

## Policies and Procedures

### Responsibilities for Personal Care Attendants Sign Off

I acknowledge that I have received and been given the following listed standards. These policies and procedures have been explained to me and I have had the opportunity to ask and have my questions answered regarding these expectations. I agree that my employment and compensation can be terminated with or without cause at any time at the option of Avenues for Care, Inc. or myself and that disqualification by the Minnesota Department of Human Services is grounds for immediate dismissal. I understand that these policies and procedures are for informational purposes only. They do not imply any terms or conditions of employment nor are they to be construed or considered as employment contracts between Avenues for Care, Inc. /responsible party and any of its employees. Avenues for Care, Inc. maintains the right to change, amend or delete any policy or procedure without prior notification to its employees or responsible parties. I understand and agree to comply with the policies and procedures of Avenues for Care, Inc., a violation(s) of these policies will result in disciplinary action and may result in termination.

#### **Policies and Procedures for Personal Care Attendants:**

1. Abuse Prevention Policy
2. Background Study Policy
3. Blood Borne Pathogens/Latex allergy Procedure
4. Boundaries Training
5. Client Accident Policy and Reporting Procedures
6. Client Illness Policy
7. Client Medication Administration Policy
8. Data Privacy Policy/HIPAA Policy
9. Grievance Procedure
10. Document Policy
11. Notice of Rights Regarding Your Personnel File
12. Drug and Alcohol Policy
13. Employment at Will Doctrine
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15. Attendance Policy
16. Mandated PCA Verification Calling System
17. Employee Injury Procedure/Return to work Program
18. Enhanced Rate
19. Sexual Harassment/Discrimination Policy
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21. Overtime
22. Vulnerable Adult/Child Protection Procedure
23. Transportation Policy
24. PCA Standardized Testing
25. Infection and Communicable Diseases Prevention
26. Fraud, Waste and Abuse Compliance Training
27. Employee Protection (Whistleblower) Policy
28. Services Maintained by Responsible Party and/or Client
29. Roles by the Responsible Party and/or Client
30. Cultural Competency (by Elizabeth Ibarra, MBA)

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

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Job Description for Personal Care Attendants

The Personal Care Attendant (PCA) is responsible for providing personal care services to clients in their homes and/or in the communities in which they live. The PCA's will provide supportive services to medically stable clients with activities of daily living. The PCA will follow a care plan that has been developed by the agency. The maximum number of hours the PCA will be scheduled will be determined by the funding source of each client and the responsible party.

PCA's must be at least 18 years of age or 16 years of age with completion in a relative training program. They should also have 6 months of experience in working with the elderly or children. The PCA's hired by Avenues for Care, Inc. need to have the ability to work with little direct supervision and be able to follow orders. Good communication skills are a must. PCA's must also be able to fulfill the physical requirement of the job. PCA's will need to be able to fill out the required paperwork, attend any required trainings, participate in all scheduled follow up supervisory visits and comply with all the policies and procedures of Avenues for Care, Inc. Employees will also be responsible to disclose criminal history and/or convictions pertaining to any crime relative to the provision of health care services or to the occupation of Personal Care Attendant.

PCA's cannot work for a recipient if they are also receiving PCA services, a spouse to the recipient, the responsible party to the recipient, the parent or stepparent of a minor (under 18) recipient.

The recipient, responsible party and/or QP will train the PCA in caring for the recipient. The responsible party will assume the responsibility of daily supervision and scheduling.

### **1. ABUSE PREVENTION POLICY:**

No child or adult in the care of Avenues for Care, Inc. shall be subject to physical or psychological abuse. Discipline approaches may differ from family to family. Harsh or threatening methods are particularly damaging to children with developmental delays. Discipline should be defined as an overall plan for teaching acceptable behavior. Punishment is a negative approach and should not be used. When the agency is caring for a child the following methods should be used:

- Methods of discipline that are used in the client's home shall be discussed during the onboarding process.
- Kindness and understanding are to be used above all else.
- No recipient shall be subjected to unusual, severe, or cruel punishment, whether physical or verbal.
- No punishment shall be given for bed wetting, or anything having to do with the toilet training process.
- No recipient shall be deprived of a meal.
- Discipline shall not be delegated by another child.
- Discipline methods shall be evaluated by the parents and agency on a periodic basis.
- No client shall be subject to corporal punishment.

\*Corporal punishment is defined as the non-accidental infliction of physical pain on a child by a caregiver. Corporal punishment includes but is not limited to; rough handling, shoving, hair pulling, shaking, slapping, kicking, biting, pinching, and hitting. Behavior guidelines deal with emotional abuse either by verbal or physical but is not limited to; name calling, ostracism, shaming, derogatory remarks about the child or family, and threats that threaten, humiliate, or frighten the child.

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### **2. BACKGROUND STUDY POLICY:**

A DHS background study will be initiated at the point of hire for all staff, and for all staff who have separated from the agency due to a lapse in employment. Staff must pass the background study before beginning services with the client. Avenues for Care, Inc. will follow the DHS recommendation regarding

the results of the background study. A valid photo identification, electronic fingerprinting and photographs will all be implemented in the background study process beginning March 1<sup>st</sup>, 2017. There are several fingerprinting locations throughout the state, for a list of locations please call the office, or visit <https://www.aps.gemalto.com/mn/Maps/MNFingerprintLocations.htm> for a complete list. Disqualification by the Minnesota Department of Human Services will result in immediate termination. All employees are also verified through the OIG for any disqualifications.

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### 3. BLOOD BORNE PATHOGENS/LATEX ALLERY PROCEDURE:

All staff of Avenues for Care, Inc. are encouraged and expected to practice “Universal Precautions” when dealing with blood and other body fluids.

#### EXPOSURE:

If a blood exposure occurs, wash the affected area immediately with warm soapy water, and use a first aid treatment if necessary. If you are unsure if the skin has been broken or not, or if you have been bitten, this should be considered exposure. The following are considered exposure and need to be reported immediately to administration: Needle Sticks, Bites, Cuts, and Abrasions.

#### UNIVERSAL PRECAUTIONS:

All the staff will observe “universal precautions” in order to prevent contact with blood or other potentially infectious materials. Staff is expected to wear single use, disposable gloves when:

- There is contact with blood, open wounds, or sores.
- Administering First Aid and when any form of body fluid might be involved
- Applying and changing bandages
- Handling items that are soiled with blood or other fluids
- Diapering

Wear gloves when cleaning up a spill involving bodily fluids, clean area with hot soapy water, then disinfect (1/10 bleach to water). Soaped up hands should be vigorously rubbed under running water, careful attention to backs, wrists, and fingernail areas. Rinse hands well and towel dry.

#### LATEX ALLERGY:

Latex allergy describes the reaction some people have after encountering products that contain rubber. Latex is in use more than ever before, creating great risk for:

- Health Care workers, especially those with eczema
- Workers with industrial exposure to latex
- Children with Spina Bifida
- People who are allergic to bananas, avocado’s, chestnuts, or kiwi
- People with fever or asthma
- General frequent exposure to latex
- Symptoms of latex allergies range from mild to severe that may present as; sneezing, stuffy nose, runny nose, watery or itchy eyes, itchy ears, itchy nose, itchy throat or hives. Please alert the office immediately if you suspect an allergy to latex.

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### 4. BOUNDARIES TRAINING:

All staff of Avenues for Care, Inc. shall demonstrate appropriate boundaries in their professional work environment. The purpose of boundaries in the work environment are as follows:

- Ensure the provision of professional care
- Protect and enhance your client’s rights and privacy

- Minimize the possibility of abuse or neglect
- Increase satisfaction with services received
- Clarify your health care provider's responsibilities

Appropriate boundaries are set with your best interests in mind and workers need to refrain from:

- Sharing too many details of their personal life
- Performing tasks that are not in the care plan or are not authorized
- Discussing or referencing other workers or clients
- Exchanging of gifts or money, or the purchasing, selling, or borrowing of items or equipment from the person receiving services or from family members
- Having romantic or sexual relations with the person receiving services or with immediate family members
- Performing tasks not listed on the client's care plan
- Becoming overly involved in the personal lives of your client

Signs of boundary issues in a working relationship include:

- Offers of gifts
- Person receiving services making unreasonable requests
- Speaking negatively about other workers

If you feel there are boundary issues within your work environment, talk to the qualified professional (QP). Addressing these issues early can help stop boundary violations.

**Boundaries for family members and friends:**

As a PCA, it is your job to guard the client's privacy and provide services in a professional manner. If you are the PCA for a family member or friend this may be more difficult and challenging. The tasks you do as a PCA must remain between you, Avenues for Care, Inc., and the client. You must also be cautious when talking about other PCA's providing care for your client. As a family member, friend, and PCA, it may be easy to talk about how other PCA's are performing, it is best to avoid this situation as much as possible. The qualified professional (QP) or agency should be made aware if there are work related issues with another PCA. Friends and family often do many small tasks for each other daily, as a PCA you may only count time for activities that are in the care plan during scheduled PCA time.

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**5. CLIENT ACCIDENT POLICY AND REPORTING PROCEDURE:**

A client "Home Folder" is given to each client upon beginning services with Avenues for Care. Current responsible party contact info and other Emergency information should be kept in the client "home folder" at all times. Each new staff will be oriented to the location of the "home folder" upon hire. The "home folder" will accompany the client on any outings, or medical appointments that require staff to leave the home with the client. Emergency contact information must always be available. If client injury occurs, staff will treat or seek appropriate medical treatment in the absence of responsible party. Any injury requiring first aid will result in an **Accident/Incident Report** being filled out for the incident and filed with Avenues for Care, Inc. within **24 hours. In the event the emergency happens in the evening or weekend, a message must be left on the answering machine at Avenues for Care, Inc. and a follow-up call made during business hours.** (Avenues for Care, Inc. 320-269-2929). Please call 911 immediately if there is a serious injury to the client, call the Avenues for Care, Inc. office once the emergency is under control.

Client and Worker Accident/Incident Reports are available upon request.

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## 6. CLIENT ILLNESS POLICY:

Avenues for Care, Inc. staff are not required to care for a client who is ill with a contagious illness. If a client is ill, the responsible party or client must notify the staff to make them aware of the situation. It is the staff's decision to work or not work with the client while they have a contagious illness. If the client becomes ill while staff is caring for them, the responsible party will be notified by the staff and may be requested to assume care of the client.

A client with any of the following conditions or behaviors will be considered ill and the above procedures should be followed:

- A reportable illness or condition that the commissioner of health determines to be contagious and a physician determines has not had enough treatment to reduce the health risk to others.
- Chicken Pox until the client is no longer infectious or until the lesions are crusted over.
- Vomiting two or more times within 24 hours.
- Contagious conjunctivitis plus draining from the eye (pink eye)
- Bacterial infection, including but not limited to strep throat or impetigo, having not completed 24 hours of antibiotics therapy.
- Unexplained lethargy.
- Lice, ringworm, or scabies that is untreated and contagious to others
- Temperature of 100 degrees or higher Fahrenheit auxiliary or undiagnosed origin before fever reducing medication is given.
- Undiagnosed rash attributable to contagious illness.
- Significant respiratory distress such as wheezing, skin color changes with breathing, or obvious struggle to breathe.

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## 7. CLIENT MEDICATION ADMINISTRATION POLICY:

The client, responsible party or home health RN must pre-measure all client medication for staff. The pre-measured medication will have the client's name, medication name, dose, date and time.

- Over the counter medications such as Tylenol or cold medicine can be administered as directed by the client or responsible party. The responsible party will follow policy when requesting staff to give over the counter medication. Prior to giving medications staff will read all instructions.
- The responsible party will verbally communicate to staff as to where pre-dosed medications are to be kept and ensure it is in a safe place. If responsible party forgets to pre-measure medications, the staff will contact the responsible party to return to do it, or the medications will not be given. If the responsible party is unable to be reached, staff should contact the agency director or the agency RN for directions. Staff is not to contact the hospital to inquire about mixed medications unless it is an emergency.
- The RP agrees to provide a current list of medications and medication needs to the agency. A copy of all current medications will also be available in the "home folder". Updates on medications will be made as they occur and will be available to the employee.
- PCA's may not administer injectable medications, but may assist client's with self-administered injections of insulin, or with injections during rescue situations during seizures as instructed in a client's care plans.
- Report any changes in client's condition to responsible party, agency director or agency RN.
- If an error is made with medication administration, including missed medications, the responsible party and the agency director will be notified, an **Accident/Incident Form** will be completed and submitted to the agency director within **24 hours** of occurrence.
- Clients and/or RP are responsible to see that all medications are given in the correct dose and time. They can direct concerns about medications to the agency.

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## 8. DATA PRIVACY POLICY/HIPAA POLICY:

Staff are obligated to refrain from discussing any client conditions or personal affairs with anyone outside of the administration of Avenues for Care, Inc. Information regarding your client must remain confidential and any information regarding a client that is shared outside the administrative office is a violation of our privacy policy. Time sheets and care plans are prime examples of the data that you must protect. Violation of this policy are subject to disciplinary action and may result in termination.

**PCA's cannot take or display any videos or photos of the recipient without written permission from the client and/or RP.** Only information that is necessary for the PCA to fulfill the care plan will be shared with PCA's. You are a professional care giver and must always act respectfully and responsibly with any information or data. Permission of the client and/or responsible party must be obtained for information or pictures to be shared. Violation of this policy may result in termination.

Personal information such as payroll, compensation records and government forms required for reporting are recorded and kept on file for business purposes. All personal information will be handled in such a manner as to assure relevancy, accuracy and confidentiality. A written release from the employee is required to release personal information to the RP, or anyone else. Employee questions regarding data privacy procedures should be directed to Avenues for Care, Inc.'s office staff.

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## 9. GRIEVANCE PROCEDURE:

It is the intent of Avenues for Care, Inc. to have and maintain a formal grievance procedure under which a client, responsible party, or an employee has the means of bringing a complaint or problem to the various levels of supervision. The filing of a complaint shall not disrupt service and will be handled within 5 days after receiving such complaint.

**Step 1:** The client, responsible party or employee will present the grievance to the Qualified Professional. The Qualified Professional will discuss the matter fully with the individual and obtain all pertinent information and then attempt to resolve the matter. If not satisfied with the outcome, the individual may go to step 2. All meetings will be documented in writing and placed in the individual's chart.

**Step 2:** The Qualified Professional and client or responsible party will meet with the Avenues for Care, Inc. Owner, Shelly Elkington. Shelly will discuss the grievance with all parties concerned and act as a mediator to attempt to resolve the issue. The meeting will be documented in writing.

**Step 3:** If the individual is still not satisfied with the outcome, the grievance should be directed to the Office of Health Facility Complaints. Please refer to your Home Care Bill of Rights for additional information which includes addresses and phone numbers for directing grievances.

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## 10. DOCUMENT POLICY:

All documents, time sheets, and policies must be signed with employee's legal name. No pay check may be issued until all paper work is completed and processed in the office. This includes all new hire documents, compliance forms, standardized tests, and I-9 documentation, etc. **Changes in your name, address, marital status, phone number, or dependent status needs to be reported to the administrative office immediately.** Any changes of legal name require formal documentation (marriage certificate, new social security card, or driver's license) and a PCA Name Change form to be filed with DHS. Payroll information can be obtained with the proper authorization and releases, there may be a charge to the employee for this request. Pay stubs may be accessed using the View My Paycheck feature at no cost at <http://workforce.intuit.com>. All employees are encouraged to use this system. Request for copies of paystubs will be done within 7-10

business days. All requests for paystubs must accompany a signed paystub authorization form before they are released to the employee.

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## 11. NOTICE OF RIGHTS REGARDING YOUR PERSONNEL FILE:

Minnesota law gives you the following rights concerning your personnel file. **You have the right to make a written request to review your personnel file:**

- A. **Current employees:** If you make a written request, you may review your personnel file once every six months. The request must be in writing.
- B. **Former employees:** If you make written requests during the first year after you leave employment, you may review your file every six months. After that, you may review your file once a year for as long as we keep your file. We ordinarily do not maintain personnel files for more than seven years after you terminate employment.

**Good faith requirement:** We may deny a request if we think we can prove you made it in bad faith. We will not respond to verbal requests.

**Timeline for us to respond:** We will respond to your written request within seven working days after we receive it. If your personnel record is not kept in Minnesota, we will respond within 14 working days.

### **Time and place of review:**

- **Current employees:** We will make your file available during our normal office hours. If you review the file, we may require someone from the Company to be present while you review it. If you want a copy of the file or a portion of the file after you review it, you must make a written request. We will then make a copy available to you at no charge.
- **Former employees:** If you make a written request, we will provide a copy of your file at no charge, but we are not required to allow you to review the file in person.

**What is part of your personnel file:** Your application; wage or salary history; notices of commendation, warning, discipline, or termination; authorization for deductions or withholding of pay; fringe benefit information; leave records and other employment history information including salary and compensation history, job titles, dates of promotions, transfers, and other changes, attendance records, performance evaluations and retirement record; cumulative total test scores resulting from employer testing. Your personnel file also includes information relating to the investigation of a violation of a criminal or civil statute or an investigation of your conduct for which we may be liable, if the investigation is complete and we have taken adverse personnel action based on the investigation.

**What is not part of your personnel file:** Written comments or data of a personal nature about someone other than you, if releasing that information to you would invade that person's privacy; written comments or data kept by your supervisor (or other employees who are exempt under wage and hour law) and kept in the author's sole possession; any part of a written or transcribed statement by a co-worker about your job performance or job-related misconduct that discloses the identity of the co-worker by name, inference, or otherwise; privileged information that is not discoverable in a workers' compensation, grievance, arbitration, administrative, judicial or quasi-judicial proceeding; and medical reports and records about you.

**Your remedies:** If we do not follow the law about personnel records, you may make a complaint to the Minnesota Department of Labor and Industry. The Department may sue us, assess a fine against us, and recover costs and attorney fees if it wins. You may also have the right to bring private legal action within one year of the violation. Depending on the violation, you may be entitled to recover actual damages, costs, back pay, reinstatement or other equitable relief that would make you whole, and attorney fees.

These remedies also apply to violations of the provisions below. **If we have 20 or more employees, you have the following rights:**



**The right to ask us to remove or revise information in the file:** If you wish to dispute specific information in your file, you must make a written request that outlines the following three things:

- What information you dispute
- Whether you want it deleted or changed
- If you want it changed, exactly how you believe it should be changed

We will consider your request and may remove or revise the information. If we cannot come to an agreement on what to do, you may submit a written statement of up to five written pages identifying the dispute information and explaining your position. We will then make your written statement part of your personnel file and will include it with your personnel file anytime your personnel file is reviewed or released. If you submit more than five pages, we reserve the right to include only the first five pages.

**No retaliation:** We will not retaliate against you for asking to review your file or for asking to remove or revise something in your file.

**No defamation:** If we follow these procedures, you may not sue us for defamation relating to items in your personnel file. If we do not follow the procedures, you may retain certain legal rights under defamation law relating to your personnel file.

**If we accidentally leave something out:** If you ask for your personnel file and we leave something out that should have been in it, we will not be able to use that information in an administrative, judicial or quasi-judicial proceeding unless we left it out accidentally.

If we left it out accidentally, we can still use the information if we give you a reasonable opportunity to review it before we use it for these purposes.

**I received, reviewed, and had an opportunity to ask questions about this Notice**

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## 12. DRUG AND ALCOHOL POLICY:

Employees are prohibited from reporting to work when under the influence of any illegal drugs, unauthorized use of legal drugs, or alcohol. Working is permitted if medication is prescribed per a doctor and the doctor has advised the employee that the substance does not adversely affect the employee's ability to safely perform PCA duties. Employees are not allowed to drink alcohol or use drugs while working, even if invited to do so by the client. Violations of this policy will result in termination.

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## 13. EMPLOYMENT AT WILL DOCTRIN:

Employee will understand that Minnesota is an Employment at Will State and Avenues for Care, Inc. has the right to terminate a person's employment with or without cause. Employees can quit without notice; however, consideration is given to employees who give a two week notice of their intent to terminate their position. All time sheets must be turned in immediately upon termination of employment. No time sheets will be processed after 30 days of an employee's last day worked.

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## 14. PCA PROFESSIONAL PROCEDURES:

Personal Care Attendants are the representatives of Avenues for Care, Inc. while they are on site with the client. The following will help you establish and maintain a professional relationship.

- All staff is expected to dress appropriately, i.e.; no sweats, no pajamas, no low-cut tops, no questionable or suggestive sayings on clothing. Shorts must be appropriate in length. Hygiene, hair and make-up must be appropriate. No perfume, cologne, or scented lotions should be used.
- There is no permission for your family, children, friends, nor pets to be at the client's home.
- PCA services cannot be provided at the PCA's home, unless the recipient lives with the PCA.
- You have no PCA responsibilities to non-clients in the home. Personal care services can only be given to the client. PCA's cannot be asked to babysit or provide cares to other members of the household.
- Smoking/vaping is not permitted in the vicinity of the client, even if the client gives you permission.
- You are expected to provide your own meals. If an employee is invited to eat with a client's family, they are welcome to do so, but employees should never expect this invite.
- Do not discuss wages, charges, or personal finances (workers nor clients). Direct all financial questions to Avenues for Care, Inc. offices. Under no circumstances are you allowed to handle, disperse, nor assume responsibility for the client's personal finances. This includes but is not limited to writing checks, ATM withdrawals, loaning money, etc.
- PCA's will not give out the client's phone number, address, or other private information to others.
- The agency is not responsible for exchanged or traded items and strongly discourages the practice. Violation of this procedure is subject to disciplinary action and may result in termination.
- PCA's should refrain from bringing personal items to work or should keep them in a safe location to prevent damage to the item.
- PCA's cannot bring outside work or hobbies with them to a client's home.
- No Cell phones can be used to call, text or access the internet during work unless it is an emergency.
- PCA's are not required to attend follow up visits made by the qualified professional, but strongly encouraged to attend if able.
- PCA's must report when their employment ends. It is not up to the recipient to call with this information.
- The employee will communicate directly to the responsible party about any concerns the employee may have about the client's health or training. The employee needs to direct health concerns to the qualified professional at Avenues for Care, Inc. if these problems are not being addressed by the responsible party or client.

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## 15. ATTENDANCE POLICY:

PCA's are hired to care for client's who are sometimes very vulnerable, and you have been hired to perform certain jobs. When a PCA is absent or tardy, that absence or tardiness disrupts the care required for the client and can leave that client susceptible to vulnerabilities. Avenues for Care, Inc. attendance policy has been developed with the intention to ensure that our clients are cared for without disruptions.

Any absence from work, other than those that fall under an excused absence as defined in this policy, may lead to disciplinary action up to and including termination of employment.

**Notification Procedure.** Regardless of the reasons for absence or tardiness, all PCA's must notify the Client/RP AND Avenues for Care, Inc. office Administration (if there is no answer, leave a message on the answering machine) no later than the start of the scheduled shift the PCA is going to be late or absent for. If a message is left on the Avenues for Care, Inc office answering machine the PCA must call the office during regular business hours to follow up with office administration or their qualified professional regarding their absence by the end of the business day. Due to the type of care we provide we ask PCA's to provide as much time as possible when not able to work a shift. 24-hour notice must be provided to the client/RP and the office for each day the PCA is absent. Failure to call in for three (3) consecutive days of absence may be cause for immediate termination and is considered a voluntary quit without notice.

*In situations where 24-hour notice is not possible, due to illness or family emergencies, PCA's are asked to follow their client's care plan for scheduling assistance.* This scheduling plan will be discussed with you during your new hire employee orientation meeting.

**Excused Absences.** The following are considered as "excused absences" which will not be counted against an employee if proper notification of the absence has been given to the client/RP and Avenues for Care, Inc. office Administration.

- Absences during an approved Family and Medical Leave Act leave.
- Work related to medical leave (Worker's Compensation).
- Preapproved jury duty leave.
- Preapproved military duty leave.
- Preapproved bereavement (funeral) leave.
- Any other absence which is approved by Avenues for Care, Inc. or which under applicable law may not be counted as an occurrence or otherwise considered in making employment decisions.

**Corrective Action for Unexcused Absences.**

PCA's will be subject to the following system of progressive corrective action:

<b>Number of Occurrences:</b>	<b>Corrective Action:</b>
1	1 <sup>st</sup> written warning
2	Final written warning
3	Termination

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**16. MANDATED PCA VERIFICATION CALLING SYSTEM**

Avenues for Care, Inc. is mandated by the State of Minnesota to conduct service verification calls to ensure services are being provided by Personal Care Attendants as scheduled. To adhere to this mandate, Avenues for Care, Inc. has implemented a calling program implemented by office staff. Office staff will call clients during their normal PCA's scheduled hours. Calls will be placed based on previously worked shifts and time sheets received. The phone calls will be random and will continue to be placed to each client until a call is "confirmed" with the client/RP and the PCA. After a confirmed call has been recorded, that PCA will not be required to do another verification for 90 days, calls will continue for each active PCA working with each client. Verification Calls are reviewed with time sheets, in order to verify services are taking place. Time records and phone calls records must match. If PCA verification phone calls go unanswered after several attempts with the system, a drop-in visit from their qualified professional may take place. Clients and PCA's should enter the Avenues for Care, Inc. office number (320-269-2929) in their phone's address books and answer when they receive the calls to comply with this mandate.

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**17. EMPLOYEE INJURY PROCEDURE / RETURN-TO-WORK PROGRAM**

Employees who become injured during work will need to contact Avenues for Care, Inc. They should contact the office immediately. During non-business hours, leave a message and then follow-up with a call during business hours. The injured employee will need to complete and send an **ACCIDENT/INCIDENT REPORT** to Avenues for Care, Inc. **within 24 hours of the injury.**

Avenues for Care, Inc. supports the practice of bringing injured employees back to work as soon as they are medically able, to a position in our organization compatible with any physical restrictions they may have. We believe this practice serves the best interest of our employees and organization. The prompt return of injured employees, to positions within their medical restrictions, will minimize the impact of work-related injuries. Coming back to work early helps the employees remain functional as they

recuperate, while providing our organization with the valuable use of employees' talents. It also helps control workers' compensation costs.

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## 18. ENHANCED RATE OR BUDGET

Clients who receive services and have been assessed at 12 or more hours per day may qualify for a higher reimbursement rate if the PCA providing services has completed qualifying trainings. PCA agencies must pass on a 7 percent reimbursement enhancement to the specific worker who completed the trainings in the form of wages and/or benefits. If your client has been assessed at 12 or more hours a day, you may be eligible for an enhanced rate of pay after completing qualifying trainings. Please contact the Avenues for Care, Inc. office administration for instructions on beginning the training requirements for the enhanced rate program.

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## 19. SEXUAL HARASSMENT / DISCRIMINATION POLICY:

The sexual harassment policy is designed to assure that everyone can work in an environment free from harassment or discrimination. This is a no tolerance policy, which means if enough information reveals harassment or discrimination did take place, the offending employee will be terminated immediately.

**Sexual harassment may be defined as unwelcomed sexual advances that are:**

- **Verbal:** using sexually offensive language, making sexual innuendos, suggestive comments, making lewd jokes, requesting a sexual relationship, or repeatedly requesting a dating relationship sexual propositions or threats.
- **Non-Verbal:** Sexually suggestive objects or pictures, graphic commentaries, suggestive or insulting sounds, leering, whistling, obscene gestures or threats.
- **Physical:** Engaging in inappropriate physical conduct or overly familiar touching.

It is the intent of Avenues for Care, Inc. not to discriminate based on a person national origin, race, sex, age, religion, or disability. It is the responsibility of all employees to assure these policies are being followed. If you have a complaint, whether you are the victim or someone else is the victim, please notify Shelly Elkington, owner, or the human resources representative immediately. If they are not available leave a message to the nature of the call. Violation of this policy is subject to disciplinary action and may result in termination.

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## 20. SCHEDULE / TIME SHEET POLICY (separate instructions provided):

Instructions for Filling out Time Sheets:

- Use blue or black Ink and avoid fine tip pens
- **If an error is made, a new time sheet will need to be filled out. Corrections will not be accepted.**
- All data must be complete. employee Name, Provider ID (once received), days must be filled in using the following format (month, day, year.....7/1/2017), am or pm must be circled in each time recording box, line through days not worked, daily hours recorded and week 1 and week 2 totals must be filled in. employee initials should correspond with the activity boxes for tasks completed each day.
- Record time in and out at the end of shift. Shifts all start and end on the quarter hour (7:30 am or 7:45 am) and hours worked daily should easily be converted to the quarter then for totaling (15 min = .25, 30 min = .50, 45 min = .75).

- Fill in the pay period ending date.
- The time sheets must be signed with your legal name. Use both names if you have a hyphenated name
- PCA's cannot work and will not be paid for time worked when the client is out of the home, at school, receiving in patient care, in the hospital, nursing home or jail.
- **If the client is admitted to the hospital, nursing home, out of home placement or is incarcerated, the responsible party and/or employee will notify Avenues for Care, Inc. dates where the client is away from the home for these reasons must be noted on time sheets, no PCA services can be provided during these times.**
- Each client requires a separate time sheet, whether they are from the same family, or live in the same home
- All PCA's are paid by direct deposit. Please ask about different options if direct deposit is not available.
- All PCA's hours must be worked in the client's home or a public, community setting, or a location dictated by the care plan, never in a PCA's home.
- PCA's can accompany a client that is being transported by another party for reasons associated to the care plan or for health and safety needs. PCA's cannot drive clients and be paid for that time.
- Any attempt to get paid for hours not worked with the client is considered fraud by this federal program and by Avenues for Care, Inc. Any evidence of fraud will be reported to DHS for investigation.
- Sample Time Sheets with instructions are included for your benefit.
- You may only work the hours you are hired for, any variation from this needs approval from office administration before being worked.
- PCA hours should be scheduled based on the assessment that was conducted by the Public Health Nurse. The flexible use of the hours may vary during the week, but the hours assigned must last the whole six months (the entire length of the service agreement). A month to month plan of hour usage may be required if overuse of hours has been noted or if the client is at risk of running out of hours before the end of their service agreement as part of the client's care plan. If the allotted hours run out, Avenues for Care, Inc. will notify the responsible party and the responsible party and Avenues for Care, Inc. will notify the PCA. PCA's can start working for Avenues for Care, Inc. only after the responsible party receives notice from Avenues for Care, Inc.
- PCA's are not eligible to work when there are no hours remaining on the client's service agreement, or if the recipient is ineligible for MA, or has an unpaid spend down.
- **PCA's are not authorized to work more than 310 hours per month according to MN DHS regulations**
- PCA services may only be delivered by one PCA, overlap of PCA times on time sheets will not be processed
- PCA's are not authorized to work overnight hours and are not paid for those hours unless indicated in the clients care plan. Cares must be provided and approved during the overnight hours. Please discuss authorized overnight services with the QP.
- At the **end of each shift** PCA's (not the responsible party/client) will fill out their time sheets and initial the appropriate cares given.
- All time sheets **must** be legible, completed correctly and signed by the responsible party and the PCA prior to submitting to Avenues for Care, Inc. The responsible party may never sign the PCA's name on the time sheet. The PCA may never sign the responsible party's/client's name on the time sheet. This is Fraud.
- **Responsible party must review time sheet for accuracy, sign and date it before submitting to the Avenues for Care, Inc. office.**
- Time sheets must be faxed, mailed, emailed, or dropped off by deadline (Monday by 5pm) for each pay period.
- Incomplete, unsigned, or illegible time sheets will result in a delay in pay until correct time sheet(s) have been submitted and may result in a delay in pay if not received back to the office by the deadline.

- All PCA's need to call and confirm that their time sheets have been received.

\_\_\_\_\_ Initial

## 21. OVERTIME

PCAs may work up to 40 hours per week (12:00am Sunday through 11:59pm Saturday), any hours worked over 40 is considered overtime by law. Avenues for Care, Inc. does NOT permit PCAs to work overtime without a written Overtime Wage agreement on file from Avenues for Care, Inc. administration. No recipient (or RP) has the authority to expand the PCAs hours beyond the 40-hour per week limit. Avenues for Care, Inc. and the consumer do not legally guarantee any schedule or number of hours.

\_\_\_\_\_ Initial

## 22. VULNERABLE ADULT/CHILD PROTECTION PROCEDURE:

In compliance with Minnesota Statutes 625.556.626.577 and 260.015 all agency personnel are required to individually assess clients to determine vulnerability to abuse or neglect and develop a specific plan to minimize the risk of abuse to that client. In addition, all agency personnel rendering service in a client's home are mandated to report abuse or neglect to the appropriate county social services agency, local police department, county sheriff, or appropriate licensing or certifying agency. The purpose of this policy is to assure that all suspected or actual cases of adult or child abuse and or neglect are reported under the appropriate status and to protect those persons who are either physically or mentally dependent on institutional services, particularly those vulnerable to abuse or neglect.

### DEFINITIONS:

*Vulnerable Adult:* Anyone 18 years of age or older who regardless of where the person is living is unable or unlikely to report abuse or neglect without assistance because of impairment of mental or physical function, or emotional status.

### Abuse:

1. Any act which constitutes a violation of the prostitution or criminal sexual conduct status.
2. Non-therapeutic conduct which produces or could reasonably be expected to produce pain or injury and is not accidental, or any repeated conduct which produces mental or emotional distress.
3. Any sexual contact between an agency staff member and a client of the agency.
4. The illegal use of vulnerable adult's or child's person or property for another person's profit or advantage, or the breach of a fiduciary relationship through the use of a person or a person's property for any purpose not in the proper and lawful execution of a trust, including but not limited to situation where a person obtains money, property, or services from vulnerable adult or child through the use of undue influence, harassment, duress, deception, or fraud.
5. Any aversive and deprivation procedures that have not been authorized.

### Neglect:

1. The failure by a caregiver to supply the vulnerable adult or child with necessary food, clothing, shelter, healthcare, or supervision.
2. The absence, likelihood of absence, or failure to provide necessary food, clothing, shelter, healthcare, or supervision for a vulnerable adult or child.
3. The absence, likelihood of absence, or failure to provide necessary financial management to protect a vulnerable adult or child against abuse. Nothing in this section shall be construed to require a healthcare facility to provide financial management for a vulnerable adult or child as otherwise required by law.

**Caregiver:** An individual or facility who has the responsibility for the care of a vulnerable adult or child as a result of a caregiver relationship, or who has assumed responsibility for all or a portion of the care of a vulnerable adult or child voluntarily, by contract, or by agreement.

**Report:** A verbal and/or written statement of abuse and/or neglect received by a local welfare agency, police department, county sheriff, or licensing agency.

**Persons Mandated to Report:** All professional and non-professional caregivers who have knowledge of the abuse or neglect of a vulnerable adult or child, have reasonable cause to believe that a vulnerable adult or child is being or has been abused or neglected, or who has knowledge that a vulnerable adult or child has sustained a physical injury which is not reasonably explained by the history of injuries provided by the caregiver(s) of the vulnerable adult or child.

**Internal Reporting:** Employees shall make an oral report immediately by phone or otherwise to their qualified professional or office administration. The employee shall be instructed to complete a written report of the abuse and/or neglect within:

- 24 hours, excluding of weekends and holidays for maltreatment of minors
- As soon as possible for maltreatment of adults.

**Internal Reporting:** A copy of the report will be sent to the appropriate county social service agency or the Adult/Child Protection and the original will be filed in the client's medical records.

**External Reporting for Adults:** Mn Adult Abuse Reporting Center (MAARC) is the common entry point for reporting suspected abuse and neglect of clients 18 and older under Mn statues 626.557. MAARC operates 24 hours a day 7 days a week for the reports made by the public and for mandated reporters. Reports can be made by calling 1-844-880-1574 or by using their web based reporting system which can be accessed at <https://tnt09.agileapps.dhs.state.mn.us/networking/sites/880862836/MAARC>. **The web-based reporting form may be unavailable occasionally for system maintenance. To meet mandated reporter duties, an oral report may be made 24 hours a day, seven days a week, by calling the Minnesota Adult Abuse Reporting Center at 1-844-880-1574.**

**External Reporting for Children (Maltreatment of Minors):** To report suspected abuse or neglect by a parent or unlicensed care provider please call your local county child protection unit or local Sheriff's office.

Any employee may report directly to the appropriate reporting agency if employee prefers to make initial report directly. The oral must be followed by a written report. A copy of the written report will be given to the agency after the initial report has been made.

**Reporting Information:** The report must include and identify the following information:

- Name, address, phone number of vulnerable adult or child
- Name, address of caregiver
- Nature and extent of the suspected abuse or neglect, (subjective and objective)
- Name, address of person responsible for the abuse or neglect
- Any evidence of previous abuse or neglect
- Name, address, phone number of persons making the report
- Any additional information pertinent to the suspected abuse or neglect

If an agency employee has reasonable cause to believe that a vulnerable adult/child has been directly or indirectly abused or neglected, he or she shall report that information to the appropriate reporting agency. (Agency employees should report to their supervisor and the supervisor will complete the reporting process if the employee is reporting internally). Agency personnel should use reasonable judgment in reporting, making sure that the abuse or neglect is apparent and not merely hearsay.

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### 23. TRANSPORTION POLICY:

THIS IS NOT A COVERED SERVICE. PCA'S ARE NOT TO TRANSPORT A CLIENT IN THEIR PERSONAL VEHICLE FOR ANY REASON.

There are times when PCA's may be asked to accompany client's to appointments or events that are integral to the recipient's care plan, meaning that PCA's can accompany a recipient to a place that provides a need defined in the care plan. This does not cover PCA's driving recipients to social events or school activities.

PCA services are generally provided in a client's home, PCA's may only bill for time spent providing services to clients outside the client's home if both of the following requirements are met:

- The client's Care Plan provides that the PCA may go with the client to medical appointments or on outings.
- The PCA stays with the client during the appointment or outing.

\_\_\_\_\_Initial

### 24. PCA STANDARDIZED TESTING (see separate form):

PCA's are required per MN DHS statutes to complete an online standardized test upon hire. This test must be completed, and the certificate must be delivered to the office before the employee is eligible to begin working. This onetime certification can be taken as many times as necessary. This online test is free. PCA's will need a valid email address and an internet connection. PCA's are welcome to contact the administrative office for assistance. A form with the internet address is included in the new hire packet for more information. PCA's will receive a certificate upon passing the test; Avenues for Care, Inc. must receive a copy of this certificate to complete PCA employment.

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### 25. INFECTION AND COMMUNICABLE DISEASES PREVENTION

Infections from germs can be spread in many ways:

- Direct contact through touching
- Eating or drinking infected food or water
- Indirect contact by touching infected surfaces
- Through body fluids such as blood, mucus, pus, saliva, urine, or vomit
- Through the air
- Receiving a bite from an animal, insect or human

When a person has an infection, the person may feel any or all the following:

- Chills or fever (hot or cold)
- Nauseated, sometimes to the point of vomiting
- Pain in the infected area
- Very tired

Control the spread of infection. Follow safety techniques and good hygiene habits to stop the spread of germs and infections. Guidelines to prevent the spread of infection and disease include:

- Do not touch a person's body fluids
- Maintain a safe and clean work environment
- Put waste in the right place
- Use standard precautions and protective equipment to prevent spreading blood-borne pathogens (germs spread from blood are called blood-borne pathogens)
- Wash hands frequently and correctly
- Wear gloves, aprons and masks as needed



Take care of yourself to prevent the spread of infections. Self-care is important to prevent the spread of infections. You can practice prevention by taking care of your own health:

- Eat right
- Get enough sleep
- Keep your immunizations current
- Manage stress so that you are less susceptible to germs that come your way

If you have a cut, scrape, or cracked skin that creates a pathway for germs to enter your body, use a bandage and gloves for the area. Protect others from your germs by covering coughs or sneezes. Use a disposable tissue. Use the wastebasket to dispose of the tissue and prevent touching by others. Sneeze into the crook of your elbow rather than into your hand. Wash your hands after coughing or sneezing. Do not come to work if you are ill.

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## 26. FRAUD, WASTE AND ABUSE COMPLIANCE TRAINING:

Evidence of fraud will be submitted to the Surveillance and Integrity Review (SIRS) Unit of DHS. Fraud of Medicaid funding is a felony.

### **Fraud, Waste and Abuse Defined:**

**Fraud:** an intentional act of deception, misrepresentation or concealment in order to gain something of value.

Examples include:

- Billing for services that were never rendered
- Billing for services at a higher rate than is justified
- Deliberately misrepresenting services, resulting in unnecessary cost to the Medicare program, improper payments to providers of overpayments.

**Waste:** over-utilization of services (not caused by criminally negligent actions) and the misuse of resources.

**Abuse:** excessive or improper use of services or actions that are inconsistent with acceptable business or medical practice. "Abuse" refers to incidents that, although not fraudulent, may directly or indirectly cause financial loss. Examples include:

- Charging in excess for service of supplies
- Providing medically unnecessary services
- Billing for items or services that should not be paid for by Medicare

### **Fraud, Waste and Abuse Compliance Training:**

By signing the Policies and Procedures signature sheet you are verifying that you have completed the required training by reviewing the *Preventing Medicaid Improper Payments for Personal Care Services booklet* (PDF) retrieved from the CMS website.

**View the PDF in digital format by clicking the link here:**

[Preventing Medicaid Improper Payments for Personal Care Services booklet \(PDF\)](#)

A paper copy is attached for nondigital users.

**Fraud, Waste and Abuse Compliance Plan:** The following applies to detect, prevent, and correct fraud, waste, and abuse as required by applicable state and federal laws and regulations:

**Compliance Officer:** Human Resources

**Standards of Conduct:**

- Fraud will not be tolerated

- Providing false information on a timesheet is fraud
- Billing for services not provided is fraud
- Prohibited from giving or receiving any type of kick back
- Failure to refund or return overpayments is fraud

**Compliance Plan (measures to detect, prevent and correct fraud, waste, and abuse):**

- Random audits of timesheets for overuse and fraud
- Background checks to determine whether providers or office staff have been convicted of health care fraud
- Home visits to monitor use of services
- Open-door policy to report possible misuse of Medicare or Plan funds
- Random audits of billing claims (billing code must reflect the services provided)
- Random PCA verification calls.

**Training (addresses detection, preventing and correcting fraud, waste and abuse)**

- Policy and Procedures which address fraud and the reporting of fraud, waste and abuse
- Employee contract which addresses fraud and abuse
- Responsible party contract which addresses detection, prevention and correcting fraud, waste and abuse
- Time sheets which address issues of fraud and abuse

**Disciplinary Actions:**

- Employees who commit fraud will be terminated and reported to DHS and/or law enforcement
- Services could be terminated for a client who commits fraud
- Committing fraud may result in jail time, probation, deportation, fines, exclusion from services or work in this field or a job requiring a background study

**Reporting Fraud:**

- Any employee and/or manager can file a claim of fraud, abuse or waste to Avenues for Care, Inc.
- Claims will be addressed by the owner or a member of the human resources department of Avenues for Care, Inc. team within 5 business days from receiving the claim
- The Avenues for Care, Inc. human resources team will review incidents of fraud monthly
- Compliance concerns, suspected or actual misconduct involving Medicaid programs will be reported to SIRS

**Responding to Detected Offenses and Corrective Action:**

- Offenses will be reported to SIRS
- Over payment will be returned to the funding source
- Retraining to prevent similar offenses

**Avoiding Fraud: The PCA program is funded by Federal Medical Assistance. It is a crime to provide false information for Medical Assistance payments.**

**The PCA:**

- Can only be paid for work done when the PCA is physically present and providing medically necessary care for the client
- Cannot be asked or told to split pay with the client or responsible party
- Cannot work when the client is at a Hospital, school, in a nursing home, respite care facility, or is incarcerated or receiving in-patient care
- Cannot submit a time sheet for hours not worked.

**Conduct on the Job (the PCA, when at work):**

- Shall provide care as specified in the care plan and shall follow written and oral directions from the client, responsible party and qualified professional
- Shall arrive on time and not leave work early
- Shall not steal from or mistreat the client
- Shall not consume alcohol or be under the influence of any illegal drugs
- Shall not use cell phones, text message or engage in personal business

**Illegal Payment Schemes:**

- Both the employee and the responsible party shall be held accountable for signing a fraudulent time sheet
- The following conduct is not acceptable and is fraudulent:
  - a. The responsible party signs a time sheet for a certain payroll period when the employee did not actually work those hours that are shown on the time sheet at the times and dates indicated. (As an example, the employee and responsible party send in a time sheet showing the employee worked on Wednesday of the prior week. On that Wednesday, the employee was out on vacation in another state and could not have worked on that day.)
  - b. The time sheet is signed before hours are worked.

**Identity Theft:** Using an identification that does not belong to that person to obtain payment and/or services.

**False Claims Act:** Prohibits any person from knowingly presenting or causing a fraudulent claim for payment.

**Reporting Fraud, Waste and Abuse:** Everyone has the right and responsibility to report actual and possible fraud, waste or abuse. You may report anonymously, and retaliation is prohibited when you report a concern in good faith. Report issues or concerns to: Avenues for Care, Inc. at 320-269-2929

**Additional Resources:** Federal government websites are sources of information regarding detection, correction and prevention of fraud, waste and abuse:

Avenues for Care, Inc.  
1505 E HWY 7 Suite 100  
Montevideo, Mn 56265  
320-269-2929

DHS SIRS  
651-431-2650  
1-800-657-3750

Department of Health and Human Services Office of Inspector General:

<https://oig.hhs.gov/fraud/index.asp>

Centers for Medicare & Medicaid Services (CMS): <https://www.cms.gov/About-CMS/Components/CPI/CPIReportingFraud>

**Failure to follow the Fraud, Waste and Abuse Policy can result in immediate termination.**

I have read and had an opportunity to ask questions about the attached *Preventing Medicaid Improper Payments for Personal Care Services booklet* retrieved from the CMS website, attached to the Policies and Procedures hand out and understand the reporting procedures. *Annually employees are required to go through training on Fraud, Waste and Abuse and sign off that they received the training and agree to follow the policies as stated.*

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## 27. EMPLOYEE PROTECTION (WHISTLEBLOWER) POLICY:

The purpose of this Whistleblower Policy is to create an ethical and open work environment to ensure that Avenues for Care, Inc. employees can raise legitimate concerns about the occurrence of illegal or unethical actions within the company without turning to outside parties for resolution.

This policy is intended to apply to employees who report activities they consider to be illegal, unethical, or dishonest to one or more of the individuals specified in this policy. Whistleblowers should not feel responsible for formally investigating the activity or for determining fault or corrective measures. Instead, as discussed below, appropriate management officials are charged with these responsibilities.

Examples of illegal, unethical, or dishonest activities include, but are not limited to such things as:

- Violations of federal, state, or local laws
- Activities that potentially violate health care reform laws
- Theft or inappropriate removal or possession of property
- Unethical, immoral, or criminal conduct in or outside of the workplace
- Falsification of timekeeping records
- Violation of OSHA or other regulatory standards
- Sexual or other unlawful or unwelcome harassment
- Unauthorized disclosure of business “secrets” or confidential information

If an employee has knowledge or a concern of illegal or dishonest fraudulent activity, the employee is to contact the qualified professional, if the qualified professional is not available reports should be made to the Owner, Shelly Elkington.

The confidentiality of the whistleblower will be maintained as much as possible. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense. Avenues for Care, Inc. will not retaliate, nor permit retaliation against a whistleblower who brings forward allegations in good faith under this policy. Any whistleblower who believes he/she is being retaliated against must contact human resources immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

Employees must exercise sound judgment to avoid baseless allegations. Employees who intentionally or recklessly file false or baseless reports of wrongdoing will be subject to discipline up to and including termination. Employees with any questions regarding this policy should contact their qualified professional, or human resources.

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## 28. SERVICES MAINTAINED BY RESPONSIBLE PARTY AND/OR CLIENT

**Spend Down:** Spend downs must be paid each month. If the client or responsible party receives a bill from the agency the amount is due upon receipt. Failure to pay spend downs may be reported to the Department of Human Services and could result in service restrictions.

**Eligibility:** Avenues for Care, Inc. verifies the client’s eligibility monthly; if a problem with eligibility occurs, Avenues for Care, Inc. will notify the responsible party. If the client becomes ineligible for services, the RP will be responsible for paying the PCA if the PCA continues to provide services after the client is ineligible. In no event shall Avenues for Care, Inc. be responsible for paying the PCA during the time when the client is ineligible.

The agency reserves the right to refuse services if a spend down is unpaid or a recipient is ineligible for MA.

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## 29. ROLES BY THE RESPONSIBLE PARTY AND/OR CLIENT

Avenues for Care, Inc. should always have the most current name, phone number and address of the responsible party, clients, and employee. The employee is responsible to report their changes to Avenues for Care, Inc.

### PCA CHOICE CLIENTS:

**Responsible Party:** The responsible party will sign the DHS responsible party agreement and adhere to the terms of the agreement. The responsible party is responsible for the training, supervising, and monitoring the work of the PCAs and is liable for any failure to do so. The responsible party will plan and direct the PCA services, including scheduling, staffing, monitoring timesheets and hours, and ensure PCA's follow the current overtime policy and stay within the clients assessed hours as stated on the services agreement. The responsible party will verify time sheets each pay period and maintain contact with the client and PCA on a weekly basis. Any performance or attendance issues involving the employee should be documented by the responsible party or client as they occur and should be addressed in a timely manner. As stated in the PCA choice agreement it is recommended that the responsible party consult with Avenues for Care, Inc. before discharging a PCA and vice versa. The responsible party will participate in follow up visits scheduled with the qualified professional, participate in annual reassessments by the public health nurse and ensure that all paperwork needed by the state or county is completed and turned in on time to avoid any disruption of services.

**On Site Training and Supervision:** The responsible party will assume the responsibility for advertising, hiring, and training of new hires. Training will include proper use of equipment, review of the care plan, behavioral plan, medication administration, emergency information, safe transfer, and all other policies and procedures that are in the "home folder". If lifting or transfers are involved the responsible party will instruct the employee on appropriate and safe transfers. This may include the use of a transfer belt, Hoyer lift or other equipment needed to ensure a safe transfer for the client and employee. Equipment must be maintained by the responsible party. If additional training or supervision is needed the responsible party will contact Avenues qualified professional for assistance

RP will post Union information as requested by the SEIU Healthcare organization or as requested by Avenues for Care Inc. administration.

### PCA TRADITIONAL CLIENTS:

**Responsible Party:** The responsible party will sign the DHS responsible party agreement and adhere to the terms of the agreement. The responsible party can choose to assist with the hiring, training, and firing of staff or to be involved in the process as much as they feel comfortable. Avenues for Care, Inc. will take the lead role in the supervision of PCA and client services in the Traditional setting. The responsible party will assume responsibility for monitoring and ensuring accuracy of time sheets and signing time sheets at the end of each pay period. The responsible party will maintain contact with the client and PCA on a weekly basis and assist Avenues for Care, Inc. with the documentation of performance and attendance issues as they occur. Reporting issues as they occur will allow your qualified professional or office administration to address performance and attendance issues in a timely manner. The responsible party will participate in follow up visits scheduled with the qualified professional, participate in annual reassessments by the public health nurse and ensure that all paperwork required by the state or county is completed and turned in on time to avoid the disruption of services.

**On Site Training and Supervision:** Avenues for Care, Inc. will assume the responsibility for advertising, hiring, and training of new hires in the traditional PCA setting. Training will include proper use of equipment, review of the care plan, behavioral plan, medication administration, emergency information, safe transfer, and all other policies and procedures that are in the "home folder". If lifting or transfers are involved the RP should assist in the instruction of the employee on appropriate and safe transfers in the absence of the qualified professional. This may include the use of a transfer belt, Hoyer lift or other equipment needed to ensure a safe transfer for the client and employee. Equipment must be maintained

by the RP. If additional training or supervision is needed the responsible party will contact Avenues qualified professional for assistance.

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### 30. CULTURAL COMPETENCY (by Elizabeth Ibarra, MBA)

“Cultural competency is a filter through which people process their experiences and events of their lives”. This is also how we perceive expectations of others. Cultural competency allows us to acknowledge and build upon diversity. Working across cultures respects each person being served. Cultural competence promotes differences and encourages us to all work effectively across cultures. This respects the culture of the person being served as well as the caregiver providing care.

Benefits of CULTURAL COMPETENCE IN THE WORKPLACE:

- Improve understanding of those you work for, with and around
- Creates a work environment that allows everyone to reach their full potential
- Provides multiple perspectives on problem solving
- Better outcomes
- Increases productivity
- Boosts employee and client morale
- Reduces complaints and grievances
- IS THE RIGHT THING TO DO

Some things to consider when working with different cultures might be

- Communication. People from various cultures process communication differently. Understanding this can help bridge communication gaps. Some differences might be in greeting patients. Some cultures encourage shaking hands while others would find that uncomfortable.
- Time. Many cultures differ in how time is viewed. This can cause great misunderstanding and concerns in the workplace with scheduling.
- Schedules. Many cultures have events that can impact the workplace. Asking and being knowledgeable of these events can make it easier to understand and create schedules.

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