

# **Alliance Home Care Agency**

## **Field Staff**

## **Employee Handbook**



**ALLIANCE HOME CARE AGENCY**  
THE BEST CARE RIGHT AT HOME

## OUR MISSION

To Provide high-quality compassionate home care services that help our clients live safely and independently in their own homes.

## ABOUT US

Alliance Home Care Agency is a locally owned and operated business. We believe that everyone deserves to live a comfortable and independent life, regardless of their age or health condition. Together our team has over 30 years of experience in the home care industry.

We are passionate about our work. We believe that home care is more than just a job, it's a calling. We are dedicated to providing our clients with the best care possible, and we take pride in making a difference in their lives. We aim to provide the best care right at home.

Alliance Home Care Agency is honored to have you on board with us. Welcome to the team!

## Administrative Staff

### **Regional Director**

This Individual supervises the total operations of all offices, everything from budgetary issues to personnel related activities.

### **Director**

This individual is the direct supervisor of the nurses and office staff.

### **Home Care Supervisor RN**

This RN is the direct supervisor of all RN's and LPN's. This individual is also the immediate supervisor of all field staff employees and is accountable for ensuring overall quality patient care for individual home care patients/clients.

### **Office Manager**

This individual supervises all activities in the office. They assume responsibility for personnel activities related to field employees including hiring of the field staff, scheduling assignments, and every day to day task needed to run the office.

Alliance Home Care Agency  
119 Douglas St S.  
Wilson, NC 27893  
Phone 252-265-3343 and 252-290-5014  
Fax 252-674-1545

Office Hours  
Mon -Thur 8:30am-4pm  
Closed on Friday

**Someone is always on call 24/7. You may contact us simply by calling 252-265-3343.**

**DO NOT TEXT, ALWAYS CALL!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!**

## **Supervision of Field Staff**

The Home Care Supervisor is responsible for the supervision of all employees assigned to the client in his/her charge. This nurse assures each client's complete satisfaction. Client problems and questions should be communicated to the Home Care Supervisor, however, they can be directed to any staff member and we will communicate all issues to the Home Care Supervisor.

## **In-Service Education**

All employees must complete some form of in-service training on a regular basis. Alliance Home Care Agency offers such training, however, you are welcomed to do outside training as well. Be sure to turn in all in-service training to the office manager.

## **Confidentiality**

It is the responsibility of all employees to keep all matters concerning client information confidential. Client circumstances are not to be discussed in public areas and only people that are directly involved in the care should be discussing this information. Employees who do not comply with the confidentiality policy will be terminated.

## **Transporting Clients**

Do not transport clients or leave the home during a visit/shift unless specifically approved to do so by the office manager or Home Care Supervisor. Any questions concerning transportation may be directed to the office staff.

## **Cell Phone Usage**

All employees are expected to exercise the same discretion in using personal cell phones as is expected for the use of company phones. Excessive personal calls and texting during the workday, regardless of the phone used, can interfere with employee productivity and be distracting to others. Employees are encouraged to make personal calls/text messages on non-work time whenever possible. We understand that everything is

done electronically now from confirming doctor visits to paying bills, however, please try to keep cell phone usage to a minimum.

## **Responsibilities of Field Staff for Client Care**

Establishing and maintaining a high level of professionalism is the essence of our company. Here are the guidelines for all employees to follow:

1. Keep the office informed of the status/condition of the client
2. Keep ALL client's information confidential.
3. Do not smoke inside a client's home.
4. Do not discuss your salary with a client.
5. Follow the client's care plan.
6. Make arrangements for your own meals. Clients do not provide food for caregivers.
7. Do not accept money, gifts, or loans from clients.
8. Follow uniform code
9. Work performed during unauthorized time will not be paid.
10. Do not bring children, spouses, pets, etc to work with you

## **Non-Smoking Policy**

Please be aware that in compliance with the NC General Statute 131E-143, all employees are prohibited from smoking in an individual's home while providing services on behalf of any home health care agency. If any fine is imposed upon Alliance Home Care Agency for an individual violating this policy and law, the employee will be responsible for the payment of such fine.

## **Occurrence Report**

An occurrence report is a tool useful in keeping the company informed about potential problems that occur during client care and is used in the assistance of corrective action. This is not to find fault with an individual's actions, this is merely to guide our clients and employees. There is no such thing as an unimportant or inconsequential occurrence. Report any incidents that occur pertaining to the client to the Home Care Supervisor immediately.

## **Handling Client's Finances and Receiving Gifts**

Upon accepting an assignment, the employee will be instructed as to whether the employee will be handling any of the client's finances. Details will be reviewed by the supervisor and defined on the care plan.

Employees are not to accept gifts from clients or their family members. If a client is persistent with an offer, please contact the office for assistance. Employees are strictly prohibited from accepting money directly from the clients for additional assignments or transportation of clients outside the approved care schedule.

### **Abuse and Neglect Reporting**

All states require health care workers to report cases of child and/or adult abuse. As an employee, report such incidents to the Director or Home Care Supervisor immediately. The reporting of suspicion of abuse can include psychological, financial, sexual, and physical abuse perpetrated by anyone.

### **Requirements for Continued Employment**

License - All Personnel must have a current license in the state in which the client assignment is located before they may work as an RN, LPN, or therapist. Renewals must be completed in accordance with state laws as well. Whenever an employee receives a renewed license, the employee must give a copy to the office staff for their employee file. Licensed staff who fail to renew their license by deadlines will automatically be placed on inactive status.

Health Requirements - State law requires all employees having patient contact to have a current TB test, annual screening, and annual training. A TB test can be obtained through the local Health Department. Testing conducted at another agency can be valid with Alliance Home Care Agency only if a copy is made available to us. It is the employee's responsibility to keep health requirements current.

### **In-Service**

All Home Health Aides and licensed nurses must attend inservice training. All copies of in-services must be turned in to the office manager.

## **Dress Code**

All employees are expected to abide by our uniform code to promote a professional image. Appropriate dress code is:

1. Scrubs - clean, well fitting, and in good repair. Sweaters may be worn as well
2. Shoes - clean and professional, skid resistant if possible
3. Hair - clean, well groomed, pinned up if needed
4. Makeup - appropriate, good taste
5. Fingernails - clean, neat, short or proper length
6. Personal hygiene - a MUST!! Daily bathing with proper mouth care. The use of deodorant and mouthwash should be routine. Avoid excessive perfume/cologne.

## **Inappropriate Dress for Caregivers**

Backless tops

Tank tops

Tee shirts with vulgar wording

Sandals

Open toe shoes

High heels

Dirty hair

Extremely long fingernails

Heavy scented perfume/cologne

## **Assignment Procedures**

Assignments are offered to active employees qualified for the case.

Knowing the availability of an employee makes assignment offers more useful. Keep the office staff informed about changes in employee availability. Except in unusual cases, you may not be related to the client and be paid for the assignment. Please notify the office if you are related in any way to the client.

*Field staff employees will receive straight-time pay for all hours worked.*

*Overtime pay (time-and-a-half) is only available when servicing "Private*

*Pay" clients whose contracts explicitly include overtime billing. Employees will be notified of their overtime eligibility prior to assignment on these specific cases.*

Once an assignment has been accepted, complete dedication to fulfilling that assignment in a professional manner is expected. The supervisor will provide each employee with as much information as needed about the specific assignment so that the employee can make an informed decision.

PUNCTUALITY AND DEPENDABILITY ARE ESSENTIAL. IN THE EVENT OF AN EMERGENCY THAT WILL PREVENT THE EMPLOYEE FROM GETTING TO ASSIGNMENTS ON TIME OR IF THE EMPLOYEE IS UNABLE TO FULFILL THE DESIGNATED TIME, THE EMPLOYEE MUST CONTACT **ALLIANCE HOME CARE AGENCY IMMEDIATELY.**

## **Cancellations**

Client care depends on reliable service. Employee cancellations are not in the best interest of client care. Each employee has the freedom to choose the days and hours in which they work. Before accepting an assignment, the employee must be certain that he/she is able to keep the commitment to the client. Each employee has the right to refuse any assignment offered, however, when an assignment is accepted, Alliance Home Care Agency considers that the employee is making a commitment and is to arrive on time, appropriately dressed, and ready to work.

1. Plan your schedule carefully, it's ok to say NO to an assignment
2. Keep yourself in good health
3. Secure reliable sitters
4. Keep your car in good repair if driving, confirm reliable transportation if not driving

Employees must give the office manager a 2 hour notice of cancellations, however, the more notice the better. It takes hours to find replacements so

give us days or even week's notices. The office manager will need time to find a replacement for an assignment.

**Contacting the client is improper without contacting the office first.**

**You must contact the office for any schedule changes. If you can not get to work and are unable to contact us then have a family member contact us so we can be aware of any issues.**

## **Substance Abuse**

Illegal drugs and alcohol in the workplace pose a danger to us all. They impair safety and health, promote crime, lower productivity, and impair our ability to provide high quality service. For these reasons, we cannot and will not tolerate the use of illegal drugs or alcohol abuse by any employee. You may be required to submit a sample of urine and/or blood to check for the presence of illegal or non-prescription drugs as a condition of employment.

## **Criminal Background Screenings**

All applicants will be subject to a state criminal background screening. Employment is conditional based on the results of the criminal background.

All North Carolina direct care applicants who have not lived in North Carolina for 5 years or more are required to have a federal fingerprint criminal background check.

**Evaluations** - will be done on a case by case basis

**Discrimination is against the law**

## **Accident Reporting**

All employee injuries occurring while performing assigned work are to be reported promptly that day to the office manager. The employee may be required to submit a urine and/or blood sample just to check for the presence of illegal drugs and alcohol if needed.

## Communication with the office

As a reminder, communication with the office is everything. As a form of good communication, please keep the office informed of:

1. When there is a change in the client's condition
2. When a client is admitted to the hospital or facility
3. When a client expires
4. When a problem occurs with either a client or the client's family
5. When you are unable to fulfill an assignment that you already accepted
6. When there is an accident or injury to the employee or client
7. When any emergency prevents an employee from getting to work
8. When the employee has any problems or is unhappy with a work situation

## The following issues/problems will result in discipline that may cause us to terminate your assignment and/or not utilize you for future assignments:

Repeated tardiness or cancellations

Excessive No call No show

Breach of Confidentiality

Failure to report changes in a client's condition

Conducting personal business while on an assignment

Sleeping while on an assignment

Inappropriate handling of medications or patient's personal valuables

Functioning beyond your job description

## THE FOLLOWING WILL RESULT IN IMMEDIATE TERMINATION:

**IMPAIRMENT ON THE JOB**

**THEFT**

**ABUSE AND ABANDONMENT OF CLIENTS**

**FALSIFICATION OF RECORDS**

**SEXUAL HARASSMENT OF ANY EMPLOYEE**