



# **Personnel Handbook**

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## **Welcome to the Team!**

Our At Ease Home Care team is excited and proud to welcome you! We are dedicated to servicing the Hampton Roads region with high-quality home care services and we are pleased to have you join us in carrying out our mission: to enhance and strengthen our community one life at a time.

To ensure your success with At Ease Home Care, we have created this handbook to provide you with a full understanding of the policies, our mission, expectations, and your role as a team member. Please be sure to review this handbook in its entirety so that we may answer any questions or concerns you may have.

As we continue to grow, At Ease Home Care reserves the right to update policies and procedures as needed. Our belief is that each team member adds to the company's growth and reputation. With integrity being of the utmost importance, we appreciate your commitment and passion for serving others.

Again, thank you for joining our At Ease Home Care team! We are confident that your experience while working here will be rewarding, and we look forward to our new journey together.

**At Ease Home Care**  
***"Where Caring is Our Passion"***  
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## Our Mission

At Ease Home Care exists to provide personalized care and support to our clients as well as their families, with a commitment to offer our clients satisfaction and a sense of peace. Along with our dedicated and trained staff of caregivers, we aim to provide compassionate care that emphasizes enhancing our clients' quality of life.

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## Our Vision

Our vision is to be recognized by our clients, our staff, and the community as the most reliable home health care agency in the Hampton Roads region. Through continuously educating our staff and providing exceptional care, we will never stop striving to positively impact the lives within our community.

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## Our Values

Our mission and vision will be achieved through the application of our core values, which include:

- ❖ Always keeping our client's health, quality of life, and well-being central in the design and delivery of our services.
- ❖ Valuing, supporting, recognizing, and appreciating our staff, who are our most valuable assets.
- ❖ Treating and interacting with our clients with respect, dignity, compassion, empathy, honesty, and integrity while recognizing and maintaining the confidentiality of client information.
- ❖ Showing respect for all cultures, religions, ethnicities, ages, genders, and disabilities.
- ❖ Recruiting, training, and retaining competent staff.
- ❖ Nurturing a positive work environment that encourages personal enjoyment and enhances job satisfaction and performance through recognition and reward.
- ❖ Adhering to the professional code of ethics of the home health care industry and applying continuous quality improvement measures throughout our Agency.
- ❖ Developing and maintaining positive relationships with the community.

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## Non-Discrimination Policy

At Ease Home Care, LLC (AEHC) does not discriminate in its hiring practices with regards to race, creed, color, religion, gender, national origin, sexual orientation, ancestry, disability, age, veteran status, or any other personal characteristics protected by federal, state, or local laws or rules or ordinances.

Employees are assigned to patients without regard to race, creed, color, religion, gender, national origin, sexual orientation, ancestry, disability, age, veteran status, or any other personal characters protected by federal, state, or local laws, rules, or ordinances.

AEHC hires, evaluates, and promotes staff members on the basis of

qualifications, merit, and job performance. We will do our best to find a suitable job assignment that will take full advantage of your qualifications and experience; however, we cannot and do not guarantee employment.

In accordance with the Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, and the Age Discrimination Act of 1974, AEHC will not, directly or through contractual arrangements, discriminate on the basis of race, color, national origin, disability, gender, or age in its provision of services and benefits. Our ability to service our clients is dependent upon AEHC's ability to have proper staffing to specifically meet our patients' needs.

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## Orientation

Before being assigned a case, each employee must sit through the At Ease Home Care Orientation program. This program will familiarize the employee with the company's:

- Objectives and philosophy of the organization
- Confidentiality
- Client Rights
- Mandated reporting of abuse, neglect, and exploitation
- Applicable personnel policies
- Emergency Preparedness
- COVID-19 Policy
- Infection Control
- Cultural Awareness
- Applicable laws, regulations, policies, and procedures that may apply to specific positions, specific duties, and responsibilities as outlined in this handbook.

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## COVID-19 Policy

**Policy:** It is the policy of the Agency that all employees will be oriented to the COVID-19 control plan during the orientation process, but no later than 30 days after employment. We will implement a program to reduce the risk of the spread of COVID-19 in accordance with the state guidelines for standard precautions.

**Purpose:** To ensure employees/clients/families are protected against COVID-19 by providing guidelines for their investigation, control, and prevention.

### **Procedure:**

1. All staff will follow the At Ease Home Care layered mitigation strategies such as:
  - a. Wear a mask in public areas
  - b. Wash your hands often with soap and water for at least 20 seconds
  - c. Stay 6 feet away from others as much as possible
  - d. Always cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow

- e. Clean and disinfect
  - f. Monitor your health daily (be alert for symptoms of fever, cough, or other COVID-19 symptoms)
- 2. All staff will have a COVID-19 questionnaire completed bi-monthly.
- 3. All employees will:
  - a. Apply standard precautions in the performance of duties, which may expose them to COVID-19
  - b. Practice high levels of hygiene to prevent the spread of COVID-19
  - c. Report possible COVID-19 symptoms and exposure of COVID-19 to supervisor
  - d. Get tested for COVID-19 when necessary
  - e. Consult with their health care professional on when to return to work and report to supervisor
  - f. Submit evidence of COVID-19 test results
  - g. Notify the agency if there has been any exposure or if the client and/or family has symptoms, contracted, or suspects to have contracted COVID-19
- 4. Supervisor responsibilities:
  - a. Shall ensure that the employees are familiar with, and comply with the employer's policy on the spread and prevention of COVID-19
  - b. Ensure that the client is aware of the agency's COVID-19 policy and that a copy was provided in the patient handbook
  - c. Ensure that the employees are given proper PPE and supplies for the spread and/or prevention of COVID-19
  - d. Shall obtain proper vaccine documentation to keep on file for employee and client
  - e. Shall ensure that any employee exposed to COVID-19 is screened immediately
  - f. Shall ensure that any exposure report is well documented and quarantine period is enforced
  - g. Shall notify the appropriate persons whenever employees/clients/families are exposed to COVID-19
- 5. Client/family of client:
  - a. Wear a mask in public areas
  - b. Wash your hands often with soap and water for at least 20 seconds
  - c. Stay 6 feet away from others as much as possible
  - d. Always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow
  - e. Clean and disinfect
  - f. Monitor your health daily (Be alert for symptoms of fever, cough, or other COVID-19 symptoms)
  - g. Notify the agency if there has been any exposure or if the client and/or family has symptoms, contracted, or suspects to have contracted COVID-19
  - h. Quarantine under family care until health care provider clears the client

from quarantine

6. Agency care for COVID-19 patients:

- a. Care is not to be provided to clients with COVID-19 during the quarantine period
- b. Care will be provided to existing clients at the conclusion of the quarantine period

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## Office Hours & Attendance

We provide services to patients 24 hours a day, 7 days a week. Our office is in Virginia Beach, VA, and is open Monday through Friday from 8:30 am to 4:30 pm.

Employees will be advised of their specific working hours for each case to which they are assigned. All employees are expected to arrive and leave their assignments as scheduled. If you are unable to make your assignment, you must call the AEHC main office number at **757-963-0100** at least *twenty-four hours* in advance of a scheduled assignment or as soon as possible. An administrator must acknowledge your absence, so your case can be reassigned in a timely manner. Do not call the patient or client directly. It is the responsibility of the employee to notify the At Ease Home Care office prior to the time of the work. You must also state when you will be able to return to work.

Allowances for transit delays and personal errands must be made to accommodate timely arrival. Administrative employees working in the office may face termination for poor performance, excessive cancellation, tardiness, and “no-call” or “no shows.” Any employee who fails to call in or show up for the work assignment may be terminated. If your work performance falls below AEHC’s high standards, you will be subject to discipline, such as being removed from a case.

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## Clocking In & Out

All provider aide records are due on Monday evening before the close of business (office hours 8:30 am - 4:30 pm). All late, incomplete, or inaccurate timesheets will have a delay in processing. To ensure there is enough time to obtain signatures or staff correction, it is highly recommended that you have all timesheets in before the **close of business on Monday**. All personal care aides are paid every two weeks; however, for anyone unable to meet the deadline, the corrected pay **will be reflected during the next pay period**, which is an acceptable practice.

**NOTE:** The provider aide record (DMAS-90) is a legal document provided by Medicaid. The aide record (DMAS-90) must be completed at the time service is provided to the recipient. Do not fill them out in advance. Leave the DMAS-90 at the home of the client. The document must be received by the agency filled out accurately, neatly, and free of errors and must be completed in **BLACK INK ONLY**. Scratching out or writing over mistakes, or the use of White-Out is not allowed. **PLEASE REFER TO THE DMAS INSTRUCTIONS FOR COMPLETING TIMESHEETS BEFORE SUBMITTING THEM TO PREVENT A DELAY IN PROCESSING.**

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## Respite Usage Policy

It is the policy of At Ease Home Care, LLC that respite usage is approved by the administrator on duty prior to usage.

All personal care attendants are required to notify the office of intent to work any respite hours not previously scheduled by the Administrator. All work hours must be scheduled or approved by the administration before an employee is able to work. The purpose of the respite hours is to relieve the patient's primary caregiver and may be used at the patient and/or primary caregiver's discretion. If your patient would like to use their respite hours, they will first need to call the office or provide a written note of their request before you are able to work.

Hours worked without approval are subject to disciplinary action and payment may be withheld until the approval process is completed. We encourage patients and their aides to keep track of their respite hours and to please use them wisely.

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## Personal Care Aide Duties

The following duties shall be executed under the advisory directives of an At Ease Home Care Registered Nurse Supervisor:

1. Assist clients with personal hygiene - bathing, mouth care, hair care, skincare, applying lotion, shaving, etc.
2. Light housekeeping to include client's room(s), bathroom, kitchen, and keeping all areas neat and orderly.
3. Assist client to the bathroom or with other toileting needs.
4. Assist client in and out of bed, with turning and changing positions, and assist with ambulation.
5. Make bed daily and change linens as needed - at least weekly.
6. Do errands with the client, or do errands only if the client is able to be left alone.
7. Assist client with oral medications by reminders, and also help to open containers and give water.
8. Wash the client's laundry to include personal clothing, bed linens, and towels. No ironing is required.
9. Prepare meals/snacks as needed and clean the kitchen afterward.
10. Complete Aide records and get them signed at the end of the week. Turn records in AEHC front offices every Monday and on the last day of each pay period.
11. Report to RN/AEHC Management immediately of any changes in the client's condition, accidents/injuries, hospitalization, or if he/she is not in when you report to work.

### **Personal Care Aides CAN NOT perform any of the following:**

1. Family laundry (client's only)
2. Heavy housework such as moving furniture, carpet cleaning, washing windows, cleaning silver, etc.
3. Accepting tips, monies, clothing, gifts, etc.
4. Selling or soliciting of homemade products, food, or otherwise.



5. Eating of client's food unless hired as a live-in Companion.

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## Code of Conduct & Confidentiality

### **SCOPE:**

All staff members are to adhere to the "Code of Conduct and Confidentiality" at all times.

### **PURPOSE:**

To project a professional image and reinforce our philosophy of quality care.

### **PROCEDURE:**

1. All personnel must be considerate, tactful, and courteous during contact with patients and family.
2. No foul language shall be permitted.
3. No monies or gratuity shall be accepted.
4. No smoking is permitted in any client's home.
5. No visitors for personnel shall be permitted while at a patient's home except in case of emergency.
6. All personnel should adhere to the practical and economical use of all materials and supplies.
7. All property in the home of the client should remain in the home.
8. Incidents or reports of misconduct/unlawful conduct are grounds for suspension or dismissal.
9. All information regarding patients is to remain confidential and should not be discussed with anyone who is unauthorized.
10. All information regarding staff and employees shall remain confidential. Discussion of salaries, disciplinary actions, or any other related subjects is to remain confidential.
11. All attire and personal appearances are to be kept neat, clean, and well-groomed. Personal Care Aides are required to wear scrubs and closed-toe shoes at all times while working with patients unless notice has been received from the patient, family, or representative from At Ease Home Care, LLC. Men's facial hair should not be long enough to tug or grab, and women should pull long hair back into a ponytail or bun so that the patient cannot become entangled. Small jewelry and accessories are preferred. Company name badges must also be worn and visible when working with patients.

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## Mandatory Reporting

It is the policy of At Ease Home Care, LLC that all the staff, volunteers, and other representatives of the program must report any suspected abuse, exploitation, and/or neglect of any agency clients or agency participants immediately. All such suspected reports must be made to the appropriate state and/or local authorities. Program staff must follow the procedure of mandatory reporting of abuse and neglect.

All employees, volunteers, and mentors of the At Ease Home Care, LLC are required to undergo training as to what constitutes abuse, exploitation, and neglect, what the state statutes are, and how to properly report such cases.

Any staff, volunteers, or agency representative accused of abuse, exploitation, or neglect will be investigated by the agency. Contact with program clients will be restricted or constrained and/or the person in question will be suspended from employment or program participation per the decision of the Administrator until such investigation is concluded.

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### **Client's Bill of Rights**

As a representative of At Ease Home Care, you are obligated to honor each patient's Bill of Rights. This applies to all patients, regardless of where the service or care is provided, whether in the home, an institution or in public. These rights provide for the patient's privacy of both person and possessions; information about their care and services are to be kept confidential. This also applies to the patient's clinical records and information. Violating a patient's rights is a very serious offense and is grounds for termination.

Please carefully review the list of the Client's Rights & Responsibilities prior to your first day working with a patient.

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### **Confidentiality of Patient Health Care Information**

Any information you access, collect or receive regarding a patient, internal systems, processes, and procedures are considered confidential. You may not share this information outside of At Ease Home Care without the written approval of the patient and AEHC management. This agency regards our information on patients as highly confidential, and they are not to be discussed with anyone other than the Director. Failure to maintain confidentiality is grounds for immediate termination.

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## Social Media

### **PURPOSE:**

This policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include Facebook, Twitter, YouTube, TikTok, Instagram, blogs, wikis, message boards, chat rooms, online forums, or other sites and services that permit users to share information with others in a contemporaneous manner.

### **POLICY:**

The following principles apply to professional use of social media on behalf of At Ease Home Care, as well as personal use of social media when referencing At Ease Home Care.

#### **When using Social Media:**

1. Employees shall not post material that could be harmful to the Agency, its employees, and/or its clients.
2. Employees must know and apply the Agency's Code of Conduct & Confidentiality and other policies when using Social Media.
3. Any references to the Agency, its employees, its clients, and/or its competitors must be conducted with respect.
4. Images of any individuals shall not be posted without first obtaining permission from the individual(s) portrayed in the images.
5. Appropriate professionalism and knowledgeable text should be applied when posting comments.
6. Employees and all individuals can be held legally liable for anything they put online.
7. Be aware that your input and image may have a negative effect on the Agency.

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## Sexual Harassment

All employees are entitled to a work environment free from harassment. Harassment is considered to be any behavior that is intimidating, hostile, or offensive in the work environment. Harassment will not be tolerated in any form in the workplace. At Ease Home Care has a zero-tolerance policy for sexual harassment.

**Sexual harassment** is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. These behaviors may include, but are not limited to: unwanted sexual advances, subtle or overt pressure for sexual favors, sexual jokes, innuendos, advances or propositions, verbal abuse of a sexual nature, graphic

commentary about an individual's body, sexual prowess, or deficiencies. Leering, whistling, touching, pinching, assault, coerced acts, suggestive insulting, obscene comments or gestures, displays in the workplace of sexually suggestive objects or pictures, and any physical, verbal, or visual contact of a sexual nature.

At Ease Home Care, LLC regards all allegations of harassment as serious and worthy of investigation. An investigation of a harassment complaint will begin promptly after receipt of a complaint by any agency executive staff. If complaints are founded, the agency will take immediate, corrective action. Reports and investigations of harassment will be handled as confidentially as possible. Any employee found to have engaged in any form of harassment and any employee found to have knowingly made a false accusation of harassment for malicious purposes will be disciplined to include possible dismissal.

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## **Drug & Alcohol Policy**

**All Employees and Independent Contractors will be randomly tested for drugs.**

**ALL EMPLOYEES AND CONTRACTORS MAY SUBMIT TO A RANDOM DRUG TEST BY A PRIVATE LAB. RESULTS MUST BE NEGATIVE PRIOR TO ASSIGNMENTS.**

In compliance with the federal requirements for a drug policy, this also defines AT EASE HOME CARE, LLC's policy on alcohol abuse for contractors at all healthcare facilities when working for and representing AT EASE HOME CARE, LLC. The unlawful manufacturing, distribution, dispensation, possession, and/or use of controlled substances or the unlawful use, possession, or distribution of alcohol on the facility grounds, in the workplace, or as any part of the facility's activity is prohibited. It is a contractual requirement that each AT EASE HOME CARE, LLC contractor will abide by the terms of this policy. In addition, each contractor must notify AT EASE HOME CARE, LLC **within five (5) days** – of **“conviction”** for any violation of **ANY Criminal Drug Statute**.

Any contractor who violates this policy will be subject to immediate contract termination. **AT EASE HOME CARE, LLC** has established drug awareness programs and would be happy to supply you with information, upon your request, to educate you on:

1. The dangers of drug and alcohol abuse in the workplace.
2. AT EASE HOME CARE, LLC policies pertaining to a drug-free workplace.
3. Referral programs for assistance with drug/alcohol abuse.

**DEFINITIONS** as used in this policy:

**The term “controlled substances”** refers to controlled substances as defined in schedules I through V of Section 202 of the Controlled Substance Act.

**The term “workplace”** refers to any site at which an At Ease Home Care, LLC contractor performs any services.

**The term “conviction”** is defined as a finding of guilt including a plea (*nolo contendere*) or imposition of sentence, or both by any judicial body charged with the responsibility to determine violations of the Criminal Drug Statute.

**The term “Criminal Drug Statute”** refers to a criminal statute involving the manufacture, distribution, possession, or use of any controlled substance.

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### Transporting Clients

As a representative for At Ease Home Care, LLC, it is not one of your required responsibilities to provide transportation to clients. However, if for any reason you do offer transportation to a client, At Ease Home Care, LLC shall not be held liable and you must take full responsibility for that transport, which includes any and all claims, damages, and expenses for injury to person(s) or damage to property that occurs while transporting clients using your own vehicle or the client’s vehicle.

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### Non-Compete/Copy Policy

At Ease Home Care, LLC does not permit the copying of any documents, forms, procedures, or manuals processed by us to be used by anyone outside of this company for any purposes other than training provided by At Ease Home Care, LLC.

Persons subject to the misuse of any aforementioned documents would be subject to prosecution by At Ease Home Care, LLC.

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### Open Door and Grievance Policy

A grievance is a complaint, personal view, or opinion. A grievance can be expressed or filed due to employment conditions, relationships between an employee and supervisor, other employees, or clients.

All personnel is encouraged to discuss any issue or grievance with their At Ease Home Care supervisor as soon as possible for an early resolution. The management of AEHC is responsible for conducting fair and impartial investigations and making a decision within thirty (30) working days of receiving the initial complaint.

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## Job Performance & Discipline

In the event that an employee demonstrates unacceptable behavior or has difficulty performing all of the duties as assigned, the Administrator will work with the employee to correct job performance. Initially, this may mean that an employee may be spoken to or provided with the proper training.

### **Verbal Warning**

This is a formal discussion between an employee and the Administrator to discuss a minor violation or poor job performance. If the behavior continues, the employee may be subject to a written warning or termination. The Administrator will document the verbal warning for the employee's record.

### **Written Warning**

This is a formal discussion accompanied by a written notice stating the violation of At Ease Home Care's policy or poor job performance. If the behavior is not corrected, the employee may be subject to termination of employment. The Administrator will file a copy of any written warning in the employee's personnel file.

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## Advance Directives - DNR Policy

An **advance directive** is a document giving information about the type of medical treatment the patient wishes to have (or not have) if he/she ever becomes unable to make decisions for him or herself.

During the initial assessment visit, home care patients are provided with information about advance directives and asked whether they would like to create one.

If a patient has developed an advance directive, a copy is requested for inclusion in the clinical record. The Director of Nursing is responsible for notifying staff of the existence of an advance directive and its contents. This information should be found in the patient's home chart.

A "Do Not Resuscitate" (DNR) order is developed between the patient and their physician and refers to the withholding of CPR in the event of cardiac arrest. If a patient has executed a DNR order this will be properly documented in the Plan of Care and patient folder located in each patient's residence.

## **Documentation**

A clinical record is maintained for each patient as required by law. The documentation is necessary to ensure continuity of care and as evidence of the services delivered and billed. Provider Aide Records, Service Reports, Visit Notes, Evaluations, and Assessments are to be submitted to the office on a weekly basis. Unless the documentation is completed and turned in, you have not completed your assignment.

Failure to submit the required documentation in a timely manner may constitute grounds for disciplinary action. The Director of Nursing or another senior nurse will review all clinical documentation and will contact you if there are any issues, inconsistencies, or clarification needed regarding your work. If you have any questions or concerns on how to properly complete any documentation, you are required to discuss such issues with the Director of Nursing immediately.

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## **In-Service Training Courses**

In-Service Training and ongoing education will be performed on a regular basis. 12 in-service classes must be completed annually by companions, Home Health Aides, and Certified Nurse Assistants, in order to remain compliant with Medicaid. Non-completion of these courses can result in disciplinary warnings or even withholding of pay until they are finished with a passing grade. An additional 8 hours of training will be given to the care providers by the Registered Nurse (RN) for any specific care and training. After completing the training for special care, the care providers and the RN must have a record of such training. Videos and hands-on will also be a part of in-service training.

In-Service training courses can be completed online by following the directions below. These courses can also be completed at the At Ease Home Care office if you do not have access to a computer or the internet. We recommend working to complete at least one In-Service training course each month immediately after beginning your employment with At Ease Home Care.

### **Directions for Completing In-Service Courses Online:**

1. Go to  
<https://classroom.google.com/c/NDUoNDM4ODQ4OTky?cjc=q3az3nj>
2. Register & sign with your Gmail address.
3. You may then proceed to read each article and take the corresponding quizzes; there are 3 due each quarter.
4. Make sure your work is submitted so your grade can be returned back to you!

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## Employee Supervision

Supervision is intended to assist you in developing and improving your patient care skills. The Director of Nursing or designee will be making supervisory visits to the patient's home to evaluate the effectiveness of the care being provided and to assess if all the patient's needs are being met. During these supervisory visits, the Registered Nurse may also provide additional instruction in certain aspects of the patient's care requirements. If your assignment is in a hospital, assisted living facility, or nursing home, then you are under the supervision of that institution.

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## Incident Reports & Patient Complaints

An "incident" is any undesirable, unplanned, or abnormal occurrence or event during the course of care which falls outside the Plan of Care. An incident may involve any of the following:

- Patient fall or injury during or after service hours
- Medication
- Infection
- Property damage or theft
- Medical equipment failure or malfunction
- Suspected abuse and/or neglect of the patient by anyone

Patient incidents should be reported to the At Ease Home Care office as quickly as possible after the incident occurs.

Employee incidents or injuries sustained during the course of delivering care to At Ease Home Care home health care agency patients are also required to be reported as quickly as possible.

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## Performance Evaluations

Each employee will be evaluated after their first thirty (30) days and at the end of the three-month probationary period. During this introduction period, you will be able to determine whether or not this position is right for you and if you will be happy as part of the At Ease Home Care team. At the same time, AEHC will be able to evaluate your ability to perform the required job duties and responsibilities.

Even after the successful completion of the probationary period, your performance and conduct will be expected to meet company standards at all times. You will receive a written performance evaluation at least every twelve (12)

months after your date of hire. For those assigned to hospitals, assisted-living facilities, or nursing homes, information is provided by that institution's administration on the employee's job performance.

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### **Background Checks**

At Ease Home Care, LLC recognizes the importance of maintaining a safe and productive workplace with honest, trustworthy, qualified, reliable, and non-violent employees who do not present a risk of harm to other employees or patients. To that end, At Ease Home Care may perform, or request that third parties perform, background checks or other types of investigations. While initially required at the time of hire, additional background checks and/or investigations may be performed at any time at AEHC's sole discretion.

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### **Personal Safety**

At Ease Home Care, LLC is very concerned about the personal safety of each employee. Every precaution should be taken to never compromise any employee or patient's safety. If you are concerned about a perceived risk or an unsafe work environment, discuss the matter with a member of the At Ease Home Care management team. If no accommodations can be made, you have the right to refuse an assignment without any repercussions.

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### **Infection Control**

#### **SCOPE:**

The scope applies to **ALL** employees who are in contact with patients.

#### **PURPOSE:**

To implement and adhere to infection control procedures: to protect patients, caregivers, and all other nursing personnel from communicable and infectious diseases.

#### **POLICY:**

Infection control measures include, but are not limited to, the following:

1. All employees must abide by At Ease Home Care, LLC rules, annual health exam, and follow-up policies (immunization reports of communicable/infectious illness, x-ray, and/or PPDs).
2. Proper handwashing; before and after handling food, after toileting, and before and after coming into contact with a patient.
3. Wear sterile gloves when in contact with any bodily fluids and/or blood.

4. Appropriate wound dressing techniques.
5. Cover your nose and mouth when sneezing and/or coughing.
6. Appropriate disposal and handling of waste material.
7. Ensure you are covering open areas on hands with clean bandages.
8. Stay home when ill.
9. Infection control procedures when the patient has known infection exposure or is at risk.

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## **Termination of Employment**

### **DISMISSAL:**

If an employee is not able to correct job performance problems or if an employee violates At Ease Home Care policy, serious action will be taken. Specifically, actions that are illegal or deliberate violations of AEHC are subject to immediate termination and do not require a written warning prior to termination.

All policies and procedures will be enforced in a fair and consistent manner. The list below is meant to be representative of the behaviors that are not acceptable and could lead to disciplinary action, including immediate dismissal:

- No call/no show
- Falsifying timesheets
- Transporting patients
- Excessive or unexcused tardiness or absenteeism
- Lying on the employee application
- Being under the influence of illegal drugs or alcohol while at the agency or in a client's home
- Disregarding safety regulations
- Disregarding HIPAA
- Being impolite to clients or other staff members
- Theft, destruction, or damage of any property
- Language that insults, threatens, intimidates, or abuses clients or other staff members
- Failure to comply with written or verbal instructions or assigned duties
- Performance that does not meet the supervisors' expectations
- Participation in activities, including off-premises activities, that may be inconsistent with the Rules of Conduct expected of all employees
- Walkouts

## **RESIGNATION:**

Employees who resign are required to give two weeks' (fourteen days) written notice. Employees who resign and employees who are terminated are required to come into the office to pick up their last paycheck and return their ID badge. They are also required to leave all client information and timesheets.

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## **Emergency Preparedness Plan**

### **DEFINITIONS:**

- **Emergencies or disasters** – hurricanes, building fires, wildfires, disruption of public utility services, destruction of public utility infrastructure, floods, bomb threats, acts of terrorism, exposure to hazardous materials, and nuclear disasters.
- **Family Caregivers** – relatives, household members, guardians, friends, neighbors, and volunteers.
- **Re-entry** – the return of clients after evacuation and the resumption of services.
- **Temporary Disruption of Services** – the agency is unable to provide services to a client, through no fault of the providers. When there is a disruption of services the agency will notify the client of activities taken to assure care and the provider's expected timetable for restoration of services.

**POLICY:** It is the policy of the Agency, in the event of a natural disaster or inclement weather, to contact and provide essential care to clients if possible. To coordinate with community agencies to assist as needed and maintain a current list of clients who would require specialized assistance. Providers will act to ensure continued services to clients during emergencies, including assistance with evacuation to local shelters if appropriate.

**PROCEDURE:** The agency will work collaboratively with local health departments, the family, and local emergency planning offices. When clients are evacuated to shelters, the agency will make every attempt to provide care whether from the agency itself or through previously agreed upon arrangements made with the client or family caregiver.

#### **1. In the event of notification of an emergency/disaster:**

The Administrator and Director of Nursing or their alternates will meet and decide which clients are at risk for disruption in services and make individualized plans to meet their needs.

**2. A general information form will be kept in an emergency file to include:**

- Agency demographics
- Emergency contact phone & cell numbers/staff roster
- Name and title of the person in charge and an alternate during an emergency
- Name, address, work, and home phone # of emergency plan developers
- Chain of command list
- Information for normal hours and after-hours communication of the essential personnel
- List of clients who need continuous services

**3. Pre-emergency client education:**

- Information to clients needing continuous services about emergency preparedness plans.
- Client education for administering their own medications (if approved by the client's physician) and maintaining their own supplies and equipment.
- Provide information if special needs sheltering is available in the community.
- Collecting any required client registration information required for sheltering.
- All clients on continuous care will call in every 8 hours.
- All clients will receive an Emergency Preparedness Information Sheet upon admission.

**4. Staff Pre-emergency education:**

- All staff will attend training on emergency preparedness plans during the orientation process and a review annually.
- Training will include:
  - i. A definition of an emergency
  - ii. When the plan will be implemented
  - iii. The roles and responsibilities of essential and non-essential staff
  - iv. The procedures for educating clients about the plan
  - v. How the program works with local and state agencies during emergencies
  - vi. Phone call system with 24-hour emergency contact numbers

**5. Notification of Impending Threat**

- WVEC-13 (ABC News) will be the agency's information source.
- The Director of Nursing or her alternate will notify all nursing staff of duties during the disaster.

- Clients will be notified by text message about the disaster plan and updates if available or by phone, if no text capabilities are available.

## **6. Evacuation Plan**

- All clients on the continuous care list will maintain a list of medications, supplies, and equipment needed during evacuation.
- Transportation to be used during an evacuation including a written agreement.
- Resources necessary to continue essential care, services, or referrals to other organizations subject to a written agreement.

## **7. Re-Entry**

- Contact with clients and staff will be re-established and client care will be resumed once government authorization for re-entry is allowed.

## Emergency Contact Numbers

Virginia Public Inquiry Center  
1-866-880-4280

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### STREETS

Public Works Highway Services	385-1470
General Services/Landscape Services (City Debris on Private Property)	385-4461

### OFFICIAL TV STATIONS

Channel 3 (WTKR)	446-1000
Channel 10 (WAVY)	396-6180
Channel 13 (WVEC)	625-1313

### VISITOR INFORMATION CENTER

1-800-822-3224	or	437-4882
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### NON-EMERGENCY SERVICES

Local City/County	Police/Sheriff	Fire Department
Chesapeake	382-6161	382-6161
Charles City County	1-804-829-9265	911
Gloucester	804-693-3890	804-693-3890
Hampton	727-6111	727-6580
James City County	566-0112	566-0112
Mathews County	804-725-7177	804-725-7177
Newport News	1-757-247-2500	1-757-247-2500
Norfolk	441-5610	664-4000
Portsmouth	393-5300	393-5300
Poquoson	868-3501	868-3501
Smithfield	357-3247	357-3247
Suffolk	923-2350	923-2380
Virginia Beach	385-5000	385-4228

### POLICE - FIRE - RESCUE (Statewide)

Virginia State Police	1-800-582-8350
North Carolina Crime Control	919-733-5027
North Carolina Highway Patrol	919-733-7952



## **AMERICAN RED CROSS**

Virginia Beach	446-7700
Norfolk	446-7700
Portsmouth	393-1031
Naval Hospital Portsmouth	953-5433
Newport News	838-7320
Suffolk	539-6645
Blood Services	446-7000
York/Poquoson	898-3090
Williamsburg/Colonial Virginia	253-0228
Gloucester County	693-5554
Plymouth, NC	252-793-4560
Elizabeth City, NC	252-335-2185
Hertford, NC	252-332-3721

## **UTILITIES**

<b>City</b>	<b>Business Hours</b>	<b>Non-Business Hours</b>
Chesapeake	328-6352	382-3550
Currituck County	1-252-2769	1-252-232-2216
Hampton	926-1000	234-4800
Isle of Wight	365-6319	357-3191
James City County	1-757-253-6800	1-757-229-7421
Newport News	926-1000	234-4800
Norfolk	664-6700	832-1000
Portsmouth	393-8524	393-8561
Poquoson	926-1000	234-4800
Suffolk	923-3675	255-2247
Surry County	1-757-294-5271	
Surry Town	1-757-294-3021	1-757-294-5264
Williamsburg	220-6140	220-6196
York County	890-3702	890-3261

## **ELECTRICITY & GAS**

Columbia Gas	1-800-543-8911
Dominion Power (VA and NC)	1-888-667-3000
Virginia Natural Gas	1-866-229-3578

## **WATER & SEWER**

Chesapeake	382-6352	382-3550
Norfolk		664-6700
Peninsula		247-8421
Portsmouth		393-8561

## **HOSPITALS**

Sentara CarePlex	(Hampton)	757-736-1000
Sentara Leigh	(Norfolk)	757-261-6000
Sentara Norfolk General	(Norfolk)	757-388-8000
Sentara Obici	(Suffolk)	757-934-4000
Sentara Princess Anne	(Virginia Beach)	757-507-1000
Sentara Va Beach General	(Virginia Beach)	757-395-8000
Sentara Williamsburg Regional Medical Center	(Williamsburg)	757-984-6000

## **MILITARY**

Coast Guard Search & Rescue	484-8192
Navy Marine Corp Relief Society	425-5789
Fleet and Family Support Center	433-2912
Shore Patrol	623-2291

## **TRAFFIC & TRANSPORTATION**

AAA	340-7271
AAA Emergency Road Service	631-1700
VA Dept. of Transportation (VDOT) Helpline	1-800-367-7623
HRT Customer Service	757-222-6100
HRT Paratransit Call Center	757-455-8010
HRT Paratransit Office	757-222-6087

**Remember: pets are not allowed in public emergency shelters** - make your evacuation plans in plenty of time.

- Acquire a large carrier and familiarize your pet with the carrier.
- Do not leave your pet alone during an emergency - decide where you might take your pet if it becomes necessary to evacuate.
- Make a list of emergency numbers. This should include your veterinarian and any other individual you may want to contact in case of an emergency.
- Purchase non-spill food and water bowls.
- Stock up on pet food and supplies - enough for a week.

*For more information, please contact The Human Society of the United States, Disaster Services, 2100 L Street NW, Washington, DC 20037*



## **Client Bill of Rights and Responsibilities**

Each Client has the right to:

1. Be informed about his/her rights and responsibilities for receiving services.
2. Receive a timely response from the company regarding his/her request for services.
3. Be informed of the company's policies and procedures and charges for services, including his/her eligibility for third party reimbursement.
4. Select the company he/she desires to provide the services.
5. Receive appropriate and professional quality services without being discriminated against due to race, creed, color, religion, sex, national origin, sexual preference, handicap, or age.
6. Be treated with courtesy, respect, and dignity by all who provide services.
7. Be free from physical and mental abuse, neglect, and exploitation.
8. Be given proper identification, including name and title of everyone who provides services.
9. The necessary information that he/she needs in order to give informed consent for Plan of Care.
10. Receive complete and current information concerning his/her diagnosis, treatment, alternatives, risks, and prognosis as legally required by the physician to disclose, in terms and language he/she can reasonably be expected to understand.
11. A Plan of Care will be developed to meet his/her unique individual needs.
12. Participate in the development of his/her Plan of Care.
13. Be given an assessment and update of his/her developed Plan of Care.
14. Be given data privately and confidentiality.
15. Review personal clinical record upon his/her request.
16. Be given information regarding anticipated transfer of his/her services to another facility or termination of services.
17. Voice grievances; suggest/request service changes or request staffing changes without being threatened, restrained, or discriminated against.
18. Refuse assistance within the confines of the law.
19. Be given information concerning the consequences of refusing assistance.
20. Receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws, rules, and regulations.
21. Be free from chemical and physical restraints.
22. Have his/her personal and medical records kept confidential and not disclosed without the written consent of the client/legally responsible person, which consent shall specify to whom the disclosure may be made, except as required by applicable state or federal statute or regulation, or by third party contact. It is not the intent of this section to prohibit access to medical records by the treating physician or consulting professional except when the client/legally responsible person objects in writing. Records may also be disclosed without the written consent of the client/legally responsible person to agencies, institutions, or individuals who are providing emergency medical services to the client. Disclosure of information shall be limited to that which is necessary to meet the emergency.
23. Associate and communicate privately, without restriction, with individuals of his/her own choosing.
24. Have access at any reasonable hour to a telephone where he/she may speak privately.

25. Be encouraged to exercise his/her civil rights as a client and citizen of Virginia, and be permitted to make complaints and suggestions without fear of coercion or retaliation.
26. Contact Virginia Department of Medical Assistance Services (DMAS) at (804) 786-6145 for issues regarding Home Care Services.
27. Contact the Virginia Department of Medical Assistance Services at (800) 955-1819 regarding complaints.

**Each Client has the responsibility to:**

1. Give accurate and complete health information concerning his/her past illnesses, hospitalizations, medications, allergies, and other pertinent information.
2. Assist in developing and maintaining a safe environment.
3. Inform the company when he/she will not be able to keep a scheduled services appointment.
4. Participate in the development and update of his/her Plan of Care/treatment plan.
5. Adhere to his/her Plan of Care.
6. Request further information concerning issues he/she does not understand.
7. Give information regarding concerns and problems to a company employee, preferably a supervisor.

By signing below, I affirm that I have reviewed and understand the Client Bill of Rights & Responsibilities as described above.

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Client Signature

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Date