



# PENNSYLVANIA

## EMPLOYEE ORIENTATION


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



# What is Village Caregiving?

Village Caregiving is a privately owned **Home Care Agency**, licensed in Pennsylvania, West Virginia, Ohio, & Kentucky.

- Village Caregiving is:
  - owned and operated by people with roots in local communities.
  - committed to providing quality care at affordable prices.
  - dedicated to the communities, clients, and families it serves.

If you see  pay close attention! A competency examination is required!



# Certificate of Licensure

LICENSE #: 50983601

TO OPERATE A HOME CARE AGENCY FACILITY

This is to certify that

VILLAGE CAREGIVING LLC

Is hereby granted this license to conduct and maintain a health facility conducted as a Home Care Agency at 108 Bald Hill Road, Mt Morris, PA. This license shall be effective from October 13, 2020 until October 31, 2021 in accordance with law.

*Susan Coble*  
Susan Coble  
Deputy Secretary for Quality Assurance

*Rachel L. Levine, MD*  
Rachel L. Levine, MD  
Secretary of Health



NOTE: This license must be posted in a conspicuous place on the premises.

# Non-Discrimination ★

**Village Caregiving does not discriminate on the basis of race, color, religion, creed, gender, gender expression, age, sex, 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. Reasonable accommodations will be made available upon request.**



**Any change in policy will be submitted to the State Survey Agency within 30 days.**



# **Non-Discrimination**

Village Caregiving's non-discrimination policy prohibits any discrimination because of race, color, familial status, religious creed, ancestry, sex, age, or national origin, handicap, or disability, use of guide or support animals because of the blindness, deafness, or physical handicap of the user, or because the user is a handler or trainer of support or guide animals.

Village Caregiving policy states that the PA Human Relations Act of 1955, and as amended in 1997, controls all Village Caregiving operations in the state of PA, as published at the following official website: <https://www.phrc.pa.gov/Resources/Law-and-Legal/Pages/The-Pennsylvania-Human-Relations-Act.aspx>. Village Caregiving is an equal opportunity employer, as per the Civil Rights Act of 1964 and the Equal Opportunity Act of 1972.

Village Caregiving services are provided, referrals are made, and employment actions are made without regard to any of the factors listed above. This policy will also be posted conspicuously in the agency.

**Any change in policy will be submitted to the State Survey Agency within 30 days.**

# Civil Rights Compliance ★

**Village Caregiving is committed to compliance with all federal and Pennsylvania state civil rights laws / rules / regulations / policies / procedures.**



**Any change in policy will be submitted to the State Survey Agency within 30 days.**

# Communication ★

**Village Caregiving is committed to assuring effective communication with non-English speaking, limited English proficient, speech impaired persons, as well as hearing and visually impaired persons. Translation services will be made available upon request at the expense of Village Caregiving.**



**Any change in policy will be submitted to the State Survey Agency within 30 days.**

# Communication ★

Translation, Dictionary, Text to Speech, Translate and Speak, IM Translation, and other services are available at all times, provided by PROMT-ONLINE, Google™, and Bing™, courtesy of © 2020 Smart Link Corporation (<https://translation2.paralink.com>).



Any change in policy will be submitted to the State Survey Agency within 30 days.



# Reasonable Accommodations

**Village Caregiving is committed to providing ADA compliance / reasonable accommodations for handicapped employees and clients at all office locations.**

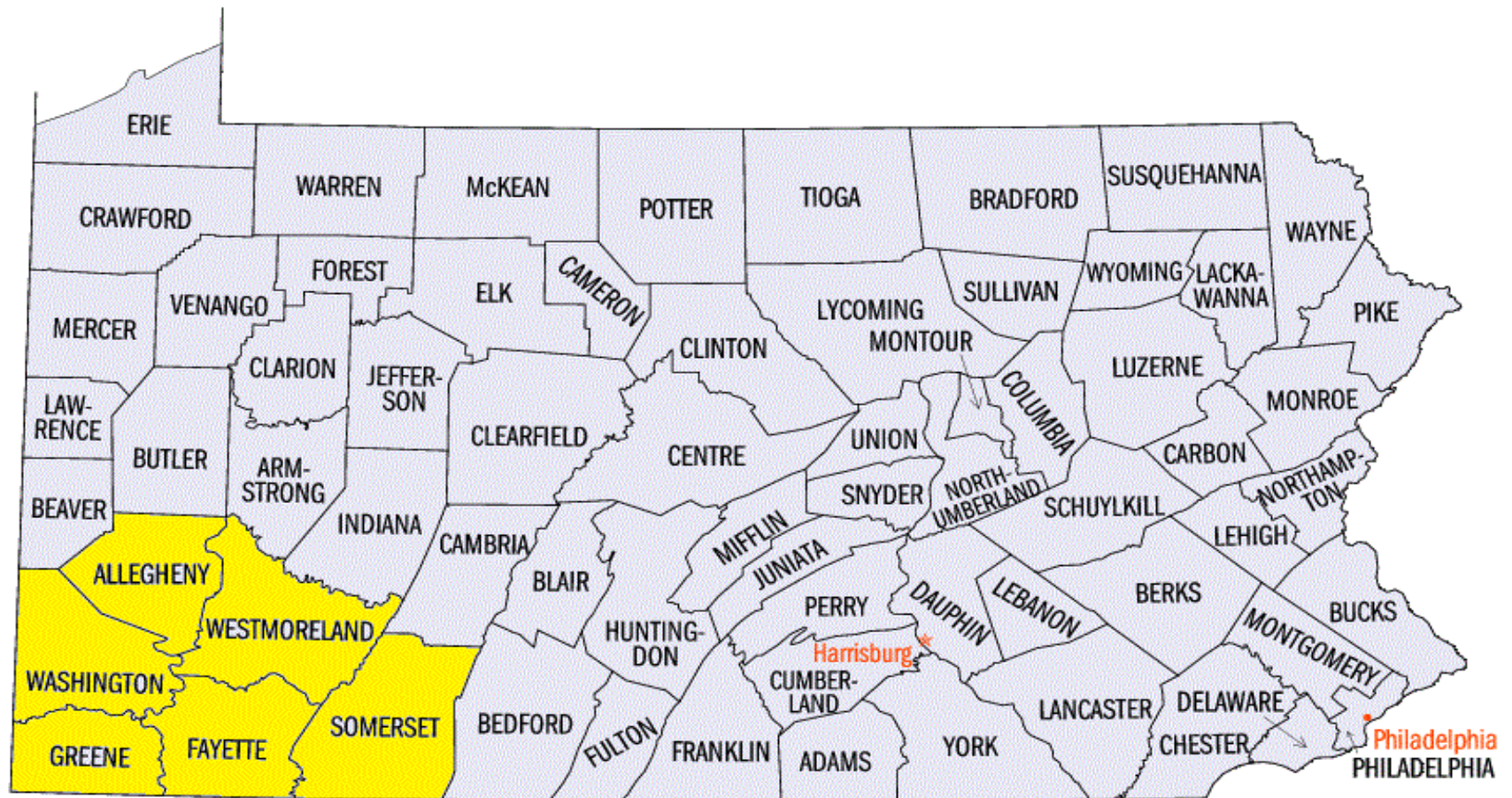
**Further, Village Caregiving advocates for these reasonable accommodations in all settings.**

Requesting a Reasonable  
**ACCOMMODATION**



**Any change in policy will be submitted to the State Survey Agency within 30 days.**

# Pennsylvania Counties Served





# Pennsylvania Benefits Accepted



**Proud Provider  
with the VA**



VA Benefits

PA Community Health Choices  
(**coming soon**)

Private Payment (check/ACH)

Long Term Care Insurance

# 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 RNs and other training specialists.



# Competency Based Curriculum ★

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



# **Standard of Conduct**

**Village Caregiving employees are expected to 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, be on time and prepared for shifts, and turn in documentation 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 may communicate that violation verbally, in writing, or via some reasonable digital communication (phone, text, etc), and a record may be kept in an employee's personnel file. Consistent violations may result in discipline or termination of employment.

If you absolutely must call off work, please be sure to let Village Caregiving staff know – call, text, email – something! – and please give plenty of notice so your shift can be filled and services provided. **Remember:** your clients and their families are relying on you – please be responsible.



# 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 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 offers health insurance benefits to full-time, eligible employees. At your time of hire or during an open enrollment period, you will be offered information about the Village Caregiving group health insurance plan, along with your premium and deductible obligations. If you accept this offering, you will be asking to complete several documents. If you decline this offering, you will be asked to sign a Waiver of Medical Coverage for that year.**

# Responsibility

Direct care workers are likely to work with specific populations, including 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.

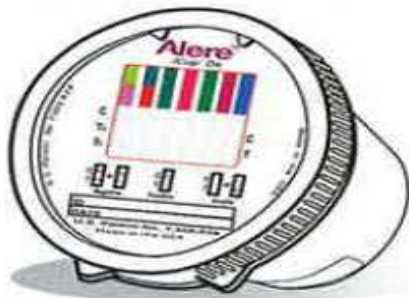
**Behavioral Disorders**: disorders characterized by disruptive behaviors such as conduct disorder, oppositional defiant disorder, and attention-deficit/hyperactivity disorder.

**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, dial 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.**
    - If the TB risk assessment indicates **increased risk for TB**, the applicant shall submit a follow up tuberculin skin test or blood assay.



Results and documentation will be kept confidential.



# TUBERCULOSIS

TESTING + TREATMENT

OF U.S. HEALTH CARE PERSONNEL

	2005 Recommendations	2019 Recommendations — Key Changes
<b>Screening</b>	<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>
<b>Post-exposure testing</b>	<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>
<b>Treatment of positive TB test</b>	<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>
<b>TB education</b>	<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](https://cdc.gov/tb/topic/testing/healthcareworkers.htm)



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





**Remember to take care of yourself and your basic needs. Being a direct care worker 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!**

# Standards

Village Caregiving employees in Pennsylvania are hired in accordance with §611.51, which requires:

1. Conducting a **face-to-face interview** with the individual;
2. Obtaining at least **two (2) satisfactory references** from a former employer or other person not related to the individual; and
3. Obtaining a **criminal history report** in accordance with §611.52 (criminal background).

Employee files will include documentation of the face-to-face interview, references obtained, and other information required by §611.52, §611.53, and if applicable, §611.54, §611.555, and §611.56 (relating to provisional hiring, competency requirements, and health screenings).

# Standards

## § 611.52. Criminal background checks.

(a) *General rule.* The home care agency or home care registry shall require each applicant for employment or referral as a direct care worker to submit a criminal history report obtained at the time of application or within 1 year immediately preceding the date of application. An applicant for employment as a member of the office staff for the home care agency or home care registry and the owner or owners of the home care agency or home care registry also are required to obtain a criminal history report in accordance with requirements contained in this section.

(b) *State Police criminal history record.* If the individual required to submit or obtain a criminal history report has been a resident of this Commonwealth for 2 years preceding the date of the request for a criminal history report, the individual shall request a State Police criminal history record.

# Standards



For the purposes of background checks, Village Caregiving may require individuals to submit **proof of PA residency** through the following: 1) motor vehicle record (valid DL/state ID); 2) housing record (mortgage/rent record); 3) public utility record (bill/receipt); 4) local tax record; 5) completed/signed federal, state, or local income tax return with applicant's name and address preprinted); or 6) employment record (W-2, 1099, unemployment, etc).

# Standards



PA residents for two or more (2+) consecutive years must be background checked using the **Pennsylvania Access to Criminal History (PATCH)** system.

PATCH Website: <https://epatch.state.pa.us/Home.jsp>

Non-PA residents and those living in PA for less than two (< 2) consecutive years must be background checked by the **Federal Bureau of Investigation (FBI)** and mailed a letter of determination from the PA Dept. of Aging. Other local, state, and national databases must also be checked.

IdentoGo Website: <https://www.identogo.com/locations/pennsylvania>

Village Caregiving IdentoGo Facility ID: **14368**

PA Dept. of Aging Service Code: **1KG8RJ**

## Example of PATCH Results.

Commissioner Robert Evanchick

Gov. Thomas W Wolf

[Home](#)[Record Check](#)[Help](#)

### Record Check Details

*This screen displays the details of a particular record check request. The request process has been completed. **You may now print the certification form for your records.** Nothing will be mailed to you. To view/print the invoice associated with this record check request just click on the invoice **number** hyperlink. To view/print the certification form for this request click on the **Certification Form** hyperlink.*

**Control #XXXXXXXX****Company Name: Village Caregiving, LLC**

**Subject Name:** NAME  
**Race:** White  
**Sex:** M  
**Date of Birth:** XX/XX/XXXX  
**Social Security #:** xxx-xx-XXXX  
**Reason for Request:** Other

**Status:** No Record  
**Request Date:** 05/14/2020 02:26 PM  
**Last Update Date:** 05/14/2020 02:32 PM  
**Fee:** \$22.00  
**Payment Method:** Credit Card  
**Invoice #:** **R23533548**

### Certification Form

[Back](#)[Home](#) | [Record Check](#) | [Help](#) | [Privacy Policy](#) | [PA State Police Home Page](#)

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22AF3F44606A9CB834CA1A7C56BC4BEB



Example of determination letter  
from the PA Dept. of Aging  
following FBI check.

DATE

10001257

NAME

ADDRESS

ADDRESS

S.S.#: XXX-XX-XXXX

Case ID: XXXXXXXXXX

Dear NAME :

Your application, in which you stated you are not or have not been a resident of Pennsylvania for the past two consecutive years, has been processed in accordance with Section 10225.502(a)(2) of the Pennsylvania Older Adults Protective Services Act ("Act").

Based on the FBI results, it appears you do not have a criminal history record. Please provide these results to your current and/or prospective employer for review and action.

If you have any questions regarding the criminal history background check requirement as defined in the Act, please contact a member of our Criminal History Background Check Unit. Staff may be reached at the address below or by telephone at (717) 265-7887.

Sincerely,



Denise A. Getgen, Director  
Protective Services Office

# Standards

Village Caregiving may not hire or retain an employee if the criminal history report reveals a felony conviction under The Controlled Substance, Drug, Device and Cosmetic Act (35 P. S. §§ 780-101-780-144) or conviction under one or more of the following provisions of 18 Pa.C.S. (relating to the Crimes Code):

- (1) Chapter 25 (relating to **criminal homicide**)
- (2) § 2702 (relating to **aggravated assault**)
- (3) § 2901 (relating to **kidnapping**)
- (4) § 2902 (relating to **unlawful restraint**)
- (5) § 3121 (relating to **rape**)
- (6) § 3122.1 (relating to **statutory sexual assault**)
- (7) § 3123 (relating to **involuntary deviate sexual intercourse**)
- (8) § 3124.1 (relating to **sexual assault**)
- (9) § 3125 (relating to **aggravated indecent assault**)
- (10) § 3126 (relating to **indecent assault**)
- (11) § 3127 (relating to **indecent exposure**)
- (12) § 3301 (relating to **arson and related offenses**)
- (13) § 3502 (relating to **burglary**)
- (14) § 3701 (relating to **robbery**)
- (15) A felony offense under Chapter 39 (relating to **theft and related offenses**), or **two or more misdemeanors under Chapter 39**

# Standards

- (16) § 4104 (relating to **tampering with records or identification**)
- (17) § 4114 (relating to **securing execution of documents by deception**)
- (18) § 4302 (relating to **incest**)
- (19) § 4303 (relating to **concealing death of child**)
- (20) § 4304 (relating to **endangering welfare of children**)
- (21) § 4305 (relating to **dealing in infant children**)
- (22) § 4952 (relating to **intimidation of witnesses or victims**)
- (23) § 4953 (relating to **retaliation against witness, victim or party**)
- (24) A felony offense under § 5902 (b) (relating to **prostitution and related offenses**)
- (25) § 5903 (c) or (d) (relating to **obscene and other sexual materials and performances**)
- (26) § 6301 (relating to **corruption of minors**)
- (27) Section 6312 (relating to **sexual abuse of children**).

Village Caregiving may not hire or retain an employee if the criminal history report reveals conviction of a **Federal or out-of-State offense similar in nature**, as determined by the Department, to those listed in subsections (a) and (b). Village Caregiving will explain the background check process to each applicant and maintain employment records including criminal background check documentation. All records will be kept confidential and will be used solely to determine an applicant's eligibility. If the decision not to hire or to terminate employment is based in whole or in part on State Police criminal history records, Department letters of determination regarding Federal criminal history records, or both, Village Caregiving will provide information on how to appeal.

# Consumer Protections

Village Caregiving does not require clients to enter into binding contracts/agreements, make deposits before beginning care, establish hourly minimums, etc.

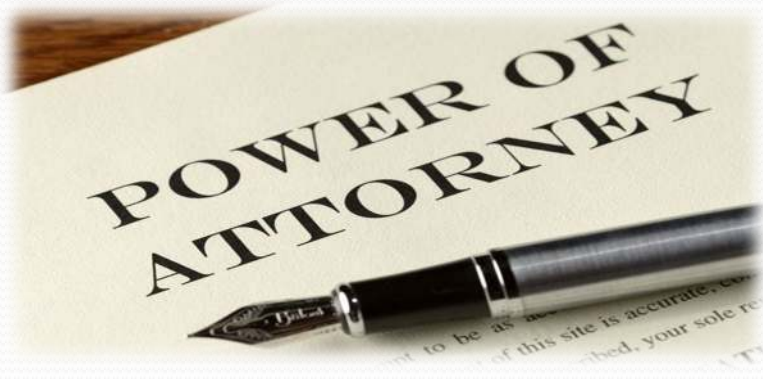
Termination of consumer services are handled at the discretion of the client / client family at all times.



# Consumer Protections

All individuals affiliated with Village Caregiving are prohibited from assuming power of attorney (POA) or guardianship over a consumer utilizing Village Caregiving services, in accordance with §611.51.

All individuals affiliated with Village Caregiving are prohibited from allowing a consumer to endorse a check over to Village Caregiving, in accordance with §611.57.





# Collaboration

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

**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 a manager or RN.**

**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.****

# Hands On/Training

- **Confidentiality**
- **Consumer Control / Independent Living Philosophy**
- **Instrumental Activities of Daily Living**
- **Consumer Needs / Changes Needing Addressed**
- **Basic Infection Control**
- **Universal Precautions**
- **Handling of Emergencies**
- **Documentation**
- **Recognizing / Reporting Abuse / Neglect**
- **Dealing with Difficult Behaviors**
- **And more, in accordance with § 611.55**



# Definitions in PA Law

## Definitions

Direct Care Worker: individual employed by a home care agency or referred by a home care registry to provide home care services to a consumer.

Home care services: the term encompasses the following activities:

- (i) Personal care - The term includes, but is not limited to, assistance with self-administered medications, feeding, oral, skin and mouth care, shaving, assistance with ambulation, bathing, hair care and grooming, dressing, toileting, and transfer activities.
- (ii) Assistance with instrumental activities of daily living.
- (iii) Companionship services.
- (iv) Respite care.
- (v) **Specialized care** - Nonskilled services/activities unique to the consumer's care needs that facilitate the consumer's health, safety and welfare, and ability to live independently.

# Competency Examination

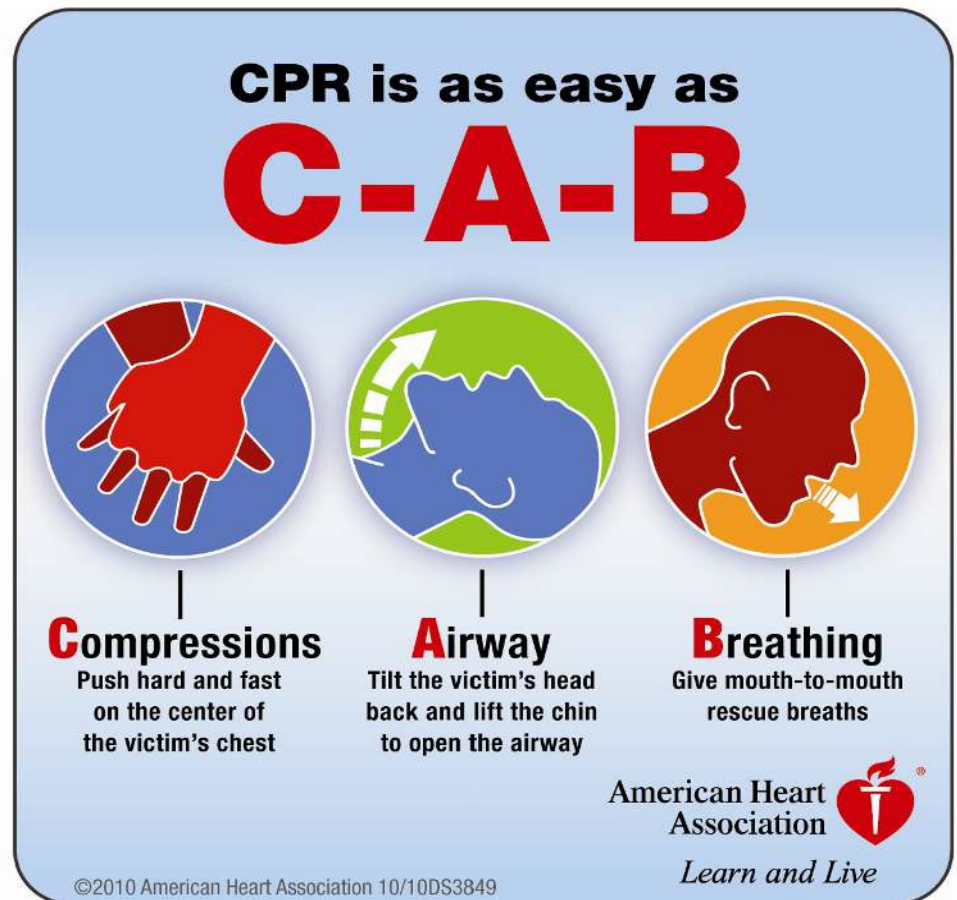
- Village Caregiving direct care workers who will provide personal care must be able to address the following:
  - Bathing, shaving, grooming, and dressing;
  - Hair, skin, and mouth care;
  - Assistance with ambulation and transferring;
  - Meal preparation and feeding;
  - Toileting;
  - Assistance with self-administered medications.

If you see  pay close attention! A competency examination is required!

# Cardiopulmonary Resuscitation (CPR)

Direct care workers authorized to provide care in a client's home may be formally trained in CPR.

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

**Direct care workers authorized to provide care in a client's home may be formally trained in First Aid. 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.**



# Maintaining Confidentiality/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 confidentiality. 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 direct care workers regarding the responsibilities related to securing and protecting PHI. Training will be provided using online courses provided by **In the Know**.



# Maintaining Confidentiality/HIPAA

In addition to HIPAA 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 your client's privacy, protect yourself, and protect Village Caregiving.



**Protect  
Patient  
Information**

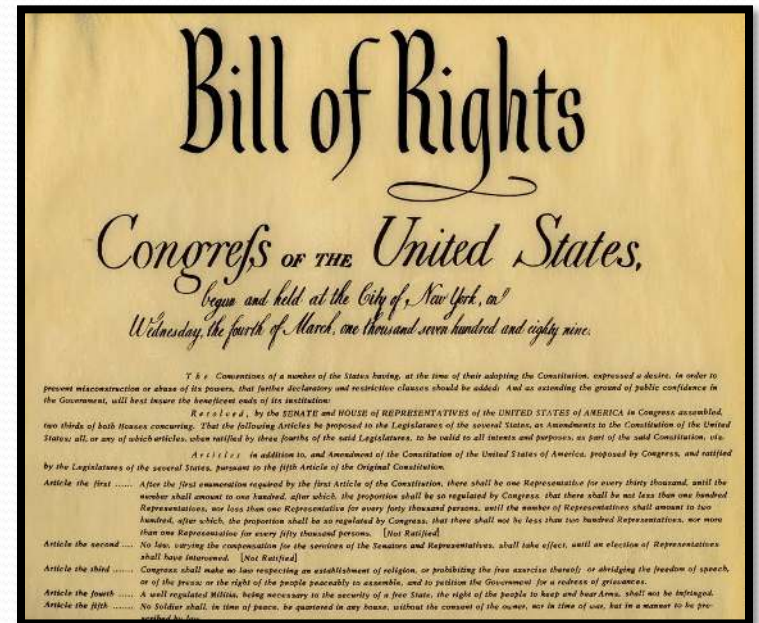


# HIPAA Basics

- **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.
-

# Consumer Control/Bill of Rights/ Independent Living Philosophy

The rights of health care consumers / consumer control / independent living philosophy are important and must be respected and protected. As a direct care worker, you can promote these rights and improve your client's quality of life and independence. Training will be provided using online courses provided by **In the Know**.





# Instrumental Activities of Daily Living ★

Often, clients deviate from routines and normal behavior when they are having health issues. Although caregivers do not diagnose or treat health issues, caregivers often recognize health issues and contact a health care provider before the issues become worse. **Your 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. Direct care workers are like those canaries in the homes of our clients.

Training will be provided using online courses provided by **In the Know.**

# Instrumental Activities of Daily Living ★



**No matter where the road may take you,  
we will help you come back home**



Office Phone: (304) 302-0707  
24/7 Cell Phone: (304) 690-4464

Instrumental Activities of Daily Living (IADLs)—and how direct care workers can assist with these important activities are essential. IADLs are activities that go beyond basic needs and allow clients to be independent at home and in the community. Training will be provided using online courses provided by **In the Know**.





*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.

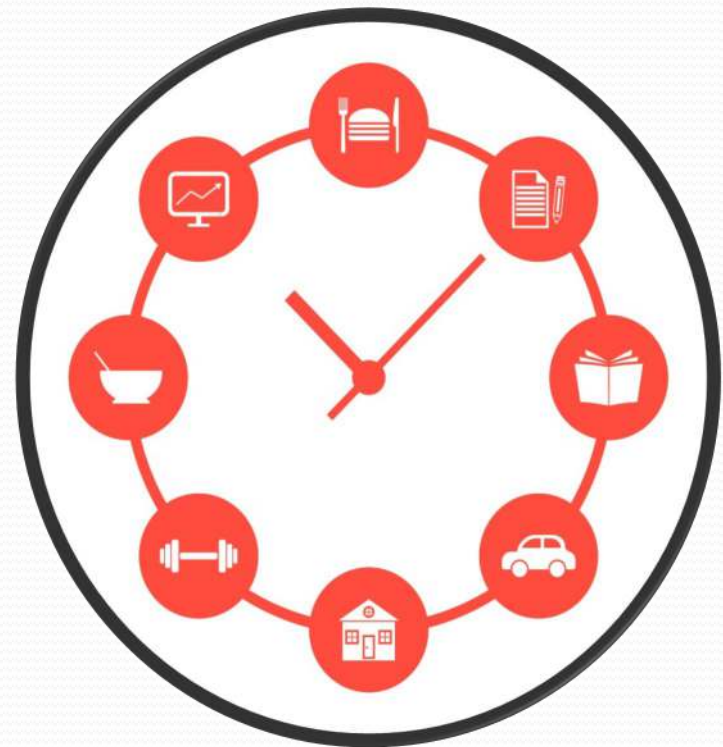
**Be patient.** Allow your clients to do as much of the activity as possible, even if it takes longer for the task to be completed.

**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.

## Consumer Needs/Changes Needing Addressed ★

The “who, what, when, and how” of reporting consumer changes and abnormal observations focuses on observing vital signs, pain, mental status, nutrition, elimination, skin, relationships — and how to recognize changes needing addressed and abnormal findings. Each item is designated to guide direct care worker responses to changes in clients' conditions. Training will be provided using online courses provided by **In the Know**.







## 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:

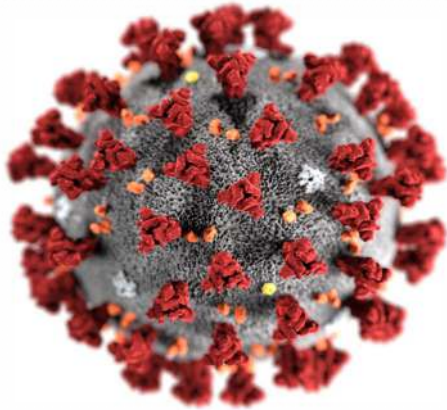
Even though you may not be formally trained in medication administration, you can still develop a basic understanding of common side effects of frequently used medications. Knowing the side effects and reporting any observations you make can save your client's life!

#### 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!



# Basic Infection Control ★

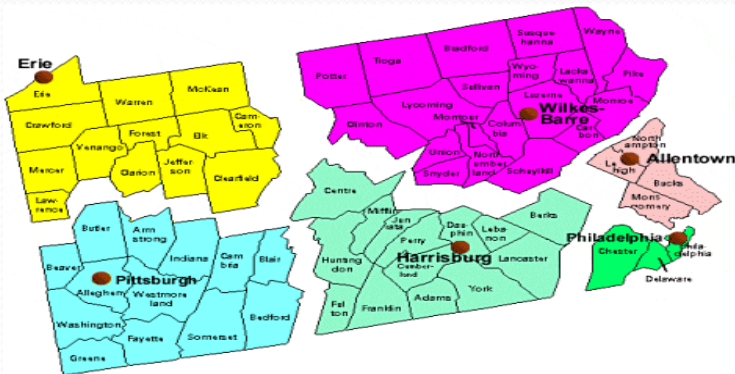


Basic and common infection control challenges are faced by direct care workers every day and in many different situations. Included is information on disinfecting surfaces, doing laundry, "sharps" disposal, household pests and food safety, and more. Basic infection control provides dozens of tips for keeping clients' homes as germ-free as possible. Training will be provided using online courses provided by **In the Know.**



# Universal Precautions / OSHA ★

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







*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
<b>Body Fluids &amp; Bathrooms</b>	<ul style="list-style-type: none"> <li>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!)</li> <li>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.</li> </ul>
<b>Laundry</b>	<ul style="list-style-type: none"> <li>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.</li> <li>To keep germs from building up on damp laundry, dry it (or hang it to dry) as soon as the wash cycle is finished.</li> <li>Be sure to wash your hands after touching or sorting any dirty laundry—and after transferring wet laundry to the dryer.</li> </ul>
<b>Used Needles</b>	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>
<b>Household Pests</b>	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>
<b>Kitchen Germs</b>	<ul style="list-style-type: none"> <li>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.)</li> <li>Remember that germs can hide and multiply easily on your client's can opener, faucet and kitchen sponge or dishcloth.</li> <li>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.</li> </ul>





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

### SUMMARY OF TOPIC

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

### 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?
<b>Respiratory Hygiene &amp; Cough Etiquette</b>	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.
<b>Contact Precautions</b>	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.
<b>Droplet Precautions</b>	A mask must be worn within 3 feet of the client.	Pertussis, flu, strep throat, mumps, and rubella.
<b>Airborne Precautions</b>	A mask must be worn when you are in the same room as the client.	Measles, chickenpox, and shingles.
<b>Expanded Airborne Precautions</b>	A fit tested respirator must be worn for all contact with the client.	Tuberculosis (TB), smallpox and SARS



# Handling of Emergencies ★

Direct care workers must be prepared to handle emergencies in a person-centered manner. Emergency action plans and disaster plans should focus on the most common and likely types emergencies and/or natural disasters including health emergencies, accidents, fires, tornadoes, hurricanes, inclement weather, etc. Training will be provided using online courses provided by **In the Know**.



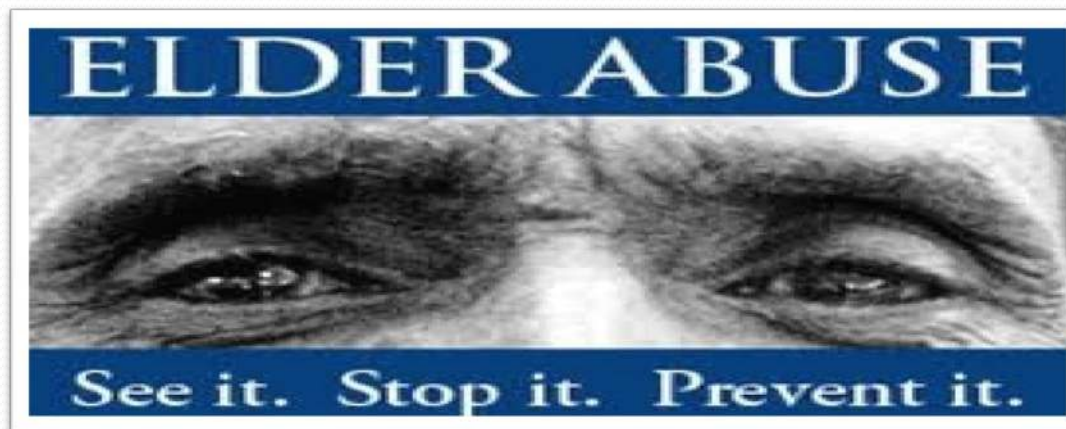
# Documentation ★

Village Caregiving provides direct care workers with a review of the basic principles of care documentation, including the ethics and legalities involved in documentation, discusses the DOs and DONTs of documenting care in a variety of health care settings, and emphasizes the importance of accuracy, attention to detail, and timeliness. Because Village Caregiving accepts various benefits and programs, at times, documentation may differ from client to client. Training will be provided using online courses provided by **In the Know.**



# Recognizing/Reporting Abuse/Neglect ★

Village Caregiving takes abuse/neglect very seriously and accepts the responsibility of keeping vulnerable people 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. Training will be provided using online courses provided by **In the Know**.





## 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!**

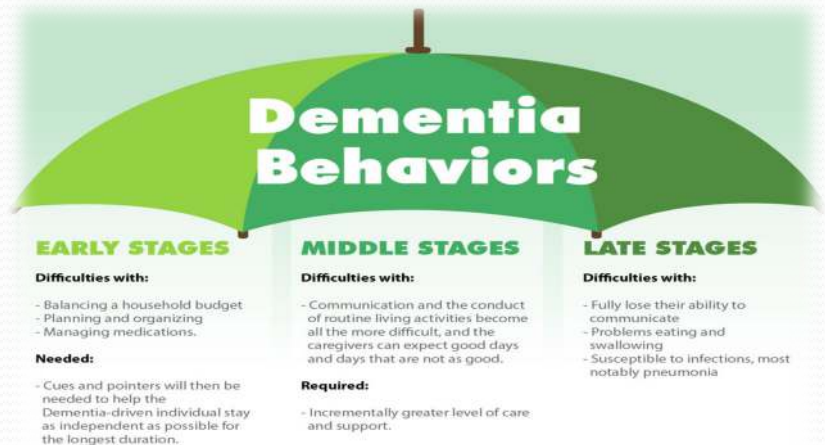
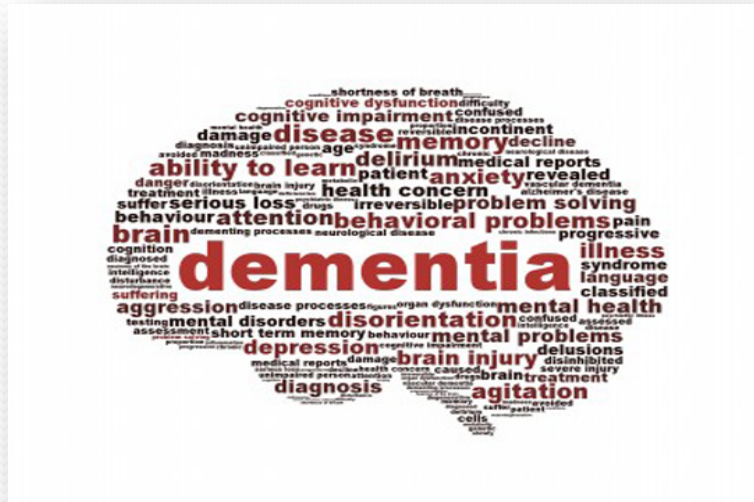
A Mandated Reporter is a professional who has regular contact with vulnerable people—and is required to report to the proper authorities if abuse is observed or suspected. You can make reports anonymously, but you can also be charged with negligence for failing to make a report.

- ⇒ **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!**



# Dealing with Difficult Behaviors

**Village Caregiving direct care workers are trained on dealing with difficult behaviors. Often, people become confused, combative, and difficult simply as a result of their health condition. These behaviors must be dealt with through positivity, redirecting, and with compassion. Training will be provided using online courses provided by **In the Know**.**





# 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. Training will be provided using online courses provided by **In the Know**.



# 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?*

# Insurance ★

**Village Caregiving carries professional and general liability insurance which covers all Village Caregiving employees. Our members and their families place great trust in us, and with that trust comes great responsibility.**



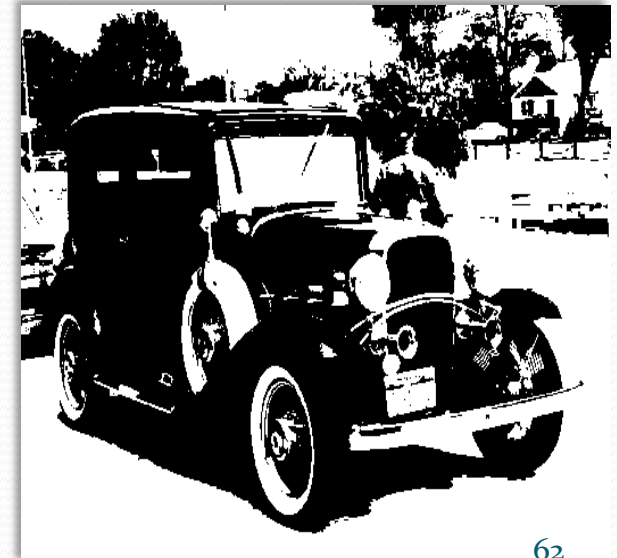
**SENTINEL**  
RISK ADVISORS

# Transportation

**Village Caregiving requires that caregivers have 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

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.





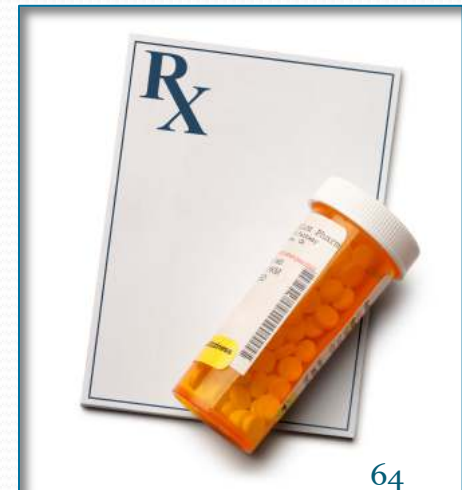
# Medications ★

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 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, bank routing #, and bank account #.

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

- U.S. CHECKS** (Title)
- PAY TO THE ORDER OF** (Field)
- DATE** (Field)
- 1001** (Amount in digits)
- \$** (Symbol)
- DOLLARS** (Text)
- YOUR FINANCIAL INSTITUTION** (Text)
- BANK ADDRESS** (Text)
- BANK CITY, STATE, ZIP** (Text)
- BANK PHONE** (Text)
- FOR** (Text)
- 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** (Amount in digits)

# Payroll

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

# Heartland

# Payroll



## FAIR LABOR STANDARDS ACT



- Village Caregiving direct care workers are W-2 employees, which means all required tax withholdings, including federal, state, and local taxes will be withheld from each paycheck.
- Village Caregiving covers all 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.





# **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's 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.**

# 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, managers, and other training materials, which can be found in the Village Caregiving training files in each office.**





## 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  $\geq 1$  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  $\geq 15$  mg/day for  $\geq 1$  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/preview/mmwrhtml/mm6819a3.htm?s\\_cid=mm6819a3\\_w](https://www.cdc.gov/mmwr/preview/mmwrhtml/mm6819a3.htm?s_cid=mm6819a3_w)



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



Employee Name: \_\_\_\_\_

VCG Staff Name: \_\_\_\_\_

Date of Examination: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

I, \_\_\_\_\_ affirm that I am competent in assisting with the personal care tasks listed herein and that I meet all training and competency requirements under §611.55.

**Reference # 1 Name:** \_\_\_\_\_

**Reference # 1 Contact:** \_\_\_\_\_

**Reference # 2 Name:** \_\_\_\_\_

**Reference # 2 Contact:** \_\_\_\_\_

I, \_\_\_\_\_ affirm that my criminal history report will not reveal a felony conviction under The Controlled Substance, Drug, Device and Cosmetic Act (35 P. S. § § 780-101-780-144) or conviction under one or more of the provisions of 18 Pa.C.S. (relating to the Crimes Code). If I have been a PA resident for the two years preceding the check, I hereby authorize a Pennsylvania Access to Criminal History (PATCH) check. If I have not been a PA resident for the two years preceding the check, I hereby authorize a Federal Bureau of Investigation (FBI) and other local, state, and national databases check.

# Competency Examination / Affirmations


- **Village Caregiving Direct Care Workers who will provide personal care must be able to address the following:**
  - Confidentiality
  - Consumer control and the independent living philosophy
  - Instrumental activities of daily living
  - Recognizing changes in the consumer that need to be addressed
  - Basic infection control
  - Universal precautions
  - Handling of emergencies
  - Documentation
  - Recognizing and reporting abuse or neglect
  - Dealing with difficult behaviors




# Competency Examination / Affirmations

- **Village Caregiving Direct Care Workers who will provide personal care must be able to address the following:**
  - Bathing, shaving, grooming, and dressing;
  - Hair, skin, and mouth care;
  - Assistance with ambulation and transferring;
  - Meal preparation and feeding;
  - Toileting;
  - Assistance with self-administered medications.

1. Village Caregiving is licensed as a Home Care Agency in which states?
  1. Pennsylvania
  2. West Virginia
  3. Kentucky
  4. Ohio
2. Village Caregiving has anti-discrimination and civil rights policies that apply to all people and in all situations. True or False?
  1. True
  2. False
3. A set of procedural directives/guidelines were published in 1987 by the Centers for Disease Control and Prevention to protect health care workers.
  1. True
  2. False
4. Village Caregiving assures communication with non-English speaking, limited English proficient, speech, hearing, and visually impaired persons. True or False?
  1. True
  2. False

- 
5. Village Caregiving's training meets the definition of "competency-based curriculum." True or False?
    1. True
    2. False
  6. Village Caregiving has a zero tolerance policy for drug abuse/misuse.
    1. True
    2. False
  7. Village Caregiving Pennsylvania employees must be background checked. True or False?
    1. True
    2. False
  8. Direct Care Workers in PA are responsible for which of the following care?
    1. Bathing, shaving, grooming, and dressing
    2. Hair, skin, and mouth care
    3. Assistance with ambulation and transferring
    4. Meal preparation and feeding
    5. Toileting
    6. Assistance with self-administered medications

- 
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. As a Home Care Agency, as opposed to a Home Care Registry, Village Caregiving hires employees on which basis?
  1. W-2
  2. 1099
  3. Part Time
13. If a client is unable to give a shot, it is OK for you to give the shot. True or False?
  1. True
  2. False
14. Before Village Caregiving may hire, which must be completed?
  1. Face-to-face interview
  2. Two-person reference check
  3. Criminal history background check
  4. Training / Competency evaluation
15. Village Caregiving covers all employees with professional and general liability insurance as long as the employee is acting legally and within the scope of their employment. True or False?
  1. True
  2. False