

FAMILY TREE HOME CARE HANDBOOK



September 2017

Office location: 415 Boston Turnpike Road, Suite 308, Shrewsbury, MA 01545

Mailing address: P.O. Box 3038, Acton, MA 01720

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September 1, 2017

HANDBOOK PURPOSE STATEMENT:

This handbook has been developed to inform you of the policies and procedures of Family Tree Home Care (FTHC). Please read this handbook carefully and familiarize yourself with its content. This handbook contains information that can be referred to as needed. Therefore, we ask every care provider to keep it available while working with FTHC and with FTHC clients. Contact a FTHC Care Director with any questions you have.

This handbook cannot anticipate every situation about employment with FTHC. This handbook IS NOT an employment contract, nor is it intended to create contractual obligations of any kind. FTHC reserves the right to reverse, supplement or rescind any policy or procedure of the handbook when FTHC Care Director(s) deem it appropriate.

Your employment with Family Tree Home Care (FTHC) is presumed to be “at-will” and will remain as such throughout your tenure with FTHC. This allows FTHC Care Directors to terminate employment at any time without notice and for any reason, except an illegal one, without incurring legal liability.

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September 1, 2017

MISSION STATEMENT:

Family Tree Home Care’s mission is to be an excellent source for clients, family, and facilities to choose when an elder is in need of non-medical home care services.

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September 1, 2017

VISION STATEMENT:

Our vision is to meet the needs of each client we serve in a dignified, professional and dependable manner.

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September 1, 2017

HIRING:

FTHC relies on the accuracy of information provided on the job-application, and all other information supplied during the hiring process. Any misrepresentation, falsification, or informational omission may result in exclusion of employment, or if the person has been hired, termination of employment.

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September 1, 2017

PROBATIONARY PERIOD:

All new FTHC employees, or re-hires, are subject to a 90-day probationary period. At the end of that 90-day period each employee will receive a 90-day review.

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September 1, 2017

EMPLOYEES:

All FTHC employees are entitled to overtime, workman's compensation, unemployment assistance, and earned sick time. Earned sick time follows the guidelines set forth by the Commonwealth of Massachusetts.

- Any employee requesting personal time off must speak directly to Care Director (a TXT message is NOT acceptable).
- Any employee requiring emergency call out from scheduled time must speak directly to a Care Director (a TXT message is NOT acceptable). For emergency call out please provide as much notice as possible.
- Any employee requiring emergency extended time off must speak directly to a Care Director (a TXT message is NOT acceptable).
- Any employee who requests more than a 30-day leave will be subject to re-hire.
- Any terminated employee, leaving in good-standing, is welcome to re-apply with FTHC.

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September 1, 2017

TERMINATION:

All FTHC employees are asked to provide 14-day written notice when terminating their position.

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September 1, 2017

COMMUNICATION:

Care providers should be warm and friendly at all times and good listeners to clients, Care Director(s) and other care providers.

All employees are encouraged to work openly and directly with FTHC Care Director(s) with clear communication about client's needs and concerns. FTHC will demonstrate a commitment to both the employee and client in responding to the needs and concerns.

Care providers are responsible to report all changes in the client's status to the best of their ability to the Care Director(s).

It is the responsibility of the care provider to share pertinent information with the Care Director(s) such as schedule changes and client information changes.

Care providers must contact Care Director(s) by telephone with any URGENT MATTERS REGARDING CLIENTS. FTHC provides care providers with the phone numbers of Care Directors, on-call person(s), and our business office, at the time of hire and each care provider is required to carry these numbers while working with a client. Any care provider who has misplaced these telephone numbers is responsible to contact the business office directly for re-issue of the telephone emergency contact list.

Care providers must report to FTHC Care Director(s) any injury to self or client immediately. The care provider must make every attempt to contact the Care Director(s) directly. Leaving only a voicemail or a TXT communication is not acceptable. We cannot stress that strongly enough – you MUST speak directly with the Care Director(s).

When contacting a FTHC Care Director with non-urgent matters, the care provider may leave a voicemail, but it is expected and required that the care provider leave his/her first and last name, the client's first and last name, and a means to contact them.

All business matters should be addressed to the business office during normal business hours 9AM – 5PM, Monday through Friday. It is the responsibility of each care provider to inform the business office, in writing, of any changes in personal data, mailing address, telephone numbers and emergency contacts.

FTHC will send updated information via the postal service and each care provider is expected to read the material thoroughly. If there is a request to return any documentation, the care provider is expected to return it in the allotted time. The Care Directors encourage the care providers to contact them with any questions.

When canceling a shift because of an emergency or illness, it is the responsibility of the care provider to speak directly with the care director or on-call person - leaving only a voice mail or TXT communication is not acceptable. We ask that 24-hour notice be given for any illness that

may cause a scheduling change. Repeated violation of this 24-hour window, or repeated absenteeism, will be cause for review.

The use of a cell phone is strictly prohibited for personal use while working with a client.

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September 1, 2017

SAFETY:

While working with a client, safety is the number one concern for FTHC Care Directors and caregivers.

Safety awareness is extremely important and the FTHC care provider is responsible for sharing any safety concerns or conditions with their Care Director.

Please carefully read the Training packet section on preventing elder abuse, neglect, misappropriation of property, and learn the importance and how to report any findings immediately to the FTHC Care Director(s).

Gloves must be worn when in contact with soiled laundry or when supervising personal care. Gloves can be provided by the client, facility, or FTHC.

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September 1, 2017

EMERGENCY PROCEDURES:

If the client is experiencing an emergency, a care provider is required to call 911. In certain cases, hospice, family or guardian must be notified first. In all cases FTHC Director(s) and family or guardian must be contacted. (This is why it is important to keep all numbers current and with you while working with a client.)

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September 1, 2017

GENERAL RULES FOR FIRE AND DISASTER

When a client resides in a Facility, it is the responsibility of the care provider to familiarize him/herself with the fire procedures of the that Facility. Public postings are located in each Facility, if you are unable to locate them a staff member from that Facility can direct you to its location.

FIRE/DISASTER

In the event of fire, employees are instructed to follow **R.A.C.E.** guidelines.

1. **Remove your client if they are in immediate danger by moving them to the next smoke barrier.**
2. **Alarm, sound a fire alarm if one is near, if not call.**
3. **Contain fire by closing all doors and windows.**
4. **Evacuate the area.**

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September 1, 2017

ATTENDANCE:

All care providers are expected to be reliable and punctual in reporting to scheduled assignments. Care providers are expected to show-up on time for their scheduled assignments, and must notify the Care Director(s) or on-call person directly if an illness or emergency arises which would make them absent or tardy for a scheduled shift. A voicemail message or TXT communication is NOT considered direct contact - make direct contact by telephone and keep trying until speaking with a Care Director or the on-call person. A 4-hour notice in the case of any illness is anticipated. The Care Director(s) may demand a doctor's note to explain any absenteeism. Frequent absenteeism or tardiness will be cause for review and may lead to disciplinary action, up to and including termination of employment.

Care providers may schedule their own work hours in conjunction with the clients' needs of service, provided they work the hours to which they have committed, with a two (2) hour minimum per visit. All scheduled visits established by FTHC can not be changed unless approved by an FTHC Care Director. A care provider is not permitted to leave a shift earlier than the scheduled time without Care Director approval.

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September 1, 2017

BEHAVIOR AND APPEARANCE:

Care providers must be neatly, professionally and appropriately attired, as dictated by the service provided. Tank top/tube tops, facial jewelry and excessive tattoos are not professionally acceptable. Excessive tattoos must be covered while working with a client. An FTHC care provider is encouraged to wear comfortable and safe shoes when working with clients. A shoe with an excessive heel is not appropriate.

A care provider must demonstrate a courteous and caring manner at all times. The use of foul language is strictly prohibited. Smoking while working with a client is strictly prohibited.

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September 1, 2017

CARE PLANS:

Each client will have a care plan established when the case is opened. It is important to review the services provided and for noting emergency contacts. If you receive a change in information from the family, or guardian, such as telephone numbers, it is expected that you will notify a FTTHC Care Director so that the updated information can be added to the care plan. A care plan will not be used for incidental transportation, but the care provider must carry the FTTHC emergency telephone numbers (given at the time of hire) and a family or facility contact number while with the client.

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September 1, 2017

DOCUMENTATION LOG:

When appropriate, FTTHC care providers will be asked to document in a daily log., including but not limited to, services provided, client's behavior and any important information needed to share with other care providers, family or facility. Remember to sign and date each entry. Remember to read documentation from the previous shift(s). When information is highlighted by you or another care provider, be sure that information has been shared with a FTTHC Care Director(s). Please notify an FTTHC Care Director when the log needs replacing.

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September 1, 2017

DAILY ACTIVITY SHEET:

The DAILY ACTIVITY SHEET (DAS) is your daily documentation for recording the number of hours spent with a client. It is extremely important that care providers take careful consideration when completing the DAS. These forms should be completed after each shift of work while you are with the client; this assures accurate documentation of day, date(s), and time(s) of service. The DAS must be sent to the business office on the FRIDAY that the pay period ends. If you are working until Saturday morning of that week, please make sure the DAS is mailed in time for a pick-up on Saturday. A DAS needs to be completed for each client serviced. At the time of hire, your green folder will have a list of the pay-periods for your reference. A detailed description of how to complete a DAS accurately is included in the handbook. Please follow the steps carefully.

EXPLANATION OF DAILY ACTIVITY SHEET

Section 1: CLIENT NAME:

The Client's name must be spelled correctly and completely. If the client is a couple, please include both names.

Section 2: PAY PERIOD BEGINNING ON:

The start-date of the pay period should appear on this line. Please refer to the enclosed sheet of pay periods.

Section 3: WEEK 1 OF PAY PERIOD:

The pay periods are two-week intervals. The first week's services should be recorded here. Please note that there are separate sections for DAY and NIGHT – please record your time accordingly. For example, if you work 6:30 AM to 9 AM, you must have the 6:30 AM – 7 AM portion recorded in the block for the previous night and the 7-9 AM portion recorded in the day block for that day. When filling in the Date, please make sure the Date corresponds to the correct Day of the Week.

Section 4: WEEK 2 OF PAY PERIOD:

The services provided during the second week of the pay period must appear in this section. When filling in the Date, please make sure the Date corresponds to the correct Day of the Week

Section 5: MILEAGE:

Please record notes of where you have driven in the FROM and TO boxes. Miles should be recorded as ROUNDTRIP. This mileage should only be recorded when you are running errands WITH the client or FOR the client, or going to an appointment with the client.

Section 6: EXPENSES:

Expenses such as groceries, errands to pick up dry-cleaning, medicine, parking fees, etc. should appear in this section. Please tally receipts and include total amount. All receipts must be included and attached to the Daily Activity Sheet.

Section 7: CARE PROVIDER NAME:

Please record your name as you wish it to appear on your check.

Section 8: CLIENT SIGNATURE

Please have client sign or initial in pay period grid.

DAILY ACTIVITY SHEET

Client Name: _____

Pay Period Beginning on: (Weeks start on Saturday 7AM) _____

WEEK 1 OF PAY PERIOD: (Week starts on Saturday @ 7AM)

<i>Day</i>	<i>Date</i>	<i>7 AM to 7 PM</i>	<i>Office Use</i>	<i>7 PM to 7 AM</i>	<i>Client Initials</i>	<i>Office Use</i>
Saturday						
Sunday						
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						

WEEK 2 OF PAY PERIOD: (Week starts on Saturday @ 7 AM)

<i>Day</i>	<i>Date</i>	<i>7 AM to 7 PM</i>	<i>Office Use</i>	<i>7 PM to 7 AM</i>	<i>Client Initials</i>	<i>Office Use</i>
Saturday						
Sunday						
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						

Final billing period is 7 PM Friday to 7AM Saturday

Mileage:

Expenses: (shopping & errands, etc.)

From	To	Miles (Roundtrip)		Description	Amount

Care Provider Name: _____

Client Signature: _____

Care Provider, please mail to: Family Tree Home Care, PO Box 3038 Acton, MA 01720

FAMILY TREE HOME CARE SPECIALIZES IN PROVIDING NON-MEDICAL HOME CARE SERVICES FOR ELDERLY RESIDING AT HOME, OR IN A FACILITY. SERVICES INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

1. **DAILY INTERACTIONS**

September 1, 2017

The client should communicate to the care provider how he/she is feeling and whether any special needs are to be handled during the visit.

The client (or the responsible party) should review the Daily Activity Sheet with the care provider prior to signature. With some clients a signature is not possible, please confirm with care director other options in that case.

Care providers should note any changes in the client and communicate these observations to the family, facility, nursing or responsible party, as well as care directors.

2. **MEAL PREPARATION AND PLANNING**

September 1, 2017

Clients should communicate to care providers what kinds of food they like and how they like them prepared.

The client and/or responsible party should communicate to the care provider any dietary guidelines, and meals should be prepared in accordance therewith.

Care providers should ensure the oven/stove has been turned off.

Care providers should observe the client's safety in the kitchen.

Care providers should leave the kitchen and work area clean.

Care providers must wash hands before, during and after food preparation.

Care providers should encourage good nutrition and hydration.

3. **LIGHT HOUSEKEEPING**

September 1, 2017

Care providers should perform light housekeeping tasks, such as vacuuming, tidying up, sweeping and wiping counters.

Care providers need not perform heavy lifting or heavy cleaning.

The client must provide all equipment and cleaning agents, or inform the care provider what cleaning agents to purchase.

Gloves should be worn when touching any soiled laundry.

4. **SHOPPING, GROCERY LIST AND COUPONS**

September 1, 2017

Care directors will inform the care provider whether the client will participate with shopping or if the care provider will do it alone.

If the client goes shopping with the care provider, the client must stay with the care provider at all times.

Care providers should use a shopping list. The client may request that the care provider assist with making a shopping list, with reference to meals planned and any dietary restrictions.

The client should inform the care provider if he/she has any coupons for the care provider to use. The client may request that the care provider assist with clipping coupons.

The client and care provider should determine in advance the payment method for groceries. All change and receipts are to be returned to the client.

The client should instruct the care provider where to store the groceries, keeping in mind those items should be placed in the refrigerator and cupboards within easy reach.

5. MEDICATION REMINDERS

September 1, 2017

Care providers may give clients medication reminders only after medication has been dispensed and clearly marked by nursing or responsible party into a Family Tree Home Care approved cassette. The cassette must clearly indicate the date and time when each compartment's content will be taken. Although care providers present the container to the client, the client must take his/her own medication. Care providers may not handle medication directly.

6. DRESSING

September 1, 2017

Care provider can supervise and assist client with dressing: in an organized manner. Care provider can ease this process by providing simple choices and choosing comfortable clothing.

7. BATHING

September 1, 2017

Care provider can supervise showering, maintaining the utmost dignity.

Care provider should make sure the water is a comfortable temperature and the floor outside tub is dry.

Care provider should be sure to have all needed items for showering nearby.

Care provider should encourage the use of grab bars and shower chairs and make every effort to ensure a safe shower or bath.

Gloves must be worn while supervising showering.

8. TOILETING

September 1, 2017

Care provider can supervise toileting.

Care provider can monitor incontinence and provide two hour reminders to toilet in effort to reduce incontinence.

Care provider should make frequent checks to make sure client is clean and dry if incontinence is noted.

Gloves must be worn while supervising toileting.

9. DENTAL CARE
September 1, 2017

Care provider should encourage client to brush teeth.

10. TRANSPORTATION
September 1, 2017

Seatbelts must be worn by all passengers and driver while transporting Family Tree Home Care clients.

Care providers transporting clients must carry an emergency contact list of Care Director, Facility and or family member.

Care providers must have accurate directions to the destination prior to transporting client. If using GPS, set it before starting out and do not adjust without first stopping and pulling over into a safe place.

It is mandatory that you follow all rules of the road and refrain from any activities that would constitute “distracted driving”. These include, but are not limited to, usage of any electronic device (cell phones, personal devices, etc.) that might divert your attention from the task at hand.

Care providers should allow plenty of time to assure prompt arrival at appointments and events.

Clients must stay with care providers at all times when on outings and at appointments.

11. AUTOMOBILE INSURANCE
September 1, 2017

Any care provider transporting clients must maintain a valid driver’s license and demonstrate proof of automobile insurance. Please supply a copy of your license and car registration to the business office annually in January.

12. ARRANGEMENT OF APPOINTMENTS
September 1, 2017

The client and/or responsible party may request that the care provider assist with arranging appointments.

Care providers must notify care directors of client appointment schedules so that transportation may be coordinated if necessary.

13. LETTER WRITING/CORRESPONDENCE
September 1, 2017

The client and/or responsible party may request that the care provider assist with letter writing/correspondence, and provide instructions related thereto. All information shared must remain confidential.

14. ESCORT ON WALKS

September 1, 2017

The client must be an independent walker (although assistive device may be used by client). The client and/or responsible party should provide direction to the care provider as to the distance and the terrain to be walked. Care providers must consider all safety measures while walking with client.

15. ASSISTANCE WITH ENTERTAINMENT

September 1, 2017

The client may request that the care provider help plan, prepare and assist with hosting, and provide instructions related thereto. When necessary, all care providers must obtain permission from family or guardian when planning an event.

16. READING TO CLIENT

September 1, 2017

The client should inform the care provider as to the types of literature the client enjoys. Audio or large-print books may be an option for the client. The client may request that the care provider accompany him/her to the library.

17. ACTIVITIES FOR MEMORY IMPAIRED

September 1, 2017

Care providers are encouraged to engage clients with mind stimulating activity to include but not limited to, card games, checkers, puzzles, reading the newspaper, and Chinese checkers.

18. SORT MAIL

September 1, 2017

The client or family may request that the care provider assist with sorting mail, and provide instructions related thereto.

19. ANSWER THE TELEPHONE AND DOOR

September 1, 2017

The client may request that the care provider answer the telephone and door or write down all messages taken, as appropriate. Care provider must answer the phone and identify both the client and the care provider

20. CARE OF HOUSE PLANTS

September 1, 2017

The client may request that the care provider check and water all house plants, and provide instructions related thereto.

21. GARDENING

September 1, 2017

The client may request that the care provider facilitate and assist with this hobby.

22. COMPANIONSHIP/CONVERSATION

September 1, 2017

Prior to the initial service visit, the client and/or responsible party shall inform the care director whether the client enjoys conversation and, if so, what topics are of interest. The care director shall communicate all information gathered to the care provider prior to the initial service visit. Care providers should be warm and friendly at all times and good listeners.

23. LAUNDRY

September 1, 2017

Care provider should wear gloves when handling soiled linen or clothing.

The client may request that the care provider iron, fold and put away all laundry, and provide specific instructions related thereto.

If laundry assistance is requested, care providers must complete the laundry within the allotted time of the visit, unless prior approved by client, family, or facility.

24. ATTEND LECTURES, PLAYS AND CONCERTS

September 1, 2017

The client must provide a ticket for the care provider.

Events should be discussed with the care directors in advance of the occasion so as to ensure proper scheduling.

The client must stay with the care provider at all times during the outing.

25. DRY CLEANING

September 1, 2017

The client is responsible for paying for dry cleaning.

The client and care provider should determine in advance the payment method for dry cleaning. All change and receipts are to be returned to the client.

26. WASH DISHES
September 1, 2017

Care provider should make sure all dishes are clean and accessible for the client before completing a shift.

27. ASSIST WITH PET CARE
September 1, 2017

The client may request that the care provider feed the client's pet(s), and provide instructions related thereto.

28. TRASH REMOVAL
September 1, 2017

The client may request that the care provider dispose of and remove all trash from the home, and provide instructions related thereto.

Care providers should place trash in the appropriate site for pick-up/removal.

29. CHANGE LINENS
September 1, 2017

The client may request that the care provider change linens, and provide instructions related thereto.

30. CHECK FOOD FRESHNESS AND EXPIRATION DATES
September 1, 2017

The client and/or responsible party may request that the care provider routinely check the client's perishables for freshness and expiration date.

Care providers should inform the client of, and discard, any spoiled food items from the refrigerator.

31. BIRTHDAY/ANNIVERSARY REMINDERS
September 1, 2017

The client and/or responsible party may request that the care provider assist with recording important dates in a date book or on a calendar.

The client may request that the care provider routinely check the date book or calendar and remind the client of important dates.

32. PLAN VISITS OUTINGS

September 1, 2017

The client may discuss with the care provider his or her interests in the community/area, and may request that the care provider assist with planning an outing of the client's choice. The client is responsible for any cost incurred on the outing.

33. BUY NEWSPAPERS/MAGAZINES

September 1, 2017

The client may request that the care provider obtain newspapers and/or magazines, at the client's expense.

If the client purchases newspapers and/or magazines on a regular basis, care providers may suggest a subscription. The client may request that the care provider assist the client with subscription ordering.

34. DATE BOOK UPDATE/SCHEDULE

September 1, 2017

Care providers should leave a schedule of their visit dates and times with the client.

Care providers should review calendar dates and scheduled appointments with the client.

Routine reminders and visible calendar dates marked for appointments and events are helpful to the client.

35. ASSIST WITH ARRANGING FAMILY PHOTOS

September 1, 2017

The client may request that the care provider assist with adding to scrapbooks and photo albums. This is a great way to connect with the client.

36. HOBBIES/PASTIMES

September 1, 2017

The client and/or responsible party may request that the care provider participate in activities of interest to the client, such as card games, crafts or board games.

37. TEND BIRD FEEDERS

September 1, 2017

The client may request that the care provider fill birdfeeders.

The client and the care provider should discuss where bird feeders are placed, to ensure optimal viewing by the client.

Do Not

SERVICES THAT CANNOT BE PERFORMED

Please check with Family Tree Home Care director if you are unsure a service can be provided, as a general rule the following cannot.

HEAVY LIFTING

September 1, 2017

We can assist clients who use walkers or wheelchairs, but we cannot lift dead weight.

MEDICATIONS

September 1, 2017

Care providers cannot dispense or take medication from bottles. We can only provide medication reminders to clients whose medication has been dispensed.

NAIL TRIMMING

September 1, 2017

Cutting of nails is strictly prohibited. An emery board is allowed to be used to trim a sharp nail.

SHAVING.

September 1, 2017

Care provider can help with shaving using electric shavers. Care provider cannot shave client with a bladed razor.

MEDICAL EMERGENCIES

September 1, 2017

We can only call 911 and stabilize the surroundings to avoid further injury.