



WEST VIRGINIA

EMPLOYEE ORIENTATION

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



WV Medicaid ADW Site

650 Main Street

Barboursville, WV 25504

Email: Info@VillageCaregiving.com

Web: www.VillageCaregiving.com

24Hour Phone: (304) 690 - 4464

Office Phone: (304) 302 - 0707

Fax: (304) 733 - 6486

WV Medicaid ADW Site

2017 Quarrier Street

Charleston, WV 25311

Email: Adam@VillageCaregiving.com

Web: www.VillageCaregiving.com

24Hour Phone: (304) 654 - 5619

Office Phone: (681) 265 - 9023

Fax: (681) 265 - 9024

WV Medicaid ADW Site

244 East Main Street

Clarksburg, WV 26301

Email: Lindsey@VillageCaregiving.com

Web: www.VillageCaregiving.com

24Hour Phone: (336) 263 - 4333

Office Phone: (304) 566 - 7498

Fax: (304) 566 - 7704

WV Medicaid ADW Site

212 5th Street

Point Pleasant, WV 25550

Email: Torrie@VillageCaregiving.com

Web: www.VillageCaregiving.com

24Hour Phone: (304) 857 - 8422

Office Phone: (304) 857 - 6499

Fax: (304) 857 - 6531

WV Medicaid ADW Site

1206 South Kanawha Street #2

Beckley, WV 25801

Email: ChrisMarr@VillageCaregiving.com

Web: www.VillageCaregiving.com

24Hour Phone: (304) 890 - 3440

Office Phone: (304) 890 - 3440

Fax: (304) 250 - 3443

WV Medicaid ADW Site

1828 7th Street

Parkersburg, WV 26101

Email: Wendy@VillageCaregiving.com

Web: www.VillageCaregiving.com

24Hour Phone: (304) 494 - 2501

Office Phone: (681) 588 - 0118

Fax: (681) 588 - 0119

WV Medicaid ADW Site

108 Commerce Park

Chapmanville, WV 25508

Email: Mark@VillageCaregiving.com

Web: www.VillageCaregiving.com

24Hour Phone: (304) 792 - 9171

Office Phone: (304) 792 - 9171

Fax: (304) 733 - 6486

WEST VIRGINIA – AGED AND DISABLED WAIVER CERTIFIED OFFICE LOCATIONS

What is Village Caregiving?

Village Caregiving is a privately owned home health agency, recognized as a Limited Liability Company (LLC)

- **Village Caregiving is:**
 - **owned/operated by native West Virginians with deep roots in the Mountain State**
 - **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.



Aged and Disabled Waiver (ADW) Program

- West Virginia Medicaid's **Aged and Disabled Waiver Program** is a long-term care alternative, which provides services that enable a person to remain at or return home rather than receive nursing home care. The ADW program provides home and community-based services to WV residents who are eligible to participate. A person must be at least 18 and must choose home and community-based services rather than nursing home placement. The goals and objectives of the program are focused on providing services that are person-centered to promote choice, independence, respect, dignity, and community integration. All members receiving services are offered, and have a right to freedom of choice of providers for services, and the option for self-directing their services.
- The ADW Manual can be found here:
 - <https://dhhr.wv.gov/bms/Provider/Documents/Manuals/Chapter501AgedandDisabledWaiverFinalApprovedforManualPosting.pdf>

DISCLAIMER: This chapter does not address all the complexities of Medicaid policies and procedures and must be supplemented with all State and Federal Laws and Regulations. Contact BMS Fiscal Agent for coverage, prior authorization requirements, service limitations, and practitioner information.

WV Medicaid ADW Counties by Site

Barboursville

Cabell, Wayne, Lincoln

Chapmanville

Mingo, Logan, Wyoming, McDowell

Charleston

Kanawha, Boone, Roane, Clay, Calhoun

Clarksburg

Harrison, Monongalia, Marion, Lewis, Taylor, Preston, Braxton, Barbour

Point Pleasant

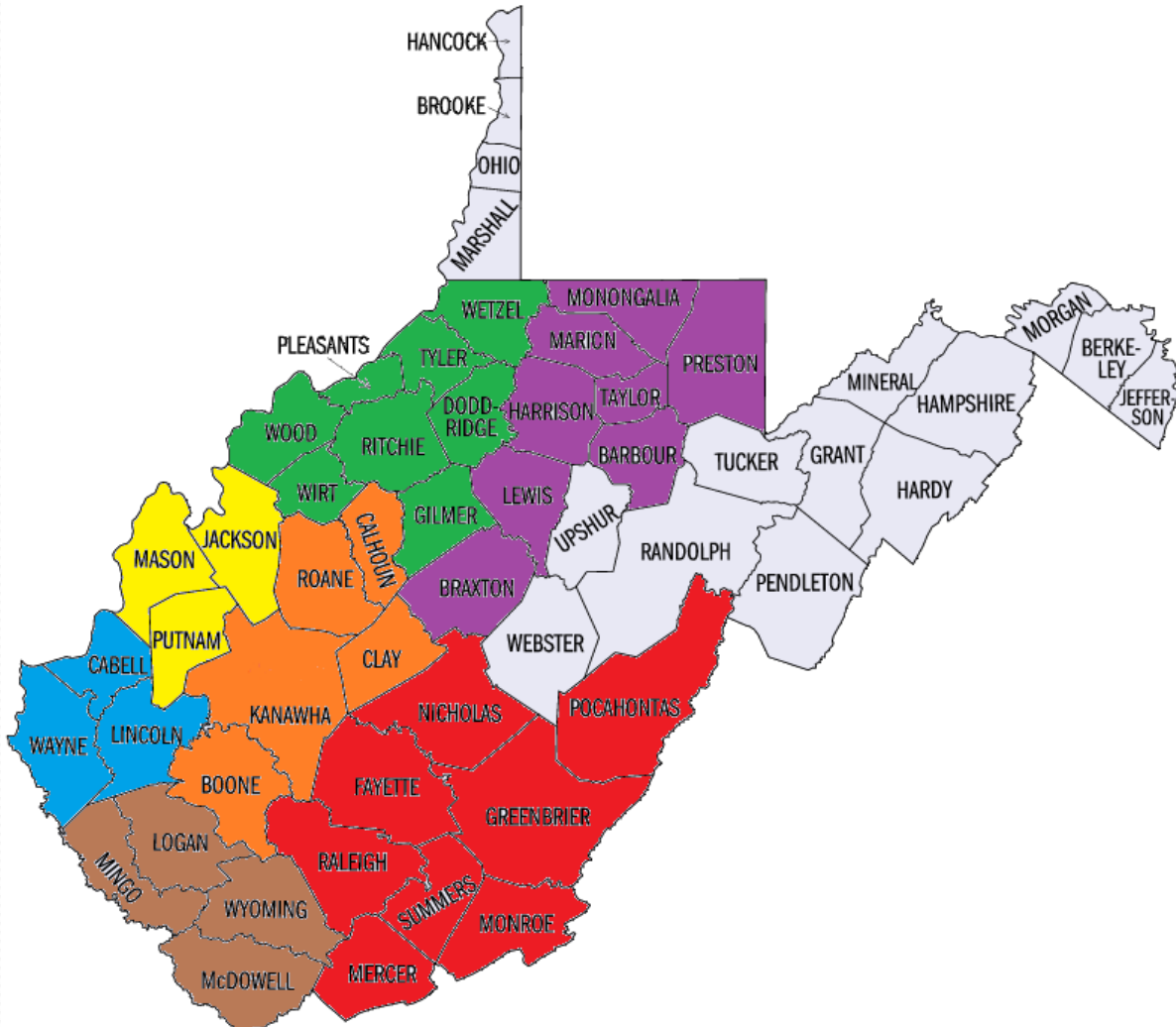
Mason, Jackson, Putnam

Beckley

Raleigh, Fayette, Nicholas, Summers, Greenbrier, Mercer, Monroe, Pocahontas

Parkersburg

Wood, Wirt, Pleasants, Tyler, Ritchie, Gilmer, Doddridge, Wetzel



Experience/Training Requirements

- CPR/First Aid (**WVBOSS approved providers**)
- Background Checks (**WVCARES**)
- OSHA/Universal Precautions (**In the Know 1040165**)
- Personal Attendant Skills (**In the Know 1040033**)
- Abuse/Neglect/Exploitation (**WVBOSS module**)
- HIPAA (**WVBOSS module**)
- Direct Care Ethics (**In the Know 1040026**)
- Health/Welfare for Person Receiving Services (**In the Know 1040122**)
- Person-Centered Planning/
Service Plan Development (**WVBOSS module**)
- Other Items

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 at all times.



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.

Background Checks

Employees are required to pass the **West Virginia Clearance for Access: Registry & Employment Screening (WVCARES)** process, which screens applicants through several federal, state, and local databases, including:

- The Federal Bureau of Investigation (FBI)
- The WV State Police (WVSP)
- WV Adult Protective Services (WVAPS)
- WV Child Protective Services (WVCPS)
- Office of the Inspector General (OIG)
- WV Division of Motor Vehicles (DMV)
- And others

Employees are required to continue to act responsibly and comply with all laws and regulations while employed by Village Caregiving. Village Caregiving has a **zero** tolerance policy for fraud, theft, crimes of dishonesty, or abuse of any kind. The state of West Virginia has designated some offenses as “disqualifying offenses” which disqualify an applicant from working for Village Caregiving.

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. Consistent 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 in accordance with the RN Plan of Care and Personal Attendant Log.

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. Clothing or 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.

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.

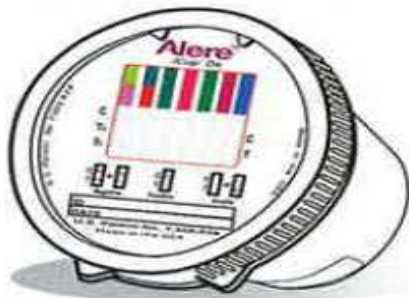
Behavioral Disorders: disorders characterized by disruptive behaviors such as conduct disorder, oppositional defiant disorder, and attention-deficit/hyperactivity disorder.

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.

Staff Requirements

- Applicants may be asked to submit to and pass:
 - **Substance abuse screen**;
 - Village Caregiving has a **zero tolerance** policy for drug abuse.
 - A **tuberculosis (TB) risk assessment** performed and reported by a physician, APRN, PA, or RN.
 - If the TB risk assessment indicates increased risk for TB, the applicant shall submit a follow up tuberculin skin test or blood assay.



Documentation will be kept confidential.

Drug Testing

Village Caregiving may drug screen employees upon probable cause. The **WV Safer Workplace Act** gives private employers broad authority to test job applicants and current employees for drugs or alcohol. Village Caregiving may drug test in cases of:

- Investigation of a workplace accident, workplace theft, or misconduct;
- To deter or detect illegal drug use, alcohol abuse, or prescription drug abuse;
- Investigation of suspected impairment of an employee;
- To protect the safety of employees, customers, clients, and the general public;
- To maintain productivity and quality;
- To protect company property and information.

Village Caregiving may refuse to hire an applicant or terminate an employee that receives a positive drug screen result or upon refusal to take the test. Village Caregiving will always cover the costs of drug screens and will always keep drug screen results confidential.

TUBERCULOSIS

TESTING + TREATMENT

OF U.S. HEALTH CARE PERSONNEL

	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

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.



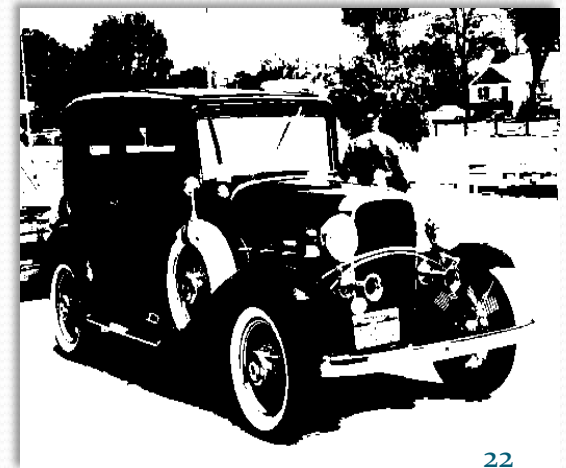
SENTINEL
RISK ADVISORS

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 or Medicaid rate.

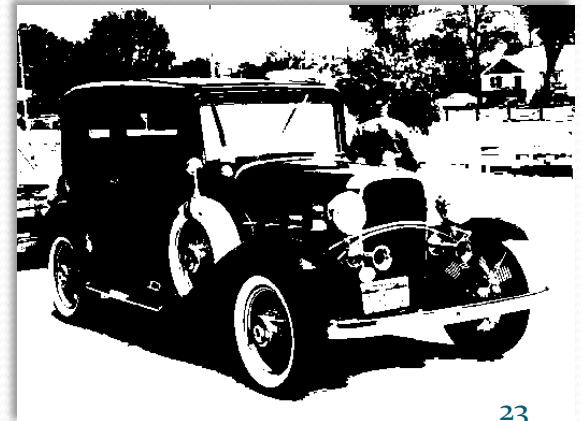


Transportation

Village Caregiving caregivers may offer transportation to a member in accordance with the Plan of Care developed by the Village Caregiving RN and in accordance with Medicaid rules and regulations. Keeping travel costs to a minimum is required.

Village Caregiving staff should not be the sole mode of transportation for the member, as family and friends are urged to provide transportation support as well.

All transportation provided for a Medicaid member should be well documented in the designated space on the PAL.



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.



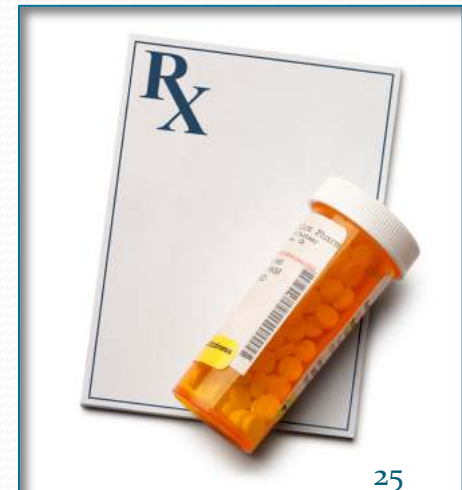
Medications

Village Caregiving caregivers **MAY NOT** administer or handle member medications.

Do not hand members their medication.

- Do not count out or touch medication.
- Do not unscrew a lid/cap on a medication bottle.
- Do not give shots.

Village Caregiving caregivers are welcome to **remind** members to take their medication.



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 #.

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

- U.S. CHECKS** (Title)
- DATE** (Field with a line for the date)
- 1001** (Field for the check number)
- PAY TO THE ORDER OF** (Field for the payee's name)
- \$** (Field for the dollar amount)
- DOLLARS** (Field for the dollar amount in words)
- YOUR FINANCIAL INSTITUTION** (Field for the bank name)
- BANK ADDRESS** (Field for the bank address)
- BANK CITY, STATE, ZIP** (Field for the bank city, state, and zip)
- BANK PHONE** (Field for the bank phone)
- FOR** (Field for the purpose of the check)
- 123456789** (Bank routing number, highlighted with a red box and labeled **BANK ROUTING NUMBER**)
- 0123456789012** (Bank account number, highlighted with a red box and labeled **BANK ACCOUNT NUMBER**)
- 1001** (Field for the check 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 attendants 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 and to receive workers’ compensation.



Incident Management

- Village Caregiving is responsible for reporting incidents to the state's Incident Management System within 24 hours of learning about an incident. Please report all incidents to Village Caregiving staff ASAP.
 - Incidents not requiring health care provider intervention are typically classified as **Simple** incidents.
 - Falls without serious injury
 - Cuts, scrapes, etc.
 - Incidents requiring health care provider intervention are typically classified as **Critical** incidents.
 - Serious injury
 - Emergency Room (ER)
 - Abuse, Neglect, Exploitation
- **Scheduled appointments** are not reportable incidents.

Time Sheets / Billing

- Village Caregiving will provide caregivers with time sheets where they will keep track of their time spent with members, 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 take 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 until the emergency situation has been resolved in a safe, reasonable manner.



Conflicts

- **If a member requests that you leave their home, or if a member's family member does the same, use reasonable effort to ensure that the member is safe, leave the property, and contact Village Caregiving immediately.**
- **Do not argue with the member or family member, and do not restrain or physically engage with anyone unless it is absolutely necessary to prevent immediate harm to yourself, the member, or another person.**
- **If a situation becomes violent or out of control, dial 911.**
- **Use common sense.**
- **Be safe.**



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)

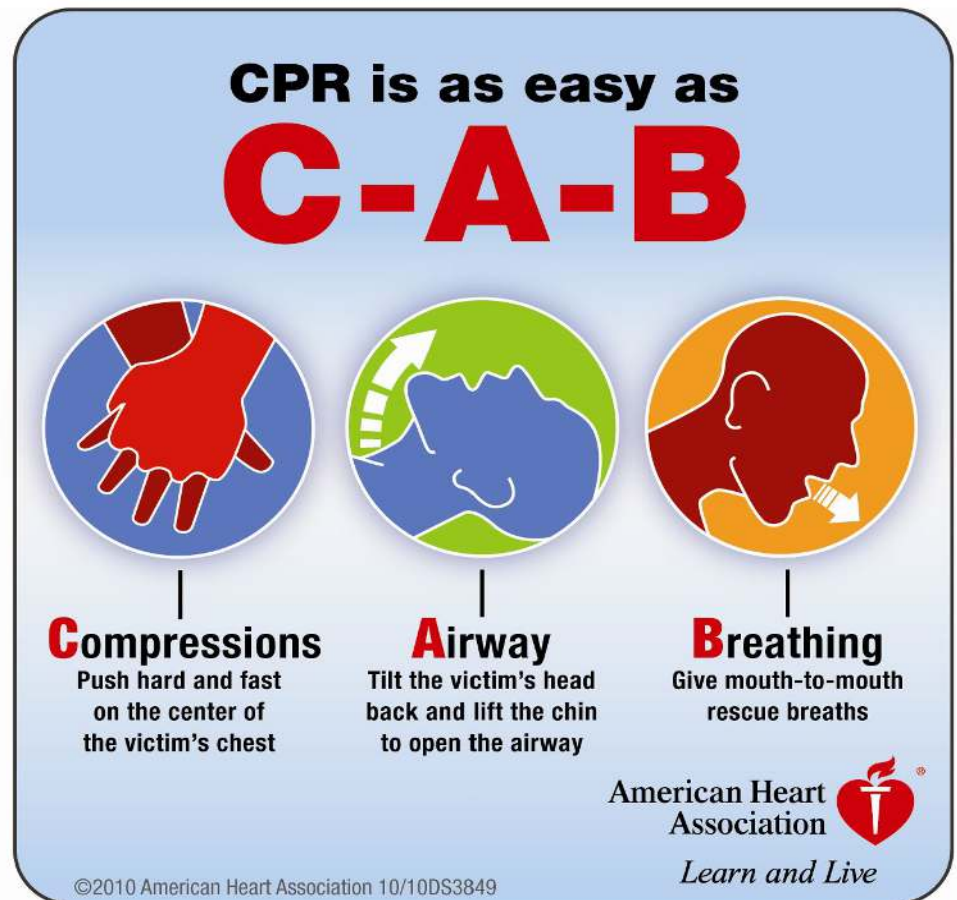


West Virginia Medicaid's Aged and Disabled Waiver program mandates use of EVV to chart information about their visits. Village Caregiving contracts with MYEVV/HHAX for EVV services. You will be assigned a username, password, and National Provider Identification Number (NPI#), which allows you to chart information about your visit, location, services provided, etc. You can access this information using an app on your smartphone.

Cardiopulmonary Resuscitation (CPR)

Employees authorized to provide care in a client's home should 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.



First Aid

Employees authorized to provide care in a client's home should 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.



Universal 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.

Charleston Area Office
405 Capitol Street, Suite 407
Charleston, WV 25301-1727

P: (304) 347-5937
F: (304) 347-5275
W: www.osha.gov





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 othr 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.

Abuse/Neglect/Exploitation

Village Caregiving takes abuse/neglect very seriously and accepts the responsibility to keep vulnerable elders safe from abuse/neglect and other dangers. It is Village Caregiving policy to call 911 and/or the proper authorities immediately in situations where immediate life-threatening danger is present. Abuse/Neglect training is provided using the WV Medicaid Module and/or 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!**

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 no client PHI (including pictures) may be posted on social media, even if the client gives permission. This is important to protect the company and employees from legal issues.



HIPAA Basics

- **Protected Health Information (PHI)**
 - HIPAA protects all patient information whether it is verbal, written or electronic.
 - It includes all individually identifiable health information that is transmitted or maintained in any form or medium.
 - It includes demographic information that ties the identity of the individual to his or her health record.
 - E.g. names, addresses, geographic codes smaller than state, all dates (except year) elements related to the person, telephone numbers, fax numbers, license numbers, social security numbers, etc.
-

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.



MAKING AN ETHICAL DECISION

It would be easy to make an ethical decision if there was only one right answer, wouldn't it? Unfortunately, the reason a situation becomes an ethical dilemma is because there is *more than one* acceptable course of action.

Making ethical decisions requires some common sense, patience, compassion, and communication with others. While there are no set rules for how to make an ethical decision, there are some useful guidelines:

1. **DEFINE THE PROBLEM:** Be sure you have the facts! Ask yourself: *"What is the ethical dilemma that is making me uncomfortable?"*
2. **LIST YOUR CHOICES:** Think of as many alternatives as you can for how you might solve the problem. Ask yourself: *"What choices do I have?"*
3. **NARROW IT DOWN:** Decide which choices are acceptable. Ask yourself: *"Will I be able to sleep at night if I decide on alternative # 1?" "Will anyone be hurt if I decide on alternative # 2?"*
4. **SEEK GUIDANCE:** Ask for help, if needed, from co-workers, supervisors, and/or the ethics committee at your workplace. Ask yourself: *"Is this my decision to make or should someone else decide?"*
5. **CONSIDER THE CONSEQUENCES:** Make your ethical decision by picking the best course of action. Ask yourself: *"If my decision was published in the local newspaper, what would people in the community think of me and my workplace?"*
6. **ACT ON YOUR DECISION:** Tell yourself: *"It's not enough to think about what's right...I have to do what's right, too."*
7. **REFLECT ON YOUR DECISION:** Try to look back and see if your decision was really best. Ask yourself: *"Would I do anything differently if I could do it over again?"*



WHAT excites YOU?

An Apology Can Make All the Difference!

In recent years, there has been a trend toward physicians telling the truth and *apologizing* for any medical errors that affect patients who are under their care.

This trend started out as a way to reduce the number of malpractice lawsuits brought on by disgruntled patients. But, the actual act of coming clean and expressing sincere regret can have a profound effect on everyone involved.

For the physician, an apology can help diminish feelings of guilt and shame. For the patient, it can pave the road toward forgiveness and emotional healing.

An apology includes:

- Being honest about the event and your role in it, and
- A genuine expression of regret for the outcome.

Some people argue that admitting you are wrong is a sign of weakness. Others argue it is a sign of strength.

- *What do you think?*
- *What is your workplace's policy on apologizing?*

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!

Person Centered Planning And Service Plan Development

Person Centered Planning and Service Plan Development training is provided using the WV Medicaid Module and/or online courses provided by **In the Know**, with support from a Village Caregiving RN.



Exercise

Very is a 78-year-old woman who lives alone in a senior high-rise. She has family nearby who looks out for her on Sundays and takes her to family events and is available to transport her other places if needed and planned ahead of time.

Very is physically weak and unsteady on her feet with complaints of arthritis and a “bad heart”.

She used to be a school teacher and likes to do as much for herself as possible and doesn’t want the caregiver to do everything for her. She is used to people respecting her and treating her as someone capable and competent.

She has become fearful of falling as she has had several falls in the past and she didn’t think she’d be able to get up herself. She now has a life alert button she wears all the time.

Please fill out the PAL in response to the following situations:

1. It is Monday, and Very has a doctor appointment with Dr. Apple in South Charleston, 15 miles away from her home. The appointment will last about 1 hour. You are registered with MTM and will be driving Very to the appointment. Please document travel and personal care services on the PAL.

2.a. You have arrived on Wednesday, food shopping day. Grocery is 5 miles from Ms. Person’s home. Shopping usually lasts about ½ hour. Please complete PAL documenting personal care services completed and travel information.

2b. The traffic was terrible on MacCorkle Ave. where grocery is. You don’t get home with Very until after 1:30p. What do you do? Please document as needed on PAL.

3. It is Monday of the following week, and you have arrived to work with Very but she says she isn’t feeling well today and doesn’t want her bath. Please complete the PAL as needed.

4. You arrive to work on Tuesday with Very and she is already dressed and bathed. She says her son spent the night and helped her out this am. Please complete the PAL as needed.

5. You have spent the day with Very on Thursday and just before you leave, you knock over a bag full of glass bottles and several break on the floor. It is already 1:30p. What do you do? Please complete PAL as needed.

AGED AND DISABLED WAIVER - SERVICE PLAN

 ADW Participant's Name: **Very G. Person**

Plan Month/Year:

April
March 2016

IV. PERSONAL ATTENDANT LOG

ADW Participant's First and Last Name: Very G. person				PA Agency/Personal Options: Outstanding Services, Inc.				PAL UPDATE Date Updated by RN/RC: _____ CM/RC Receipt Date: _____ CM/RC Initials: _____			
RN/RC Signature: <i>Kathy Jones</i>				Plan Period: March 2016-August 2016							
Date: 3/15/16 RN Time In: 9a RN Time Out: 10:30a				Service Level/Hours: LOC - C - 95 hours/mo.							
Hours/Day: 3.5 hrs./6days		Days/Week: Mon. thru Sat.		Was this a change in hours, days or activities? NO				Service Time In: 10a		Service Time Out: 1:30p	

Date: PA Circle correct day	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Time Arrived:				9:15		10:15					10:10	10:10		10:10		
Time Left:				1:30		1:45					1:30	1:30		1:45		
Total Hours:				4.5		3.75					3.5	3.5		3.75		
PA Initial: 1 staff per recipient				HB		HB					HB	HB		HB		
ADW Participant's Initials:				VP		VP					VP	VP		VP		

DESCRIPTION OF SERVICES - RN or RC Describe activities, circle type of assist, list days of week. PA - Initial on day activity provided.

Describe Activities	DAYS	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S
Bath: S (P) T Help in/out of tub, wash lower legs, feet. Ensure totally dry after bath especially under skin folds.	M-Th-Sa				HB							(R)	HB		HB		
Skin Care: S (P) T Assist member apply corn starch after bath.	M-Th-Sa				HB							(R)	HB		HB		
Hair: S (P) T Wash hair along with bath.	M and Thurs.				HB							(R)			HB		
Nails: S P T NOT FOR PA Family/podiatrist will help with this.	-																
Mouth Care: S (P) T Help with applying toothpaste only.	M-Sat.				HB		HB					HB	HB		HB		
Dressing: S (P) T Get pants over feet and up to knees for member to pull up. Put on shoes/socks and tie if needed. Help with buttons on shirt.	M-Sat.				HB		HB					HB			HB		
Ambulation: S (P) T Hold Ms. Person's arm when walking more than a few feet.	M-Sat.				HB		HB					HB	HB		HB		
Transfer: S (P) T Be beside her to balance her as she gets up or down.	M-Sat.				HB		HB					HB	HB		HB		
Toileting: S (P) T Walk her to Bathroom, help her sit down/get up and stay balanced while cleaning herself.	M-Sat.				HB		HB					HB	HB		HB		

AGED AND DISABLED WAIVER – SERVICE PLAN

 ADW Participant's Name: **Very G. Person**

 Plan Month/Year: **March 2016**

Positioning: Turn Every ____ Hrs. Up in Chair NA	-	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S
Bed Making: Help her make bed daily and change sheets on Friday.	M-Sat.						HB					HB	HB		HB		
Medication Prompt: Get out pill planner and remind to take pills. Offer water, not juice to take with pills.	M-Sat.				HB		HB					HB	HB		HB		
Meals: Diet/Special Directions Allow her to help make meals of her choosing. Dinner is to be prepared for reheating later. Sat. ensure food available for Sun.	M-Sat.				HB		HB					HB	HB		HB		
<input type="checkbox"/> B X <input checked="" type="checkbox"/> (LX) <input checked="" type="checkbox"/> DX <input type="checkbox"/> Snack																	
Laundry: Allow her to help sort clothes and fold them. PA to put in washer/dryer.	Tues. and Fri.												HB				
Vacuum/Sweep: PA to do entire apt.	M-Sat.											HB	HB		HB		
Mop: PA to clean kitchen and BR x1/wk.	Wed.						HB					HB					
Dust: PA to clean bedroom and living room x1/wk.	Sat.											HB					
Straighten: PA to pick up clothes in BR and do dishes in kitchen.	M-Sat.						HB					HB	HB		HB		

Essential Errands (include purpose, destination, frequency and day of week):

Appt. w/ Dr. Apple every 3 mos. In Charleston, CVS pharm. Monthly on Mon. and for new prescriptions., bank when out for groceries, Grocery shopping at Foodland in Charleston on Wednesdays.
Community Activities: (include purpose, destination, frequency and day of week): **Bingo at church first Tuesday of the month (no housekeeping that day.)**
Other:
Special Instructions for Transportation: Use fold-up wheel chair for shopping activities.

Date/Start Stop Time **	Total Miles Traveled	How much time did you spend driving? **	Destination and Purpose of Travel ** Complete these sections for medical appointments ONLY and do NOT bill for miles for medical.	Essential Errand Time Spent **	Community Activities Time Spent	**Was Person with You? Yes No	ADW Person Initials **
3/14 10:00-12:00	—	1 hr	Appt with Dr. Apple in Charleston	1 hr		<input checked="" type="checkbox"/> <input type="checkbox"/>	VGP
3/16 7:30-1:45	10	45"	Foodland in Charleston	30"		<input checked="" type="checkbox"/> <input type="checkbox"/>	VP
						<input type="checkbox"/> <input type="checkbox"/>	
						<input type="checkbox"/> <input type="checkbox"/>	
						<input type="checkbox"/> <input type="checkbox"/>	
						<input type="checkbox"/> <input type="checkbox"/>	

AGED AND DISABLED WAIVER - SERVICE PLAN

ADW Participant's Name: Very G. Person

Plan Month/Year: March 2016

I have reviewed this PA Service Log and to the best of my knowledge, the reported information is complete and accurate. No RN for Personal Options.

RN Printed Name: KATHY JONES RN

RN Signature: Kathy Jones RN Date: 5/3/16

(If needed, attach additional documentation)

Comments: OK to extra time

By signing, I certify that the reported information is complete and accurate. I understand that payment for the services certified on this form will be from federal and state funds, and that any false claims, statements, or documents or concealment of material fact, may be prosecuted under Medicaid fraud.

Participant/Legal Representative: Very Person Date: _____
(Program Representative for Personal Options)

Personal Attendant Printed Name: Hailey Bricker

Personal Attendant Signature: Hailey Bricker Date: _____

Unless prior approved, services must follow Plan. For Personal Options, follow person's budget.

PAL Updates: Change in days, times, activities.

Date:

RN/RC Initials:

RN/RC spoke to person by phone _____
Face to Face _____ regarding changes.

Must send updated PAL to CM or RC.

Date	Wellness Scale	Comments Wellness Scale 1-10 (1=poor; 10=great)
4/14	7	In early pm RN to get ready for dr. appt. Other services not done due to appt. #6 <u>OK KS</u>
4/16	7	Back late due to bad traffic. #6 <u>OK KS</u>
4/11	5	Mr. Person not feeling well - hurts. Refused bath/hair/skin. Did xtra house chores. #6

Date	Wellness Scale	Comments Wellness Scale 1-10 (1=poor; 10=great)
4/12	7	Son helped dress + get breakfast. I helped with sponge bath later + did extra laundry. #6
4/14	8	Knocked over glass bottles - broke all over floor - stayed to clean up. Evened. #6 <u>KS</u>

Medicaid ADW Clients – Scope of Care

- Medicaid ADW caregivers may **NOT** perform the following:
 - Care or change of sterile dressings;
 - Colostomy irrigation;
 - Gastric lavage or gavage;
 - Care of tracheostomy tube;
 - Suctioning;
 - Vaginal irrigation;
 - Give injections, including insulin;
 - Administer any medications, prescribed or over-the-counter;
 - Perform catheterizations, apply external (condom type) catheter;
 - Tube feedings of any kind;
 - Make judgments or give advice on medical or nursing questions;
 - Application of heat.

If you have a question about which services/tasks you may perform for a client, please ask Village Caregiving RNs / managers.

Thank you for your attention!



Questions?

These training materials are not all-inclusive of the training received by Village Caregiving employees. Also included and relevant are discussions with Village Caregiving RNs, Medicaid modules, and other training materials, which can be found in the Village Caregiving training files in each office.



Name: _____

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

Provided and scored by: _____, RN

Date: _____ / _____ / _____



In accordance with the West Virginia Bureau for Medical Services (“BMS”) Common Chapter 100 – General Information, regarding **Confidentiality**, as well as the Medicaid Aged and Disabled Waiver Manual, I state and confirm that information obtained from BMS or any other West Virginia Department of Health and Human Resources bureau regarding Medicaid members’ eligibility, health history, health care services, or any other personal information, will remain strictly confidential, and shall not be disclosed for any purpose other than those directly concerned with Medicaid administrative requirements.

Signed:

Village Caregiving Employee



Health Care Personnel (HCP) Baseline Individual TB Risk Assessment

HCP should be considered at increased risk for TB if any of the following statements are marked “Yes”:

 Temporary or permanent residence of ≥ 1 month in a country with a high TB rate

Any country other than the United States, Canada, Australia, New Zealand, and those in Northern Europe or Western Europe

YES ☐

NO ☐

OR

 Current or planned immunosuppression,

including human immunodeficiency virus (HIV) infection; organ transplant recipient; treatment with a TNF-alpha antagonist (e.g., infliximab, etanercept, or other); chronic steroids (equivalent of prednisone ≥ 15 mg/day for ≥ 1 month) or other immunosuppressive medication

YES ☐

NO ☐

OR

 Close contact with someone who has had infectious TB disease since the last TB test

YES ☐

NO ☐

Abbreviations: HCP, health-care personnel; TB, tuberculosis; TNF, tumor necrosis factor.

Individual risk assessment information can be useful in interpreting TB test results (see Lewinsohn DM, Leonard MK, LoBlue PA, et al. Official American Thoracic Society/Infectious Diseases Society of America/Centers for Disease Control and Prevention Clinical Practice Guidelines: Diagnosis of tuberculosis in adults and children. Clin Infect Dis 2017;64:111–5).

Adapted from: Risk assessment form developed by the California Department of Health, Tuberculosis Control Branch.


Sosa LE, Njie GJ, Lobato MN, et al. Tuberculosis Screening, Testing, and Treatment of U.S. Health Care Personnel: Recommendations from the National Tuberculosis Controllers Association and CDC, 2019. MMWR Morb Mortal Wkly Rep 2019;68:439–43.
https://www.cdc.gov/mmwr/weekly/68/43/mm6819a3.html?s_cid=mm6819a3_w



Centers for Disease Control and Prevention
National Center for HIV/AIDS,
Viral Hepatitis, STD, and
TB Prevention

1. Village Caregiving serves members of the West Virginia Medicaid Aged and Disabled Waiver program at its West Virginia offices?
 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. Personal attendants assist people with A_____ of daily living.
 1. Activities
 2. Athletics
 3. Antics

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 background checks each potential employee using a system called WV_____.
 1. CARES
 2. Checks
8. A personal attendant is responsible for which of the following care?
 1. Administering medications
 2. Following the Service Plan as developed by the RN
 3. Giving shots

- 
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. During an emergency situation, you should NEVER do the following until the emergency has been addressed and the situation is safe?
 1. Leave the Member alone
 2. Call 911
 3. Provide First Aid / CPR
13. Village Caregiving uses an electronic visit verification (EVV) system which allows caregivers to clock in/out, share their 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 RN Service Plan / PAL
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