



South Dakota

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 or credentialed in South Dakota, Pennsylvania, West Virginia, Ohio, Kentucky, Indiana, Minnesota, Tennessee, Illinois Iowa, Michigan, and Wisconsin.

- Village Caregiving is:
 - owned and operated by people with roots in local communities.
 - committed to providing quality care at affordable prices.
 - invested in local communities.

If you see  pay close attention! A competency examination is required in South Dakota.

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 is an equal opportunity employer that has not and will not discriminate against employees or consumers / individuals, as per title VI of the “Civil Rights Act of 1964” and South Dakota law.

Village Caregiving is and will stay in compliance with provisions of title VI of the “Civil Rights Act of 1964” and controlling Illinois civil rights laws. No member of Village Caregiving’s staff shall; on the ground of race, color, sexual orientation, national origin, or any other protected class reason, be excluded from participation in, be denied the benefit of, or be otherwise subjected to discrimination.

Village Caregiving supports and is in compliance with 45 C.F.R. 80.4

Village Caregiving supports and is in compliance with the “Equal Employment Opportunity Act of 1972” Village Caregiving follows all federal guidelines regarding wage-and-hour laws, workers’ compensation laws, and laws regarding the recruitment and employment of its staff.

Communication and Record Keeping



Village Caregiving is committed to insuring that all staff members are effective communicators with all individuals. Record keeping is integral to the job. You were shown how to document care and hours worked during orientation. These are vital functions. When translation is necessary, Village Caregiving has access to tools to make communication easy.

Reasonable Accommodations

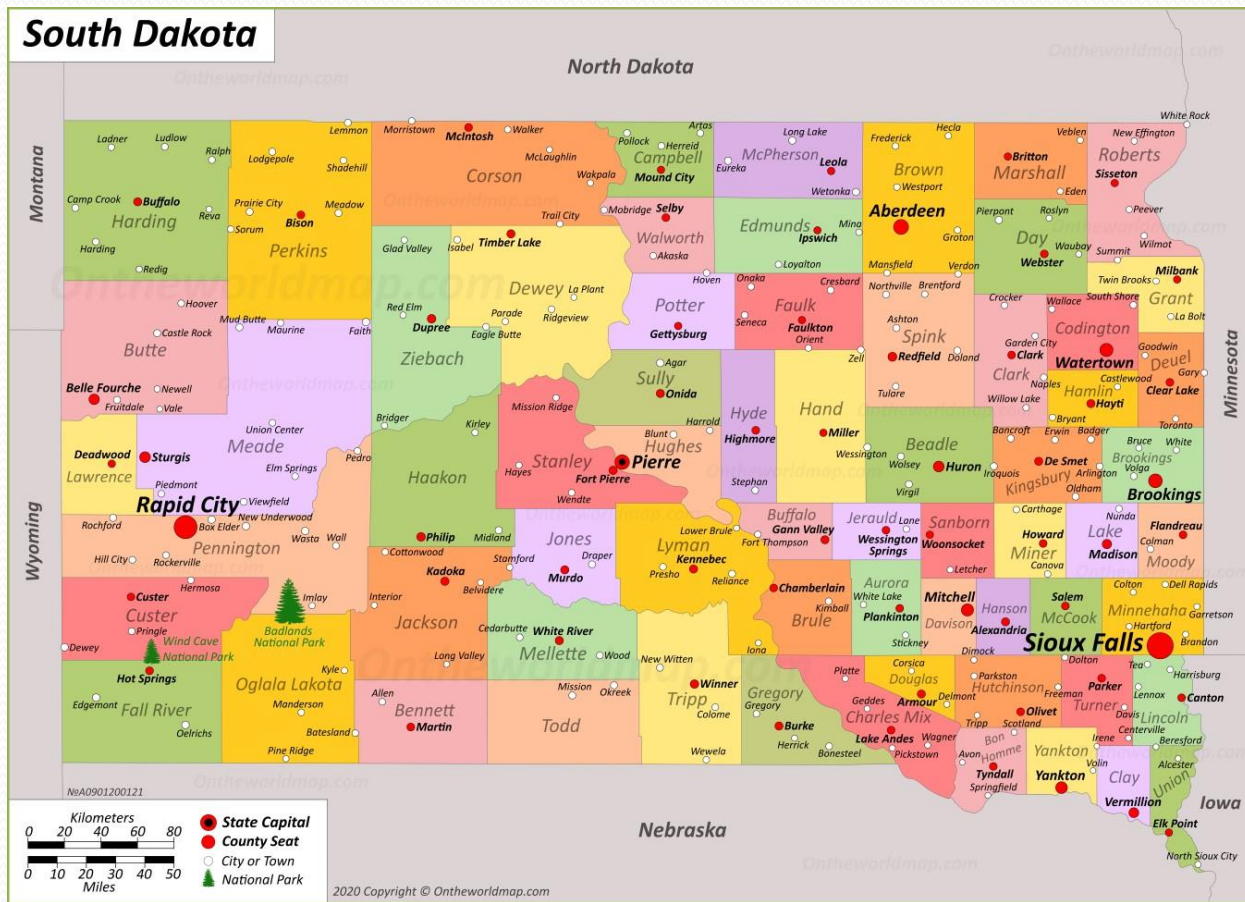
Village Caregiving is committed to providing ADA compliance / reasonable accommodations for handicapped employees and clients at all office locations.

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

Requesting a Reasonable
ACCOMMODATION



Village Caregiving Serves all of South Dakota



South Dakota Benefits Accepted



**Proud Provider
with the VA**



VA Benefits

DHS Medicaid Waiver

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 **Home Care Pulse** / **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.

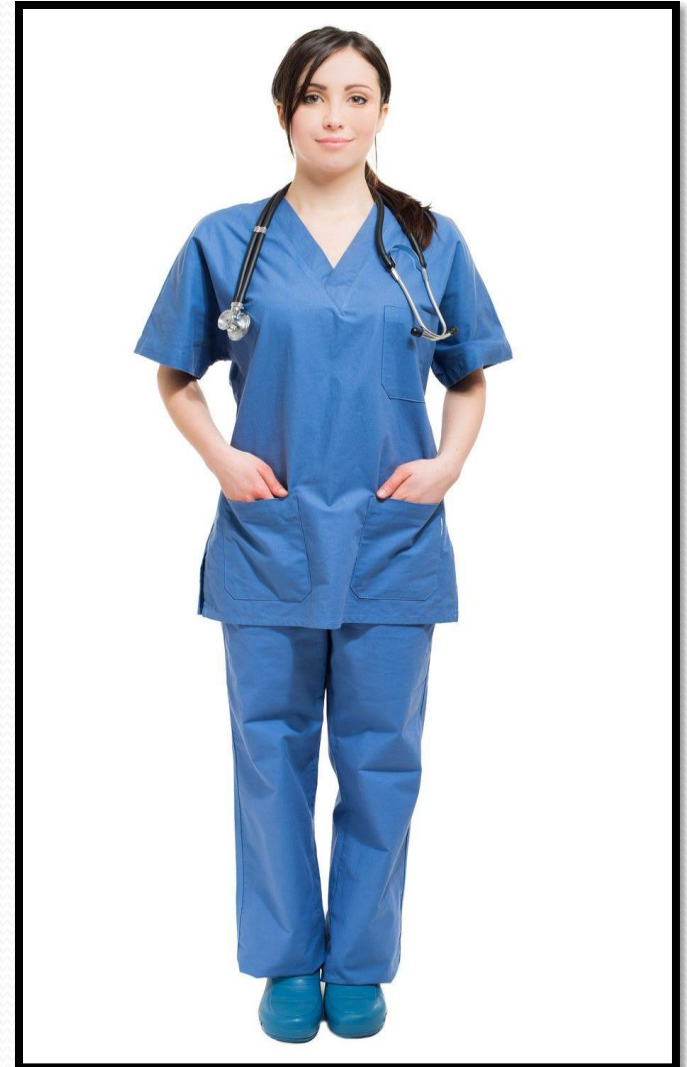
Village Caregiving's reputation is earned by the quality of its services. Our dedication to quality sets us apart from others.

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. After a 12 month waiting period and during an open enrollment period, if eligible, 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 **disease screening**



Results and documentation will be kept confidential.



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!

Background Checks

- Village Caregiving requires each in-home aide to complete a State fingerprint background check in order to screen for abuse, neglect, exploitation.
- The following offenses automatically preclude an individual from being hired/contracted:
 - i. A crime of violence as defined by SDCL 22-1-2 or a similar statute from another state;
 - ii. A sex crime pursuant to SDCL chapters 22-22 or 22-24A or SDCL 22-22A-3 or similar statutes from another state;
 - iii. Class A and/or B felony convictions.

Background Checks

- Village Caregiving will check the OIG List of Excluded Individuals and Entities (LEIE) to ensure that new hires and current employees are not on the excluded list at a minimum of once every six months. Village Caregiving will search the OIG exclusions database online at <https://exclusions.oig.hhs.gov/>. Upon new hire, Village Caregiving will check the database and retain a copy of the result in each employee's personnel file.

NO GIFTS

All Village Caregiving employees are FORBIDDEN from accepting gifts from clients.

Doing so is grounds for possible termination.

Client Rights

- (1) Receive written information, in plain language, about rights before receiving services;
- (2) Receive care and services according to a suitable and up-to-date plan, and subject to accepted health care, medical or nursing standards and person-centered care, to take an active part in developing, modifying, and evaluating the plan and services;
- (3) The right to be free from restraints and seclusion;
- (4) Be told in advance of any recommended changes by the provider in the service plan and to take an active part in any decisions about changes to the service plan;
- (5) Refuse services or treatment;
- (6) Know, before receiving services or during the initial visit, any limits to the services available from Village Caregiving;
- (7) Have personal, financial, and medical information kept private, and to be advised of Village Caregiving's policies and procedures regarding disclosure of such information;

Client Rights Continued


- (8) Access the client's own records and written information from those records;
- (9) Be served by people who are properly trained and competent to perform their duties;
- (10) Be treated with courtesy and respect, and to have the client's property treated with respect;
- (11) Be free from physical and verbal abuse, neglect, financial exploitation, and all forms of maltreatment;
- (12) Reasonable, advance notice of changes in services or charges;
- (13) Know Village Caregiving's reason for termination of services;
- (14) Complain to staff and others of the client's choice about services that are provided, or fail to be provided, and the lack of courtesy or respect to the client or the client's property and the right to recommend changes in policies and services, free from retaliation including the threat of termination of services; and
- (15) Know how to contact an individual associated with Village Caregiving who is responsible for handling problems and to have the home care provider investigate and attempt to resolve the grievance or complaint.

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.


CPR is as easy as
C-A-B



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

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

Breathing
Give mouth-to-mouth
rescue breaths

American Heart Association 
Learn and Live

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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.



Standards

Village Caregiving employees must be trained on the following topics:

- (1) Ability to document all services provided (VCG demo);
- (2) Ability to report changes in the client's condition to the supervisor designated by the home care provider (ITK1040147);
- (3) Understanding of basic infection control, including blood-borne pathogens (ITK1040151 and VCG internal documents);
- (4) Ability to maintain a clean and safe environment (ITK1040165);
- (5) Understanding of appropriate and safe techniques in personal hygiene and grooming and ability to perform them, including:
 - (i) Hair care and bathing (ITK1040016; ITK1040025; and VCG demo);
 - (ii) Care of teeth, gums, and oral prosthetic devices (ITK1040240; ITK1040037; and VCG demo);
 - (iii) Care and use of hearing aids (VCG demo); and
 - (iv) Dressing and assisting with toileting (ITK1040232; ITK1040016; ITK1040025);

Standards

Village Caregiving employees must be trained on the following topics (continued:

- (6) Understanding of prevention of falls for providers working with the elderly or individuals at risk of falls (ITK1040062; ITK1040220; and VCG demo)
- (7) Understanding of safe ambulation help (ITK1040062; ITK1040220; and VCG demo);
- (8) Understanding that Village Caregiving does not give medicine (Rule review and VCG demo);
- (9) Understanding of, and ability to assist with, basic nutrition, meal preparation, food safety, and assistance with eating (ITK1040160);
- (10) Adequate communication skills that include preserving the dignity of the client and showing respect for the client and the client's preferences, cultural background, and family (ITK1040174 and VCG demo);
- (12) Awareness of confidentiality and privacy (ITK1040021 and VCG demo);
- (13) Mandatory reporting (Rule review and VCG demo);

Standards ★

Village Caregiving employees must be trained on the following topics (continued:

- (14) Understanding appropriate boundaries between staff and clients and the client's family (ITK1040156);
- (15) Understanding of procedures to utilize in handling various emergency situations; (ITK1040173); and
- (16) Client Rights and no restraints or seclusion is allowed (Rule review and VCG demo).

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**

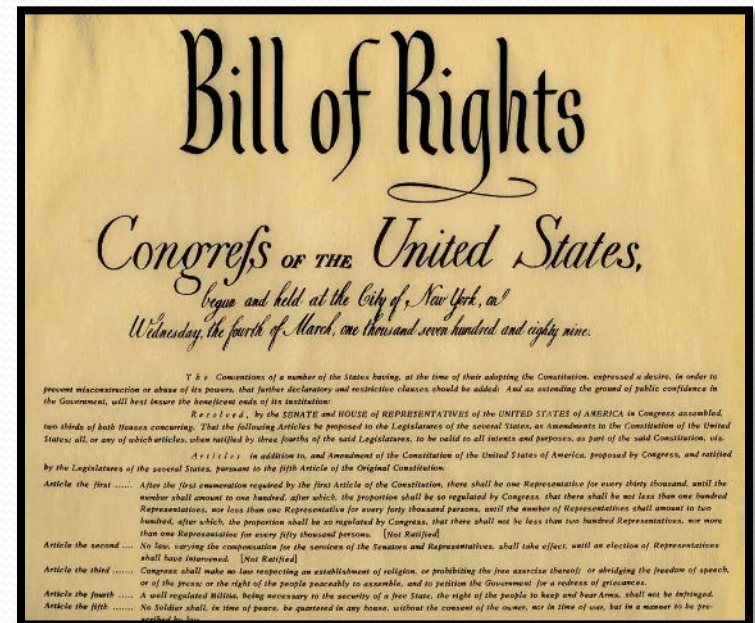


HIPAA Basics

- **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.

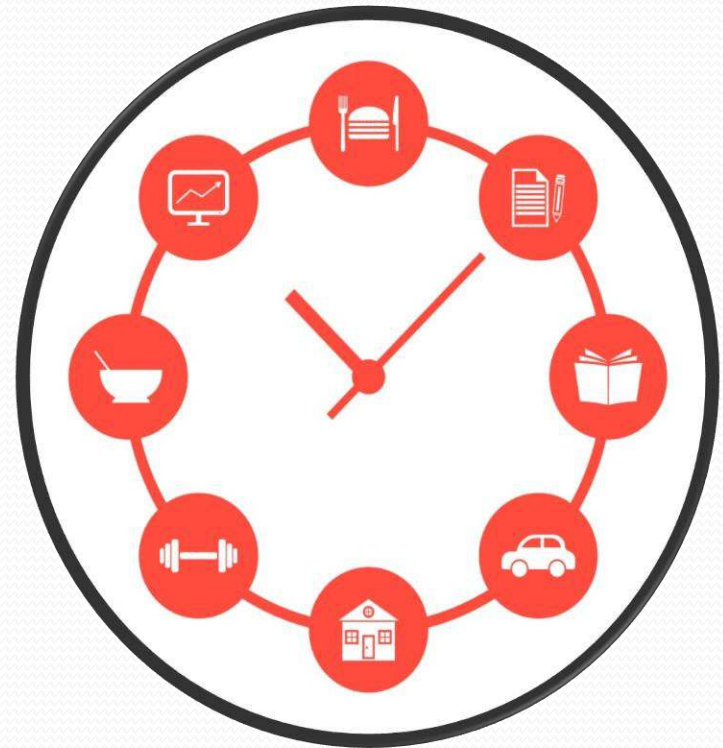
Be patient. Allow your clients to do as much of the activity as possible, even if it takes longer for the task to be completed.

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.

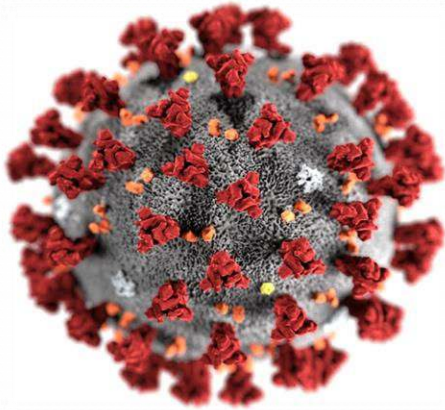
FOCUS ON MEDICATION:

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 ★

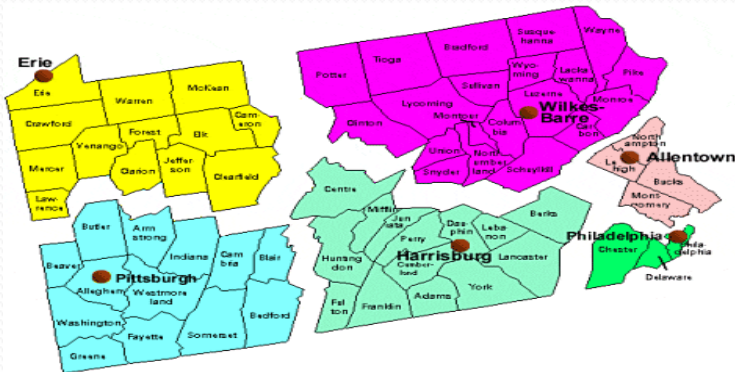


Basic and common infection control challenges are faced by direct care workers every day and in many different situations. Included is information on disinfecting surfaces, doing laundry, "sharps" disposal, household pests and food safety, and more. Basic infection control provides dozens of tips for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



An Infection Control Module: Infection Control in Home Care

SUMMARY OF TOPIC

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

MORE HOME CARE INFECTION CONTROL TIPS

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





An Infection Control Module: **Standard Precautions**

SUMMARY OF TOPIC

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

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

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

KNOW YOUR TRANSMISSION BASED PRECAUTIONS

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

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**. REMEMBER TO CALL 911!



Documentation ★

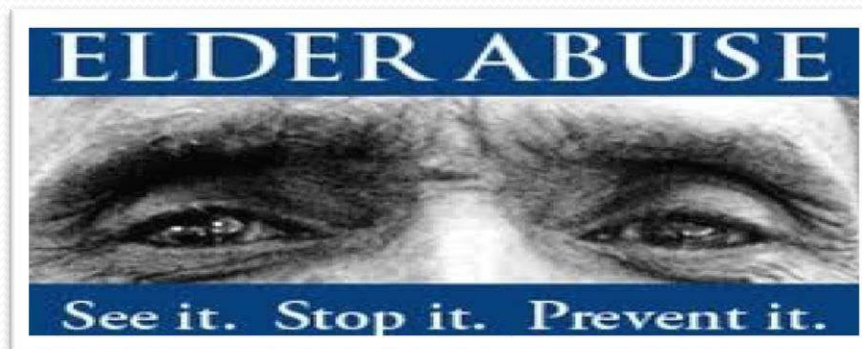
Village Caregiving provides direct care workers with a review of the basic principles of care documentation, including the ethics and legalities involved in documentation, discusses the DOs and DONTs of documenting care in a variety of health care settings, and emphasizes the importance of accuracy, 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 and demonstrations.**



Recognizing/Reporting Abuse/Neglect ★

As a Village Caregiving employee, you are a mandated reporter of any suspected abuse or neglect of any consumer. In turn, in the event there is any evidence of potential abuse, neglect, and exploitation, you must will immediately report such evidence to the delegated authorities of South Dakota, your supervisor, and any other body deemed appropriate. Village Caregiving will retain documentation of any abuse, neglect, and exploitation investigation and the results of such investigation.

Training will be provided using online courses provided by In the Know and VCG demonstration.





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.

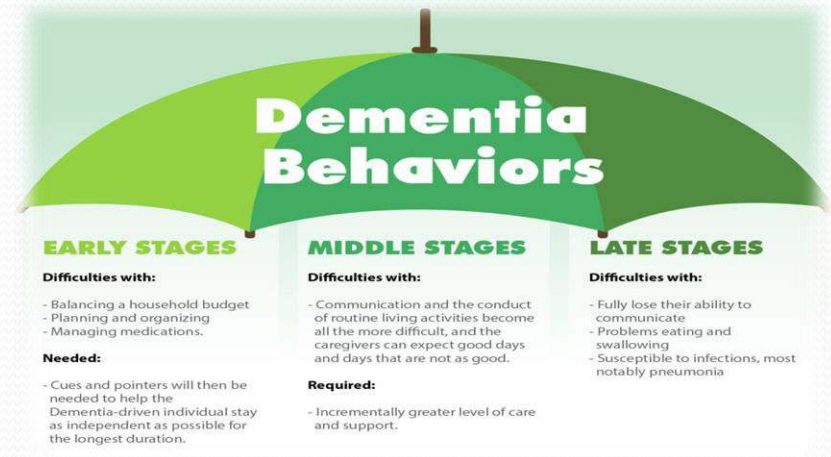
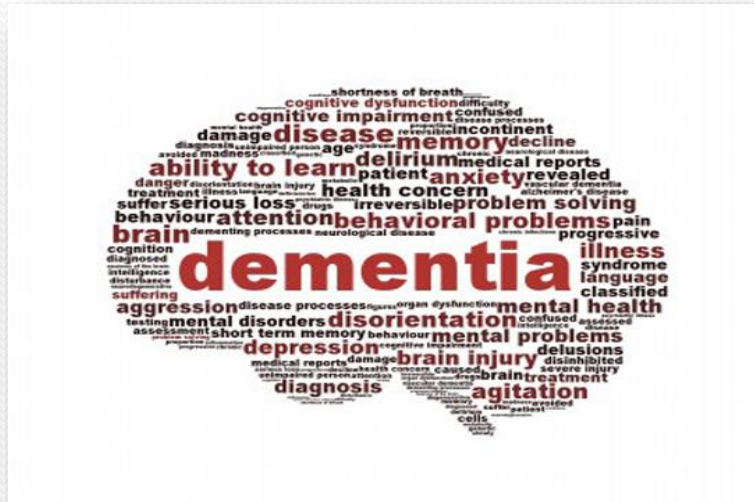
NURSING ASSISTANTS ARE MANDATED REPORTERS!

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.



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.



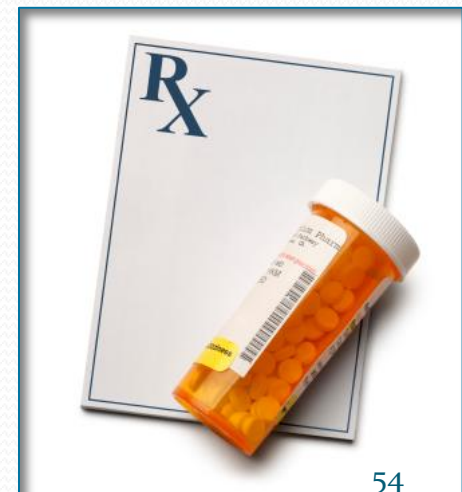
Medications ★

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 illustrates the structure of a U.S. check, specifically focusing on the MICR line at the bottom. The check is titled "U.S. CHECKS" in a blue header. The MICR line contains three main sections: the bank routing number (9 digits), the bank account number (12 digits), and the check number (4 digits). Red boxes highlight the routing and account numbers, with red lines pointing to labels below the check.

U.S. CHECKS

PAY TO THE ORDER OF _____ DATE _____ 1001

\$ _____ DOLLARS

YOUR FINANCIAL INSTITUTION
BANK ADDRESS
BANK CITY, STATE, ZIP
BANK PHONE

FOR _____

⑆123456789⑆ 0123456789012 1001

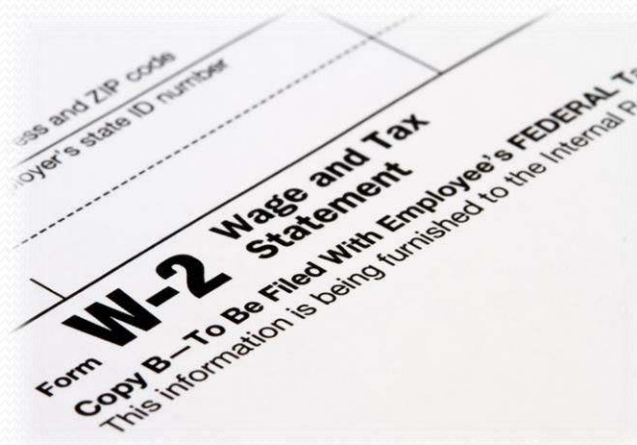
BANK ROUTING NUMBER **BANK ACCOUNT NUMBER**

Payroll

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

Heartland

Payroll



FAIR LABOR STANDARDS ACT



- Village Caregiving 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.**

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.