information included on the BID form, including:
 - Convictions of any crimes;
 - Substantiated findings of abuse, neglect, or misappropriation (A/N/M);
 - Current investigations related to A/N/M;
 - Professional credential restrictions, limitations, or revocations;
 - Program licensure limitations, revocations, or denials;
 - Discharge from any branch of the U.S. Armed Forces, including any reserve component;
 - Residency outside the state of Wisconsin;
 - Rehabilitation Review requests.



Department of Justice
Wisconsin Online Record Check System



Caregiver Requirements



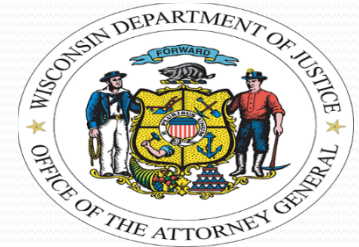
- Village Caregiving caregivers are **not required to complete BID forms every four (4) years** if Village Caregiving has a written self-disclosure policy AND if caregivers are reminded of that policy annually. This includes (**continued**)
 - Remind all caregivers of the requirements of the written self-disclosure policy on an annual basis. DQA recommends that this annual reminder be given via written notification to every caregiver. It may be helpful to include in the annual reminder the penalties for failure to self-disclose.
 - Require caregivers to disclose any changes to the information they included on the BID form, in writing, to their immediate supervisor as soon as possible, but no later than the person's next working day.



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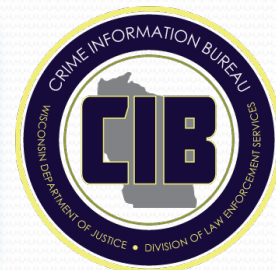
Caregiver Requirements



- Village Caregiving caregivers are required to notify Village Caregiving as soon as possible, but not later than the person's next working day, when any of the following occurs:
 - The person has been convicted of a crime;
 - The person has been or is being investigated for any act, offense, or omission, including A/N/M;
 - The person has a substantiated finding of A/N/M;
 - The person has been denied a license or had their license restricted or otherwise limited.
- Subject to **sanction** for failing to complete a BID, knowingly giving/omitting false information, or failing to report information about a conviction or finding.



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Caregiver Requirements



- **Please Note:**
 - Village Caregiving must maintain and make readily available all background check documents to applicants and the DQA (these records are public documents).
 - If employment is interrupted, a new BID must be completed.
 - Village Caregiving will check all caregiver background check documents against the **“Offenses List”** before making hiring decisions.
 - In cases where a background check has been conducted within the previous four (4) years, entities are required to share background check results with other entities upon request. Remember: the caregiver must complete a new BID form for a new employer.

Example

Susan C. was hired at a home health agency (HHA) in September 2011, at which time she completed a Background Information Disclosure (BID) form. The HHA proceeded to obtain a complete caregiver background check. Susan resigned in January 2012 and was rehired by the same HHA in April 2012.

The HHA properly had Susan complete a new BID form to verify that no changes had occurred. The new BID is filed with the complete caregiver background check information obtained in September 2011, which is valid until September 2015.



Department of Justice
Wisconsin Online Record Check System



INTRODUCTION

This document lists Wisconsin crimes and other offenses that the Wisconsin State Legislature, under the Caregiver Law, Wis. Stat. § 50.065, has determined require rehabilitation review approval before a person may receive regulatory approval, work as a caregiver, reside as a non client resident at, or contract with an entity.

For more information, see DQA publication P-00038, *Wisconsin Caregiver Program Manual*, at:

<https://www.dhs.wisconsin.gov/publications/p0/p00038.pdf>

Unless the person is approved through the Rehabilitation Review process, the crimes and findings by government agencies included on the Offenses List (Tables I and II), and comparable crimes and offenses from other states or other U.S. jurisdictions, prohibit:

- Employment as a caregiver in regulated entities;
- Licensure, certification, or registration of a person to operate an entity; and
- Residence of a non client resident.

Any conviction not on the Offenses List may be determined to be substantially related to the duties or the circumstances of the job. This may result in:

- Refusal to hire a candidate for that reason, although an employer is not required to bar the person from employment;
- Denial, revocation, or suspension of a license, certificate, or approval or registration; or
- Denial of residency of a non client resident.



WISCONSIN CAREGIVER PROGRAM: OFFENSES AFFECTING CAREGIVER ELIGIBILITY FOR CHAPTER 50 PROGRAMS

DEPARTMENT OF HEALTH SERVICES / Division of Quality Assurance

P-00274 (04/2020)

A criminal record that indicates “not guilty,” “no prosecution,” “dropped,” or “dismissed” means that the person was not convicted of the crime for which they were charged.

Additional information must be obtained when:

- The person reports a conviction for a crime on the Offense List that does not appear on the Department of Justice (DOJ) report to the criminal history record request;
- The DOJ report does not provide a conclusive disposition on a criminal charge for a crime on the Offense List;
- The military discharge was other than “honorable;” or
- The Background Information Disclosure (BID) or DOJ response indicates a conviction of any of the following, where the conviction occurred five years or less from the date on which the information was obtained.

1. Misdemeanor battery Wis. Stat. § 940.19(1)
2. Battery to an unborn child Wis. Stat. § 940.195
3. Battery, special circumstances Wis. Stat. § 940.20
4. Reckless endangerment Wis. Stat. § 941.30
5. Invasion of privacy Wis. Stat. § 942.08
6. Disorderly conduct Wis. Stat. § 947.01
7. Harassment Wis. Stat. § 947.013

Note: These seven convictions do not prohibit employment, but do require the entity to obtain the criminal complaint and judgment of conviction from the Clerk of Courts office in the county where the person was convicted.

**WCP OFFENSES AFFECTING CAREGIVER ELIGIBILITY FOR CHAPTER 50 PROGRAMS
TABLE I**

Entities and Programs Serving Only Persons 18 Years of Age or Older

Regulatory approval, employment as a caregiver, and non client residency at or contracting with an entity are prohibited until rehabilitation approval is received for all programs and entities that serve only clients 18 years of age or older.

CONVICTIONS	
Wisconsin State Statute	Offense
940.01	First degree intentional homicide
940.02	First degree reckless homicide
940.03	Felony murder
940.05	Second degree intentional homicide
940.12	Assisting suicide
940.19(2), (3), (4), (5) or (6)	Battery; substantial battery; aggravated battery (felony)
940.22(2) or (3)	Sexual exploitation by therapist; duty to report
940.225(1), (2) or (3)	Sexual assault (first, second, or third degree)
940.285(2)	Abuse of individuals at risk
940.29	Abuse of residents of penal facilities
940.295	Abuse and neglect of patients and residents
948.02(1)	Sexual assault of a child (first degree)
948.025	Engaging in repeated acts of sexual assault of the same child
948.03(2)(a) or 948.03(5)(a)1., 2., or 3.	Physical abuse of a child (intentional causation of bodily harm) or engaging in repeated acts of physical abuse of the same child
	Violation of a law of any other state or US jurisdiction that would be a violation of any of the above.
OTHER OFFENSES	
Finding by a government agency of abuse or neglect of a client or of misappropriation of a client's property	
Finding by a government agency of child abuse or neglect	

**WCP OFFENSES AFFECTING CAREGIVER ELIGIBILITY FOR CHAPTER 50 PROGRAMS
TABLE II**

Entities and Programs Serving Any Persons Under the Age of 18 Years

Regulatory approval, employment as a caregiver, and non client residency at or contracting with an entity are prohibited until rehabilitation approval is received for all programs and entities that serve any clients who are under the age of 18.

CONVICTIONS	
Wisconsin State Statute	Offense
940.01	First degree intentional homicide
940.02	First degree reckless homicide
940.03	Felony murder
940.05	Second degree intentional homicide
940.12	Assisting suicide
940.19(2), (3), (4), (5) or (6)	Battery; substantial battery; aggravated battery (felony)
940.22(2) or (3)	Sexual exploitation by therapist; duty to report
940.225(1), (2) or (3)	Sexual assault (first, second, or third degree)
940.285(2)	Abuse of individuals at risk
940.29	Abuse of residents of penal facilities
940.295	Abuse and neglect of patients and residents
948.02(1) or (2)	Sexual assault of a child (first and second degree)
948.025	Engaging in repeated acts of sexual assault of the same child
948.03(2)(b) or (c) or (5)(a)4	Physical abuse of a child (intentional causation of bodily harm) or engaging in repeated acts of physical abuse of the same child with a high probability of great bodily harm
948.05	Sexual exploitation of a child
948.051	Trafficking of a child
948.055	Causing a child to view or listen to sexual activity
948.06	Incest with a child
948.07	Child enticement
948.08	Soliciting a child for prostitution
948.085	Sexual assault of a child placed in substitute care
948.11(2)(a) or (am)	Exposing a child to harmful material or harmful descriptions or narrations
948.12	Possession of child pornography
948.13	Child sex offender working with children
948.21(2)	Neglecting a child
948.215	Chronic neglect; repeated acts of neglect of the same child
948.30	Abduction of another's child; constructive custody
948.53	Child unattended in child care vehicle
	Violation of a law of any other state or US jurisdiction that would be a violation of any of the above.
OTHER OFFENSES	
	Finding by a government agency of abuse or neglect of a client or of misappropriation of a client's property
	Finding by a government agency of child abuse or neglect

Caregiver Requirements

- Village Caregiving is required to query the **Wisconsin Misconduct Registry** at: <https://wi.tmuniverse.com> to verify employment eligibility.
 - The registry does not track criminal convictions.
 - You can call the Registry at (888) 401-0465.
 - Village Caregiving will check the online list of monthly additions of any new findings for currently employed or recently hired staff at the **Caregivers Recently Placed on the Wisconsin Caregiver Misconduct Registry** webpage at: <https://www.dhs.wisconsin.gov/caregiver/misconduct-bymonth.htm>.
- Employees/Contractors must notify Village Caregiving as soon as possible, but no later than the person's next working day when they have been convicted of any crime or have been or are being investigated by any governmental agency for any at or offense.



Caregiver Requirements

SEARCH BY *

Name



LOOK FOR *

Richard Watson

Employers: Please search by SSN to ensure most accurate Nurse Aide certification results



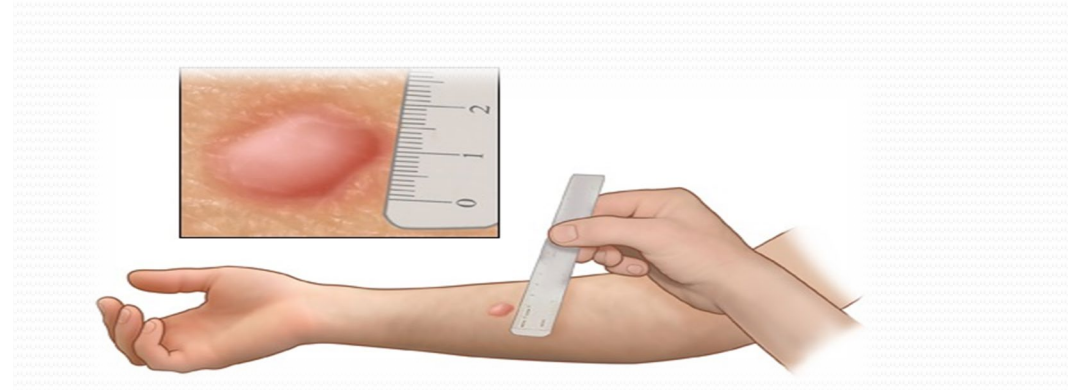
Sorry, we didn't find a match for that.

Caregiver Requirements

- All caregivers with a criminal conviction on the “**Offenses List**,” a finding of misconduct entered on the Wisconsin Caregiver Misconduct Registry, or a finding of child abuse or neglect by another governmental agency may request a **Rehabilitation Review**, an opportunity to provide clear evidence that a repeat of the conduct that led to their conviction is not likely and that clients will remain safe under their care.
- Village Caregiving will provide applicants information on this process upon request.
- It is the applicant’s responsibility to complete the form, provide attachments, and submit them to the **DHS Office of Legal Counsel** and **Rehabilitation Review Panel**.

Caregiver Requirements

- Prior to providing services for a client, caregivers may be asked to submit to and complete:
 - **Substance abuse screening**
 - **Tuberculosis (TB) screening**
 - **Affirmation of no presence/signs/symptoms of communicable diseases or infected skin lesions**



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.

TUBERCULOSIS



	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



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

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:
 - Assistance with bathing;
 - Assistance with getting in/out of bed;
 - Teeth, mouth, denture, and hair care/
 - Assistance with mobility and ambulation including use of walker, cane, or crutches;
 - Changing the bed, laundering bed linens and personal clothing;
 - Skin care excluding wound care;
 - Care of eyeglasses and hearing aids;
 - Assistance with dressing and undressing
 - Toileting, including use and care of bedpan, urinal, commode, or toilet;
 - Light cleaning in essential areas of the home used during personal care service activities;
 - Meal preparation, food purchasing, and meal serving;
 - Simple transfers including bed to chair or wheelchair and reverse; and
 - Accompanying the recipient to obtain medical diagnosis and treatment.

These Personal Care Services are part of the specific job duties of a Caregiver, once the Caregiver has successfully demonstrated competency in each skill.

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/Misappropriation

Village Caregiving takes “**Caregiver Misconduct**,” meaning abuse/neglect/misappropriation (A/N/M) very seriously and accepts the responsibility to keep vulnerable elders safe. It is Village Caregiving policy to call 911 and/or the proper authorities immediately in situations where immediate danger is present. A/N/M and Incident Reporting training is provided using online courses provided by **In the Know**, with support from Village Caregiving staff. Also, A/N/M is defined by *Wis. Admin. Code § DHS 13.03(1)(a), (b), 13.03(14)(a), (b), and 13.03(12)*.





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.

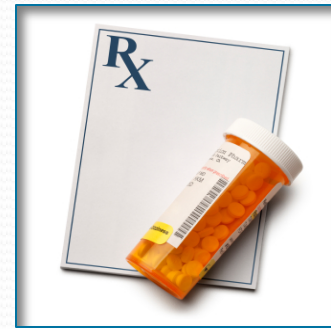
NURSING ASSISTANTS ARE MANDATED REPORTERS!

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!**

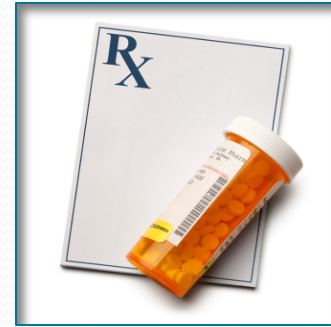
Medications



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.

Standard Precautions / Infection Control / 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. Epidemiology, modes of transmission and prevention of infections, and the need for routine use of current infection control measures as recommended by the U.S. CDC 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 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 other 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 h





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

Health and Safety / Emergency Response

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.

Health and Safety and Emergency Response 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 and Client Safety

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.





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 / care notes / 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 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.

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.



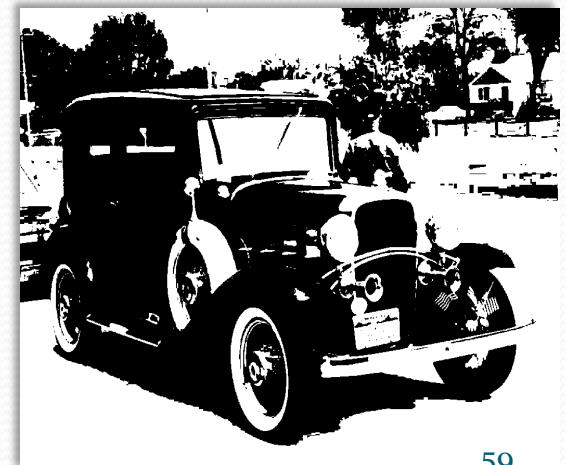
SENTINEL
RISK ADVISORS

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 administrator 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** _____ 1001
- PAY TO THE ORDER OF** _____
- \$** _____
- DOLLARS**
- YOUR FINANCIAL INSTITUTION**
BANK ADDRESS
BANK CITY, STATE, ZIP
BANK PHONE
- FOR** _____
- 123456789** (Bank Routing Number, highlighted in a red box)
- 0123456789012** (Bank Account Number, highlighted in a red box)
- 1001** (check number)

Labels at the bottom of the diagram:

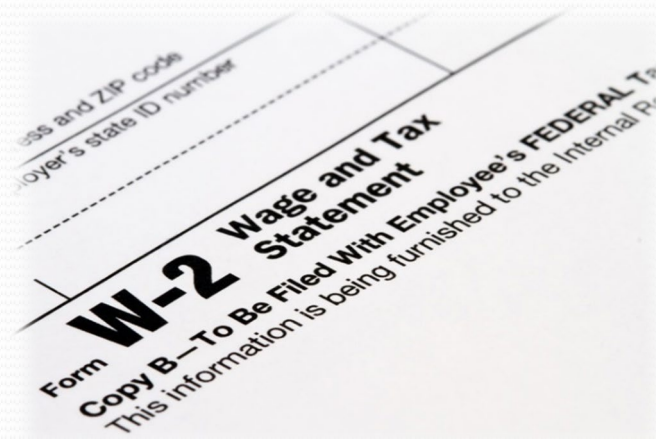
- BANK ROUTING NUMBER** (with a red line pointing to the routing number)
- BANK ACCOUNT NUMBER** (with a red line pointing to the account number)

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 personal 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.**

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.**

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.