



Aging With Grace Aging In Place

The Health Club For Seniors

At Home Health and Help

Direct Services Provider Job Description

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Job Title:**Direct Service Provider****Hours:** To be determined**Position and Pay:** Full or Part Time, \$11.00--\$16.00 per hour dependent on experience and education**Purpose:** Focus on needs and wants of Member and assist them according to KHAT, Plan of Care, Member's Rights and Responsibilities, and Aging With Grace Services Agreement.. Follow direction of Direct Service Provider Supervisor. Help everyone, including self, to best possible health and quality of life.**Qualifications for Services Provider:**

Problem solving skills, communication skills, people skills and a positive attitude required. Must show compassion and a desire to serve.

- show evidence of completed DAIL Attendant Care Certification Training and a test score of 75% or more on DAIL Attendant Care Certification Training test.
- complete orientation training to organization and to member served by organization. When working with a member who is new to you in their home, you are to read their KHAT and Plan of Care before beginning services and sign, testifying that you have read and understand in an email to your supervisor.
- use current and up-to-date best practices and methods of Alzheimer's and all member (member) care. Request education on best practices should you not have the information needed
- know that chemical and physical restraints are prohibited by law and any restraint used by staff will be cause for reporting to Adult Protective Services and will be cause for dismissal
- pass KARES background check, including having fingerprints taken. Direct Service Providers are required to have a criminal records check obtained before the employee's date of hire in accordance with KRS 216.787
- have clear TB test yearly and provide proof for file.
- have and pass CPR/First Aid Training during first month of employment.
- Own smartphone and be able to use EVV Program for note taking and time tracking.
- have own transportation and up to date driver's license and auto insurance and willingness to transport members
- be drug-free and drug tested randomly throughout their employment. Allegations of intoxication or drug use on the job require a drug screen within 36 hours of a reported incident. A refusal to test or a positive test will be grounds for dismissal.
- comply with KRS 194A.700(2) regarding assistance with self-administration of medications. Direct Service Provider's handling of medications is prohibited
- know that Direct Service Providers are not required to have State Registered Nurse Aid certification, for the job position of Direct Service Provider. Aging With Grace bases wages on experience and education.

The Role of Your Direct Service Provider (DSP) Supervisors

1. Your supervisors are experienced in-home healthcare providers and are skilled in management. The DSP Supervisors are responsible for the direction of all At Home-Health and Help Services provided by Aging With Grace. Get to know them and have your supervisor's number in your phone.
2. All questions and concerns must be reported to DSP Supervisors. The DSP Supervisor is who matches you with clients (members), reviews their individual needs and expectations, schedules and assigns your shifts, and provides you with performance feedback and additional training as required.
3. Our goals are to provide a challenging, supportive, and fulfilling work environment for all employees of Aging With Grace while ensuring that services provided by Aging With Grace are following all state and federal regulations. DSP Supervisors will respond to any question or concern you have during your employment with us. No question is trivial so do not hesitate to call.

We Value YOU

Aging With Grace truly depends on the professionalism and dedication of you, our most treasured asset. That is why we strive to create and maintain a positive working environment. When problems or complaints arise, these matters must be thoroughly investigated and resolved.

Please inform us about any condition that may be causing you a problem on the job. It is your responsibility to identify and openly discuss with us any problems as well as suggestions you may have. It is our responsibility to help you correct problems and evaluate/implement your ideas when you make them known.

We will communicate with you via your email account. Check for messages daily. We also will invite you via email to a monthly Zoom meeting. Members are not intended to be part of the meeting, but if you would like to participate with them in the room, please get their written permission and turn it in with your timesheets.

Aging With Grace asks that you use the following procedure to handle suggestions, problems, and complaints relating to your position:

Discuss any problems, complaints or suggestions concerning your job, or any matter relating to it, with your immediate supervisor as soon as you become aware of the situation. Never discuss an administrative problem with your member or their care partner, family member, or with other personnel.

If the matter is not satisfactorily resolved with your immediate supervisor, we encourage you to request a review with his/her supervisor, who will work to resolve the issue.

1. Confidentiality

A. The right to confidentiality is one right held by our members under our Member Rights and Responsibilities. Aging With Grace maintains records of clients in our care as well as employees who represent our company. These are all

confidential documents. Information you read and hear about an individual is for you only and is not to be repeated outside the professional environment.

B. Attendant care Direct Service Providers do not discuss members or office staff out of the context of professional conversation relevant to a person's quality of life and Plan of Care. Discussion regarding members is not held in the presence of individuals who are not involved in service provisions, including other employees of Aging With Grace.

C. Circumstances arise where you may work with a new member or several members at once, therefore you will need to be cautious that you do not discuss one member with another.

D. If you realize someone is asking you questions that are inappropriate or attempting to engage you in conversation about confidential matters, you should respond with statements such as, "It's none of my business", "I don't know", "I haven't noticed" and then immediately change the subject. Your goal is to stop these kinds of conversations before they start. Any breach of confidentiality on the part of Direct Service Providers is grounds for possible termination.

2. Scheduling and Cancellations

Appropriate scheduling and attendance are crucial factors in our ability to satisfy our members. Remember that they are not in a hospital or nursing home where there is other staff and many do not have friends or family who can pick up the slack.

A. DSP Supervisors are the person you will connect with for scheduling. All scheduling and cancellations are to be handled by the management team.

B. We offer flexibility with scheduling, but assignment dates and times must be approved. You may reject an assignment offered to you that presents a scheduling conflict with your desired time and days to work or your personal life. Once accepted, however, you should not cancel and you must call your supervisor if you cannot work a shift.

C. Shift cancellation from the member or DSP Supervisor may occasionally occur. You will be notified immediately, and an alternative assignment may be offered if possible. If your assignment is canceled after you arrive, notify our office with instructions before leaving the member's home. Your assigned member may or may not be a member who can be left in the care of ANYONE except another person designated on their plan of care.

D. When assigned a member you will be provided their name, address, phone number, and education on the member's needs and Plan of Care including a description of expected duties. You may also expect to be oriented to a particular case. In the event you do not feel comfortable or competent to perform the expected duties to carry out the Plan of Care, please notify the DSP Supervisor at once. Additional training or education can be provided in most cases.

E. During your scheduled shift you are expected to provide care and stay present the entire time. You are expected to bring a meal with you and may store it appropriately as needed in the member's home. If you leave you must clock out for lunch or a break. This is only permitted if your assigned member can be left alone.

F. Should you find it necessary to change or cancel your agreed-upon schedule, you must notify your DSP Supervisor as soon as possible. To avoid disciplinary action it is essential to give the office timely notice no less than 72 hours (about 3 days) for us to find an appropriate replacement. Scheduled absences such as doctors' appointments or vacations require a two-week notice. Failure to provide adequate notice will be considered a violation of the attendance policy.

G. A "No Call/No Show" is grounds for disciplinary action including termination of employment. Repeated call-offs are also grounds for disciplinary action up to and including termination.

H. An employee who has missed three consecutive scheduled shifts due to illness or injury is required to file a doctor's release to resume work.

3. Working with Members

Direct Service Providers are to build rapport and maintain a cheerful demeanor while always remaining helpful to members. Coaching is provided by DSP Supervisors when this is challenging.

A. Your Primary Goal

Direct Service Provider's primary goal is to keep members safe. Service Providers are required to report any negative behavioral observations of members, including of staff and family members, to supervisor immediately. The person in charge is to fill out an incident report. Direct Service Providers are required to be watchful for all changes in member's behavior or physical appearance, no matter how minor and report them. Any incident involving the member or his/her property must be reported immediately to your supervisor. An Incident Report Form is to be completed by the individual witnessing or discovering the event. The DSP Supervisor will assist the employee in writing this report.

Examples of incidents that should be reported may include member falls, medication errors, untoward drug reactions, a member reporting personal property missing from the home, and a member or Direct Service Provider who becomes angry or abusive.

In emergencies, the Direct Service Provider will contact the Aging With Grace office and the DSP Supervisor.

If you have any doubt whether or not you should report an incident - report it! These incidents are to be documented on a Member Incident Report form. Obtain direction from your DSP Supervisor.

In cases of abuse or neglect, call the Adult Protective Services Hotline 502 564 7043 You are required to consult with DSP Supervisors before making a report. It is also necessary to document incidents including a description of alleged abuse or neglect along with the date and the time and all measures taken. While as much information as possible is

important, employees do not have to "prove" abuse or neglect only report when they suspect or become aware that abuse or neglect is occurring or has occurred. It is the law to report!

Direct Service Providers are required to know emergency procedures and give first aid when necessary. Call 911 for any member who falls. Keep them company and keep them calm but **DO NOT HELP THEM UP! DO NOT MOVE THEM!** Inform your supervisor immediately.

In case of an emergency, the member should not be left unattended for longer than the duration of an emergency assistance telephone call. If it is determined necessary, either by the Direct Service Provider, or DSP Supervisor, or the physician, that the member's condition is too precarious for any delay, you are to call an ambulance or rescue squad for assistance and/or transport for the member.

If a member is found unresponsive, without a pulse or respiration, call the paramedics 911 immediately and start CPR if indicated. The Direct Service Provider should not attempt to transport the member alone in a private vehicle. If not present, the family is notified only when the member is stable and responsible for safety and treatment turned over to other health team professionals.

An Incident Report Form regarding the emergency such as its cause, development, results, etc., is done only when the member is stable and comfortable, professional emergency help has arrived, and the Aging With Grace's Direct Service Provider is no longer responsible for the member.

You may be relieved from your duties once the following have been met: 1. The care of the member is assumed by emergency care professionals. 2. The Aging With Grace's DSP Supervisor is fully informed of the entire situation. All documentation necessitated by the situation is complete. The member's property is secured, or responsible family members are in the home and have verbalized personal stability

Aging With Grace 's Abuse/Neglect/Exploitation and Incident Reporting Policy:

- a. Incident reporting is **MANDATORY**. Incident reporting must be done in the MWMA (Medicaid Waiver Management Application) immediately after the incident occurs. (no more than 8 hours after witnessing or discovering a critical incident and no more than 24 for non-critical)
- b. A **critical incident** threatens the well-being, health and safety of those involved and must be addressed quickly. (see Section 2 of Incident Reporting Instructional Guide for 1915(c) HCBS Waiver Services Updated June 4, 2021 for clarification)
- c. A **non-critical incident** does not create a serious or immediate risk to those involved. (See Section 2 of Incident Reporting Instructional Guide for 1915(c) HCBS Waiver Services Updated June 4, 2021 for clarification)
- d. For incidents that are criminal in nature, call law enforcement first (and/or Child and Adult Protective Services if neglect, abuse, and exploitation suspected).
- e. For suspicion of Abuse/Neglect/Exploitation call Adult (859-245-5258) or Child (877-597-2331) Protective Services (and/or law enforcement) and include case number in the report. Even if you only suspect abuse, neglect or exploitation, it is the law to report it.
- f. Then notify other concerned parties: case manager, your supervisor, family member or guardian if specified in the person-centered service plan (PCSP), and medical provider if incident involves hospitalization and/or medication error.
- g. Next, complete initial incident report in MWMA.

- h. If necessary, do risk mitigation and investigation report within 7 calendar days after incident witnessed or discovered.

B. Protecting Belongings: Yours, Ours, and Theirs

1. Employees agree to take care of property not their own. Employees will exercise care with tools, furniture, equipment, etc., and will fill out an incident report for property damaged or property in need of repair/replacement.
2. Employees are liable for damaged property. If an employee is responsible for property damage, the employee must reimburse the club and/or member for repair or replacement, whichever is the least expensive but satisfactory to the director and owner of the property.

C. Visitors

1. No employee of Aging With Grace should ever have friends or family meet or visit our members while they are working or outside of work. This is an infringement of the family's privacy. When someone is taking you to work, or you are being picked up, or someone is bringing you something that person must never be allowed in the member's home. Violation of this policy may result in disciplinary action up to and including termination.
2. Employees may bring a child and/or pet to work on a case-by-case basis with written approval from their assigned member, administrator, and supervisor. Decisions are made with the prioritization of the member's best interests. You must be able to take responsibility for your child and/or pet and can still complete job duties with a level of superiority. Must introduce pet/child to supervisor before bringing to meet members. Your pet must be kept in a carrier/cage. Employees agree to clean up after their child or pet.
3. Your child must be protected from physical, verbal, and sexual abuse at all times and is not to be neglected. Your child must have age-appropriate activities and programming provided to them during scheduled work hours. Your child must be separated from adult members except for meals and special events.
4. Members have the right to exit any agreement regarding pets or children at any time.
5. Under no circumstances should you visit a member without authorization. This includes visits to members when you are not scheduled or after you have been reassigned, which may result in termination. Visiting members after termination may result in legal action.
3. It is also a professional responsibility to know that you cannot remove a member from their home without permission unless the member needs emergency medical treatment. Being at risk of abuse is not sufficient ground for removing a member and doing so could result in arrest for abduction or kidnapping. Only the police or a designated protective service working can legally take custody of an at-risk person in a non-medical but protective emergency.
4. The police should always be called in an emergency and you should immediately alert a Direct Service Provider Supervisor. You should stay with your member until emergency services, the police, or protective services arrive.

D. Leaving Members Without Care

1. If you arrive at the scheduled day and time and no one appears to be home, even after arrangements have been made and verified, please call the Aging With Grace DSP Supervisor. Do not go home until have been instructed to do so by the management team.

Communications and Telephone

1. You are never to use a member's phone for personal use. Your job requires you to have your own smart phone for accomplishing your job duties. However, If it is necessary to call the Aging With Grace office/management staff or any other person on your member's Plan of Care for purposes of coordinating services, please be sure to ask the member's permission before using their phone.

2. If you need to speak with the Aging With Grace management team while on duty, please let your member know you will be using your phone to accomplish your job duties.

3. Never give the member's phone number to anyone. This is a breach of privacy that is intolerable.

4. We are glad your friends and family can always reach you. However, we want to stress that emergencies are the time you should be communicating with friends or families during work hours.

5. We also want to stress safety and that you are being trusted and compensated to take care of our members. Do not use a cell phone while driving. Do not call the office while driving. Do not respond to messages or calls on your phone while driving.

6. Aging With Grace relies on telephone, text, and email contact heavily; these are our primary forms of communication between all employees. It is imperative that whenever you receive a call or text from our office that you respond when safe and as soon as possible. You are required to read your email daily so that we can direct our efforts toward timely solutions for our members.

7. Three Personal Improvement Plans (PIPs) for cell phone use violations and/or other incidents will result in dismissal.

Smoking

1. Aging With Graces strives to maintain healthy environments for our employees and members. Smoking is not allowed in company buildings or work areas at any time. "Smoking" includes the use of any tobacco products (including chewing tobacco), electronic smoking devices, and e-cigarettes.

Smoking is only permitted during break times in your car. Employees are expected to dispose of any smoking debris safely and properly. If you would like assistance quitting smoking, we are happy to assist you. Please discuss how to access smoking cessation programs with your supervisor.

G. Parking

1. Ask the member you are helping where they would like you to park. Be prepared to move your car after asking. When visiting the clubhouse, please park on the street or to the side of the building.

4. Dress Code

A: Personal Hygiene

We work to create and enhance our staff's reputations as professionals worthy of the highest respect.

1. To maintain a professional environment, employees are expected to be clean, well-groomed, and appropriately dressed at all times. Clean and proper attire is to be worn. All employees need to select clothing and footwear that are appropriate for their daily roles, realizing that some of our members prefer for Direct Service Providers to wear scrubs while others prefer athletic wear. Neat grooming with clean clothing and well-kept shoes should be the standard you maintain while providing attendant care services.

2. Personal cleanliness and hygiene must be maintained at all times. Every effort should be made to avoid body odors through the regular practice of sound personal hygiene and using deodorants and other toiletries of one's choosing.

3. No perfumes are permitted while working as some individuals are sensitive. In the office, perfumes should not adversely affect the comfort of team and club members.

4. Oral hygiene is important for all employees.

B. Hair and Headwear

1. Hair must be clean.

2. Hair may need to be pulled back as to not interfere with duties.

3. Hats and head coverings are permitted as part of religious, medical, or uniform attire, and as weather necessitates, but not for fashion. No hoodies are to be worn over the head.

C. Jewelry

1. Permitted if it does not inhibit the practice of universal precautions or other safety procedures

2. Medical jewelry is always acceptable.

3. Jewelry should not pose a safety risk to the employee.

4. Facial jewelry should be conservative and body jewelry should not be visible.

D. Nails

1. Nails should be clean and not interfere with or inhibit the ability to perform duties

E. Body Art and Modifications

1. Body modifications such as tattoos are permitted. Images that can be deemed offensive or lewd must always be covered in the workplace.

F. Undergarments

1. Attention should be given to avoid wearing undergarments that can be seen through other clothing.
2. Thigh highs must not be visible while sitting.

G. Compliance

1. Boundaries and common sense are the keys to a strong, positive, and professional environment. The cooperation of each employee regarding their appearance is essential in maintaining an appropriate atmosphere that contributes to professional success. If an employee is unable to recognize the responsibility to present themselves professionally DSP Supervisors have the responsibility to help the employee to improve their professional appearance. A Performance Improvement Plan will be given.

5. Pay Related

A. Direct Deposit

Aging With Grace uses Heartland Payroll Systems to process payroll. You must sign a direct deposit form that will be kept in your employee file. This form must be filed to process your wages. It is your responsibility to request a new Direct Deposit form if you would like to change your account information. New employees will be sent an email to enroll.

B. Time Sheets and Progress Notes

Hard copy timesheets and progress notes (if unable to document electronically) are due every other Wednesday between paydays. Timesheets must be signed by member at the end of every shift. Timesheets without member's signature will not be accepted and pay will not be processed. If you have forgotten to have your member sign, simply have them sign the next shift or before submitting to Payroll Manager.

Pay is issued every other Friday. Employees are emailed monthly pay calendars. If timesheets are not submitted in time to be processed for the bi-weekly payroll employee must wait until the next payroll cycle.

Progress notes must include employees name, position, date, time in and time out. Progress notes must be written in blue or black ink. Progress notes with errors must be rewritten. Progress notes with White-Out will not be accepted. Progress notes must not be copies. Originals only. Timesheets and progress notes are legal documents.

C. EVV

Electronic visit verification (EVV) is an electronic system providers use to record information when delivering in-home or community-based services where participants receive support with activities of daily living and/or instrumental activities of daily living. The Department for Medicaid Services is transitioned to EVV for its 1915(c) Home and Community Based Services (HCBS) waivers. The use of EVV is a requirement of the 21st Century Cures Act passed by Congress in 2016.

EVV must electronically verify six aspects of service delivery: the date, location and type of service, the individual providing the service, the individual receiving the service and the start and end times of the service.

Direct Service Providers employed by Aging With Grace are required to use EVV. Employees must download the app on their phone and use it to clock in and out. Once a new employee's background check is received, and Tb test cleared, they will be sent an email with their username and a temporary password. Using this information to log-in to the app will immediately prompt the setting of a private password. Employees are able to review their schedule, clock in, clock out, record their completion of work duties as per their member's Plan of Care. EVV must be used while location services are enabled on the employee's cell phone and employees should alert the DSP Supervisor if they need to clock in or out from an additional address (such as Active Day).

D. Travel Pay

Aging With Grace does not pay mileage or compensate DSP travel expenses in any capacity. We pay an hourly wage that is higher than the industry standard to help compensate for your travel expenses.

E. Bee Weller Bucks

Aging with Grace offers you a reward program in the form of Bee Weller Bucks. Bee Bucks are given for accomplishing tasks that are good for your health and your work-life. You may pick up Bee Bucks Reward Forms and turn them in at the clubhouse or download a copy of the Bee Bucks Rewards Form from our website and send in a digital copy. You may earn up to \$600.00 Bee Bucks per year, plus Bonus Bee Bucks for referring a potential employee to Aging With Grace.

6. Conditions of Continued Employment

As a condition of continued employment at Aging With Grace, you are required to maintain your personnel file with your current license, auto insurance, attendant care competency evaluation, TB test, CPR certification, etc., in adherence to relevant state and federal requirements for your position as a Direct Services Provider. In addition, the completion of mandatory continuing education in-services may be required. All personnel files must be current for you to remain an active employee.

You are an employee of Aging With Grace. Aging With Grace is not an employment agency nor a placement service. When you are working on an assignment at our member's home, you are employed by Aging With Grace only, providing a service to the member. As our employee, it is our duty and responsibility to monitor your job performance and to help

you to give the best possible service to our members. To that end, we issue Personal Improvement Plans (PIPs) to our employees to help them improve their job performance.

A. Trainings

It is every health care professional's responsibility to maintain their personnel records and protect their livelihood. Direct Service Providers are required to receive thirty-four (34) hours of basic training according to 910 KAR 1:160 (6) and for the first year. Must receive annual updating and review of eight (8) hours every year thereafter. Training records are kept in your employee file. Direct Service Providers must be trained within one (1) month in cardiopulmonary resuscitation. See training schedule, attached, for other trainings.

All personnel are responsible for familiarizing themselves with the policies and procedures of Aging With Grace. Complete and comprehensive manuals are available to review in the office during regular office hours. It is a part of your professional accountability to take the initiative to maintain your training schedule and review manuals. You should ask questions if you want or need education regarding a policy or procedure.

B. Tardiness

The failure to follow established work schedules. Includes reporting late at the beginning of the work schedule, leaving early or returning late from lunch or breaks, or leaving work early at the end of the work schedule, all without approval. Tardiness is considered excessive if any employee has been late, two or more times, in a 30-day period. "Late" is considered arriving 15 minutes late or more to an assigned shift. This also includes being late for any visits, staff meetings, or scheduled shifts. For example, if your shift is supposed to start at 9:00 am; please arrive and clock in as close to 9:00 am as you can, but no earlier than 8:45. Any exception to this 15-minute window or scheduled changes must be communicated to the office.

1. First occurrence: Written to dismissal
2. Second occurrence: suspension to dismissal.
3. Third occurrence: dismissal.

C. Falsification of Records

Includes misrepresentation, falsification, or omission of any fact, whether verbal or written, on such records as, but not limited to timesheets, progress notes, attendance, and leave; employment status; employment application; travel vouchers; and work and production.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

D. Unsatisfactory Work Performance Including Inability to Perform Assigned Duties and Substandard Performance of Assigned Duties

The failure to satisfactorily meet the minimum performance standards that specifically relate to the employee's duties and responsibilities. An employee's failure to meet established work standards may be addressed through the performance evaluation process and/or the use of progressive discipline:

1. First occurrence: written reprimand.
2. Second occurrence: written reprimand to dismissal.

3. Third occurrence: suspension to dismissal.

4. Fourth occurrence: dismissal.

E. Insubordination

A deliberate and inexcusable refusal to obey a reasonable directive that relates to an employee's job function. An unwillingness to submit to authority. Includes both an expressed refusal to obey a proper order and a deliberate failure to carry out an order.

1. First occurrence: suspension to dismissal.

2. Second occurrence: dismissal.

F. Leaving Assigned Duty

Absence from the work area or duty assignment during a work period without the permission of the appropriate supervisor. Includes leaving a work area for lunch or a break, or at the end of a work schedule without proper relief where such relief or permission is a specific requirement.

1. First occurrence: suspension to dismissal.

2. Second occurrence: dismissal.

G. Negligence

Carelessness in the omission of, or inattention to the performance of assigned duties and responsibilities. Negligence is synonymous with carelessness and signifies a lack of care, caution, attention, diligence, or discretion.

1. First occurrence: suspension to dismissal.

2. Second occurrence: dismissal.

H. Sabotage

Participation in an act of destruction or attempted destruction of company or member property or equipment.

1. First occurrence: suspension to dismissal.

2. Second occurrence: dismissal.

I. Sexual Harassment

Violation of Policy on Sexual Harassment

1. First occurrence: suspension to dismissal.

2. Second occurrence: dismissal.

J. Sleeping on Duty

The failure of an employee to remain awake while on duty during working periods.

1. First occurrence: suspension to dismissal.

2. Second occurrence: dismissal.

K. Threatening or Abusive Language

The use of language that is threatening or abusive, whether directed towards a supervisor, another employee, or any other person. Includes any offensive language whether directed toward anyone regardless of intent.

1. First occurrence: suspension to dismissal.

2. Second occurrence: dismissal.

L. Unauthorized Taking of Property and Theft

The unauthorized taking of any property of the company or another person.

1. First occurrence; suspension to dismissal
2. Second occurrence dismissal

M. Violation of Safety Practices

The failure to follow established safety practices. This includes the performance of unsafe acts or failure to wear or use safety equipment.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

N. Disruptive Conduct

Behavior that interferes with the employee's work performance or the work performance of others. This may include, but is not limited to loud, boisterous language; creating a disturbance; throwing objects; slamming doors, or other activities which would have a detrimental effect on the work environment.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

O. Solicitation/Asking for a Loan

At no time should you ask the member you are serving 1.) to buy something from you or for you. 2.) for a loan or gift. 3.) to reimburse you for gas. 4.) for anything not described here.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

P. Failure to Report Incident to Supervisor

All incidents, no matter how small, should be reported to your supervisor. Your supervisor will determine if the incident warrants an incident report be filed.

1. First occurrence: suspension to dismissal.
2. Second occurrence: dismissal.

6. Termination

Aging With Grace cannot offer work assignments to any chronically tardy employee, has numerous late cancellations, whose work performance or attitude draws repeated complaints from members, or who has been found to be dishonest, unreliable, or incompetent.

An employee's supervisor may issue verbal or written warnings to resolve any conflicts or misunderstandings that may occur. An employee who does not fulfill the obligation of a scheduled assignment, either through a "no-call/no-show" or by leaving the assignment prior to the end of the assigned shift, may be terminated immediately. If you are absent for 3 days without notifying the company, it is assumed that you have voluntarily abandoned your position with the company, and you will be removed from the payroll.

7. If You Must Leave Us

Should you decide to leave your employment with us, we ask that you provide the company administrator with at least two weeks' advance written notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the company. We will confirm upon request our employees' dates of employment and job title.

All company property, including this Employee Handbook, must be returned at the end of employment. Otherwise, the company may take action to recoup any replacement costs and/or seek the return of company property through appropriate legal recourse.

You should notify the company if your address changes during the calendar year in which discharge occurs so that your tax information will be sent to the proper address.

8. Risk Management

Any injury involving yourself or another employee should be reported to the office. Your supervisor will help you file a claim for worker's comp, if necessary. An employee incident report is to be filled out by the employee involved. In the event of an accident, the company reserves the right to conduct a drug, and alcohol screening.

Aging With Grace's insurance coverage does not extend to protect our employees in the event of criminal acts. Thus, it is to your benefit to protect yourself from any situation in which you feel a false accusation is likely. This is especially true in dealing with individuals who have dementia, brain injuries, or other cognitive issues.

Should it become apparent to you that your member has firearms, sums of money, jewelry, or other valuables around the house in unsecured locations, report this to the Aging With Grace office immediately. The DSP Supervisor will request the family remove these items from the home to a secure area such as a safety deposit box for your protection as well as for the members.

Accept no gifts or money. While a member may sincerely give you a present one day, he/she may report the item stolen the next. Should the member repeatedly express a wish to present you with a gift, ask your DSP Supervisor to negotiate this "gifting" with the member and their responsible family members. Then, there will be no suspicion of wrongdoing.

At no time should you perform errands of a financial nature for your member such as depositing Social Security checks, paying bills, etc., without the prior knowledge and approval of your DSP Supervisor. If you are asked to provide such services, please notify your DSP Supervisor.

Direct Service Providers are required to get clear copies of lists of items given to you by a member (member must write down items to purchase and sign their name) to purchase and receipts for items purchased for the member. This is for your protection in case a member accuses you of stealing. Take pictures of the list and receipt with your phone. Document the reason and type of purchases in your progress notes.

A. Entering the Members Home

When you have accepted a home care assignment, you will be given the address, directions to the home, and instructions on how to enter the home. Never accept a member's key and keep it with you. You may be falsely accused of "breaking and entering."



B. Incident Reports

Incident reports are mandated by the state and federal government. Any abnormality must be reported to your supervisor. Your supervisor will help you fill out an incident report according to the Incident Reporting Instructional Guide for 1915(c) Waiver Services Updated June 4, 2021. Ask your supervisor for details about filing an incident report form. Tell your supervisor immediately if you witness anything in your member's home that is not "normal".

Aging With Grace 's Abuse/Neglect/Exploitation and Incident Reporting Policy:

- a. Incident reporting is MANDATORY. Incident reporting must be done in the MWMA (Medicaid Waiver Management Application) immediately after the incident occurs. (no more than 8 hours after witnessing or discovering a critical incident and no more than 24 for non-critical)
- b. A **critical incident** threatens the well-being, health and safety of those involved and must be addressed quickly. (see Section 2 of Incident Reporting Instructional Guide for 1915(c) HCBS Waiver Services Updated June 4, 2021 for clarification)
- c. A **non-critical incident** does not create a serious or immediate risk to those involved. (See Section 2 of Incident Reporting Instructional Guide for 1915(c) HCBS Waiver Services Updated June 4, 2021 for clarification)
- d. For incidents that are criminal in nature, call law enforcement first (and/or Child and Adult Protective Services if neglect, abuse, and exploitation suspected).
- e. For suspicion of Abuse/Neglect/Exploitation call Adult (859-245-5258) or Child (877-597-2331) Protective Services (and/or law enforcement) and include case number in the report. Even if you only suspect abuse, neglect or exploitation, it is the law to report it.
- f. Then notify other concerned parties: case manager, your supervisor, family member or guardian if specified in the person-centered service plan (PCSP), and medical provider if incident involves hospitalization and/or medication error.
- g. Next, complete initial incident report in MWMA.
- h. If necessary, do risk mitigation and investigation report within 7 calendar days after incident witnessed or discovered.

C. Safety Procedures for Sharps Waste and Other waste.

DSPs are not allowed to give injections or use other medical equipment. Aging With Grace's At Home Health and Help Services are non-medical services. Some of our members may receive medical care from other providers simultaneously with the non-medical help we provide.

Sharps Waste

Aging With Grace provides NON-MEDICAL help at home for our members. However, if sharps are used by other persons in the home, please report to your supervisor and use these precautions:

1. Sharp waste, including needles, scalpels, razors, or other sharp instruments used for member care procedures, shall be segregated from other waste, and placed in puncture-resistant containers (clearly marked: Sharps Disposal) immediately after use.

2. A needle or other contaminated sharp instrument shall not be purposely bent, broken, or otherwise manipulated by hand as a means of disposal, except as permitted by Occupational Safety and Health Administration guidelines established in 29 CFR 1910.1030(d)(2)(vii).

3. The containers of sharps waste shall be incinerated off-site or be rendered non-hazardous. (Put out the morning of trash pick-up, not at top of the can.)

Other Waste

1. Disposable waste shall be placed in suitable bags or closed containers to prevent leakage or spillage, and shall be handled, stored, and disposed of minimizing direct exposure of personnel to waste materials.

Aging With Grace provides NON-MEDICAL help at home for our members. However, if you discover blood in items that are used by other persons in the home, please report to your supervisor and use these precautions:

2. The following waste shall be disposed of by incineration, or be autoclaved before disposal, or (be carefully poured down a drain connected to a sanitary sewer):

- a. Blood;
- b. Blood specimens.
- c. Blood products; or
- d. Used blood tubes.

D. Fire Safety and Procedures

Although procedural details may vary, there are four basic principles of fire control that are universally applicable at home.

RESCUE: Rescue anyone in immediate danger. Move these individuals to the closest safe area.

ALARM: In the home, dial 911, the fire department, or the operator.

CONFINE: Close all doors in and around the fire area to block its progress. Shut off all oxygen sources. Turn off all equipment not needed to sustain life.

EXTINGUISH: Put out the fire using a portable fire extinguisher, baking soda, or water if safe to do so. Never use water on a grease fire.

The greatest danger in most fire situations is the result of panic. Most fires in homes occur from 6:00 P.M. to 6:00 A.M. Always "watch" for fire with your nose, especially at night. Defective electrical equipment is the cause of the highest property loss from fire in homes and hospitals. Most severe injuries and deaths related to fire are traceable to failure to plan for such an emergency.

E. Personal Safety

Aging With Grace's members come from all cultural, social, and economic backgrounds. Serving these members may take you to all areas of your community. For your security it is essential to follow some simple "common sense" safety rules:

Be alerted to the buildings, surroundings, elevators, and body language of the people you encounter.

Eye contact may ward off trouble

Establish a professional presence by adhering to the dress code.

Convey an attitude of control in a nonthreatening manner when in a home.

Exit the home immediately if you feel threatened. Find some excuse to leave the home (i.e., you forgot something in the car). Once you are in a safe environment, discuss with a manager as appropriate and call the member to resolve the problem.

Be aware of your concerns. If you have a feeling that a situation is dangerous, it probably is. Do not tolerate sexual harassment or other forms of abuse from the member you are serving or their family members/neighbors, etc. Report any uncomfortable behaviors to your supervisor. You may be asked to help fill out an incident report.

Do not sacrifice yourself for a member.

Acknowledge that some risks are too great to take.

Even if the area feels safe, be sure to lock all car doors and windows. Do not leave objects on the seat of your car in open view (valuables, back packs or purses, packages, etc.). Cover them with a blanket or put them out of view, ideally in the trunk.

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YOUR TRAINING SCHEDULE. Please see your Supervisor when trainings are due.

Employee/Volunteer Name and Position + Start Date _____	Training Requirements	Date Training Accomplished	Signature of Administrator/Trainer
Orientation (6 hours) Before beginning work	<ol style="list-style-type: none">1. Program objectives2. Program policies and procedures3. Health, sanitation, emergency, and incident reporting procedures	<ol style="list-style-type: none">1.2.3.	

	<ul style="list-style-type: none"> 4. Client confidentiality 5. Personnel policies and procedures 	<ul style="list-style-type: none"> 4. 5. 	
Within one month of employment	<ul style="list-style-type: none"> 1. Cardiopulmonary Resuscitation 2. The aging process 3. Interpersonal communication 4. Personal care services 5. First Aid 6. Identifying and reporting health problems and incident reporting procedures 	<ul style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 	
Within two months of employment	<ul style="list-style-type: none"> 1. Stress management 2. Recognizing and reporting suspected adult abuse, neglect or exploitation and incident reporting procedures 3. Universal blood and body fluids precautions 	<ul style="list-style-type: none"> 1. 2. 3. 	
Within three months of employment	<ul style="list-style-type: none"> 1. Dementia: causes and manifestations, managing a client with dementia, crisis intervention with a combative client, effects of dementia on the caregiver 	<ul style="list-style-type: none"> 1. 	
Eight hours of Annual Training	Review and update knowledge and skills	<p>Hours:</p> <ul style="list-style-type: none"> 1. 2. 3. 4. 	

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I have read the DSP Job Description and understand my job duties and responsibilities. I have a copy of the job description and training schedule in my possession.

Signed _____ **Dated** _____

Printed Name _____

YOUR TRAINING SCHEDULE. Please see your Supervisor when trainings are due.

Employee/Volunteer Name and Position + Start Date _____	Training Requirements	Date Training Accomplished	Signature of Administrator/Trainer
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