

INTEGRATED HOME CARE AGENCY LLC

HOME HEALTH AIDE EMPLOYEE HANDBOOK

Effective Date: _____

Agency Address: 33250 Warren Rd (208) Westland MI

Telephone: 734-742-5971

Email: integratedhomecareagencyllc@gmail.com

Welcome to **Integrated Home Care Agency LLC**.

Our mission is to provide compassionate, respectful, safe, reliable, and person-centered care to individuals in the comfort of their homes.

As a Home Health Aide (HHA), you are an important member of the care team. The quality of your work directly affects the health, safety, dignity, independence, and quality of life of the clients we serve.

This handbook establishes the Agency's expectations, policies, procedures, and standards of professional conduct. Every employee is expected to read, understand, and follow this handbook, applicable Agency policies, the client's care, applicable laws and regulations, and instructions provided by authorized supervisors or clinical personnel.

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1. PURPOSE OF THE HANDBOOK

This handbook provides employees with general information concerning employment with Integrated Home Care Agency LLC.

It is intended to:

- Establish consistent workplace expectations.
- Promote safe and high-quality client care.
- Protect client rights and dignity.
- Establish professional standards.
- Explain employee responsibilities.
- Provide guidance regarding Agency procedures.
- Promote compliance with applicable federal, state, local, payer, and regulatory requirements.

This handbook does not contain every Agency policy or every situation that an employee may encounter. Employees are responsible for asking management or their supervisor when they are uncertain about a procedure, assignment, or client-care issue.

Nothing in this handbook authorizes an employee to perform a task outside the employee's training, competency, certification, job description, care plan, or legal scope of practice.

2. MISSION AND CORE VALUES

Integrated Home Care Agency LLC is committed to providing high-quality home-based services while respecting every client's individuality, independence, privacy, culture, preferences, and dignity.

Our core values are:

Compassion

We treat clients and families with kindness, patience, and understanding.

Respect

We respect the client's choices, privacy, culture, beliefs, property, and personal space.

Safety

We place the health and safety of clients and employees first.

Integrity

We are honest, ethical, dependable, and accountable.

Professionalism

We maintain appropriate boundaries and conduct ourselves as healthcare professionals.

Reliability

We arrive on time, perform assigned duties, communicate changes promptly, and complete documentation accurately.

Person-Centered Care

We recognize that each client has unique needs, preferences, abilities, and goals.

3. EQUAL EMPLOYMENT OPPORTUNITY

Integrated Home Care Agency LLC provides equal employment opportunities to qualified applicants and employees in accordance with applicable federal, state, and local laws.

The Company prohibits unlawful discrimination based on legally protected characteristics.

Employment decisions may include consideration of qualifications, experience, performance, attendance, availability, job requirements, client needs, and other legitimate business factors.

Employees who believe they have experienced discrimination should report the concern promptly to:

Office Assistant: Chrisshanna Brown

Telephone: 734-742-5971

Email: integratedhomecareagencyllc@gmail.com

4. EMPLOYMENT RELATIONSHIP

Unless otherwise provided by a written employment agreement or applicable law, employment is intended to be on an at-will basis.

This means that either the employee or the Agency may end the employment relationship at any time, with or without notice, subject to applicable law.

Nothing in this handbook creates a contract of employment, guarantee of hours, guarantee of continued employment, or promise of a particular assignment.

5. EMPLOYEE QUALIFICATIONS AND PERSONNEL REQUIREMENTS

Employees must satisfy all qualifications applicable to their position and assigned duties.

Depending upon the position and applicable requirements, the Agency may require:

- Completed employment application.
- Meet and greet between client, caregiver and administrator or their representatives.
- Verification of identity and authorization to work.
- Required education or certification.
- Required HHA or CNA credentials, where applicable.
- Background screening.
- Criminal history screening when required.
- Reference checks.
- CPR/First Aid certification when required.
- Skills and competency assessments.
- Orientation and required training.
- Driver's license and automobile insurance when driving is part of the job.
- Other documentation required by law, payer, client, or Agency policy.

Employees must immediately notify management if a license, certification, registration, driver's license, or other required credential expires, is suspended, is revoked, or becomes subject to disciplinary action.

6. JOB DUTIES AND SCOPE OF PRACTICE

The HHA's duties are determined by the employee's job description, training, competency, applicable law, payer requirements, and the client's authorized plan of care/service plan.

Typical HHA duties may include:

- Assistance with bathing.
- Grooming.
- Oral hygiene.
- Dressing.
- Toileting.
- Incontinence care.
- Ambulation.
- Positioning.
- Transfers.
- Assistance with activities of daily living.
- Meal preparation according to the authorized plan.
- Light housekeeping related to the client's care.
- Laundry related to the client's care.
- Assistance with maintaining a safe environment.
- Observation and reporting of changes in the client's condition.
- Other duties specifically authorized by the care plan and within the employee's scope.

HHAs must **not**:

- Diagnose medical conditions.
- Change a client's medical treatment.
- Change medication doses.
- Perform procedures for which they are not trained and authorized.
- Provide nursing services unless separately licensed and assigned to perform such services.
- Make medical decisions outside their scope.
- Accept responsibility for tasks they are not competent to perform.

When uncertain, STOP and contact the supervisor.

7. CLIENT RIGHTS AND DIGNITY

Every client has the right to:

- Be treated with dignity and respect.
- Receive care free from abuse, neglect, exploitation, discrimination, and retaliation.
- Have privacy.
- Participate in decisions concerning their care.
- Receive services consistent with the authorized plan of care.
- Have personal information protected.
- Be treated with courtesy and professionalism.
- Voice complaints without retaliation.
- Receive information in a manner they can understand.
- Maintain personal choices and independence to the extent safely possible.
- Have their cultural and personal preferences respected.
- Have their property treated respectfully.

Employees must never intentionally humiliate, intimidate, threaten, insult, ridicule, or otherwise mistreat a client.

8. PERSON-CENTERED CARE

Employees should encourage clients to perform tasks independently whenever they are safely able to do so.

Employees should:

- Ask before assisting.
- Explain what they are doing.
- Respect client preferences.
- Encourage independence.
- Protect privacy during personal care.
- Use respectful language.
- Allow reasonable choices.
- Avoid unnecessary restrictions.
- Respect cultural practices.
- Communicate changes in the client's needs.

Employees should never assume that every client wants care performed in the same manner.

9. CONFIDENTIALITY AND HIPAA

Client information is confidential.

Employees may only access, discuss, use, or disclose client information when necessary to perform assigned duties or when otherwise authorized.

Confidential information may include:

- Name.
- Address.
- Telephone number.
- Medical information.
- Diagnosis.
- Medication information.
- Insurance information.
- Family information.
- Care plans.
- Schedules.
- Financial information.
- Photographs.
- Conversations concerning the client.

Employees must not:

- Discuss clients in public places.
- Discuss clients with friends or unauthorized individuals.
- Post client information online.
- Take unauthorized photographs.
- Share client records.
- Leave confidential paperwork unsecured.
- Access records without a legitimate work-related reason.

A suspected privacy violation must immediately be reported to management.

10. ABUSE, NEGLECT, EXPLOITATION, AND MANDATORY REPORTING

The Agency has zero tolerance for abuse, neglect, exploitation, or mistreatment.

Potential abuse may include:

Physical Abuse

Hitting, pushing, kicking, striking, inappropriate restraint, or another physical mistreatment.

Verbal or Emotional Abuse

Threats, insults, humiliation, intimidation, harassment, or deliberate emotional mistreatment.

Sexual Abuse

Any unwanted sexual contact, sexual exploitation, or inappropriate sexual behavior.

Neglect

Failure to provide required care or deliberately abandoning a client.

Financial Exploitation

Stealing money or property, coercing financial transactions, borrowing money, unauthorized use of bank cards, or manipulating a client for financial benefit.

Employees must immediately report suspected abuse, neglect, exploitation, or unsafe conditions according to Agency policy and applicable law.

Emergency: Call 911 when immediate danger exists.

Supervisor: Janeclare Agbor-Baiyee

Telephone: 734-635-7044

Employees must never attempt to investigate suspected abuse independently unless specifically authorized to do so.

11. INFECTION PREVENTION AND CONTROL

Employees must follow infection-control practices at all times.

Required practices include:

- Proper hand hygiene.
- Appropriate use of gloves and PPE.
- Safe handling of bodily fluids.
- Proper disposal of contaminated materials.
- Cleaning and disinfecting equipment as required.
- Following respiratory hygiene practices.
- Avoiding work when illness creates an unsafe risk to clients.
- Following Agency and client-specific infection-control procedures.

Hands should be washed before and after client contact and whenever otherwise required.

12. MEDICATION ASSISTANCE

Employees may only assist with medications to the extent permitted by:

- Their training.
- Their job description.
- Applicable law.
- The client's care/service plan.
- Agency policy.
- Payer requirements.

Employees must not independently change medication doses, discontinue medication, prescribe medication, or make clinical decisions.

Any medication error, missed medication, adverse reaction, refusal, or concern must be reported immediately according to Agency procedures.

13. CLIENT SAFETY AND FALL PREVENTION

Employees must maintain a safe environment.

Employees should:

- Keep walkways clear.
- Use appropriate transfer techniques.
- Follow prescribed mobility instructions.
- Use assistive devices correctly.
- Keep frequently used items accessible.
- Report hazards.
- Report changes in mobility.
- Follow fall-prevention instructions.
- Never leave a client in an unsafe position.

Employees must not use unsafe lifting techniques or attempt transfers beyond their training or physical capability.

14. EMERGENCY PROCEDURES

In an emergency:

1. Remain calm.
2. Protect yourself and the client from immediate danger.
3. Call **911** when emergency medical assistance is needed.
4. Provide assistance within your training and certification.
5. Notify the supervisor as soon as reasonably possible.
6. Follow Agency emergency procedures.

Examples of emergencies include:

- Chest pain.
- Difficulty breathing.
- Unresponsiveness.
- Severe bleeding.
- Suspected stroke.
- Serious fall or injury.
- Fire.
- Missing client.

- Dangerous environmental condition.
- Suspected abuse.
- Other immediate threats to health or safety.

15. INCIDENT AND ACCIDENT REPORTING

Employees must immediately report incidents involving clients, employees, visitors, or property.

Examples include:

- Falls.
- Injuries.
- Missing clients.
- Abuse allegations.
- Emergency room visits.
- Hospitalizations.
- Property damage.
- Exposure incidents.
- Unsafe conditions.
- Client complaints involving care.
- Any significant change in client condition.

Employees must complete Agency incident documentation accurately and promptly.

Incident reports must contain facts, not speculation.

Do not alter, falsify, backdate, or destroy incident documentation.

16. DOCUMENTATION AND RECORDKEEPING

Documentation must be:

- Accurate.
- Timely.
- Complete.
- Objective.
- Legible.
- Professional.
- Consistent with services actually provided.

Employees must document only services actually performed.

Employees must never:

- Falsify records.
- Document care that was not provided.
- Clock in or out for another employee.
- Alter time records improperly.
- Sign another person's documentation.

If an error is made, follow the Agency's correction procedure.

17. ELECTRONIC VISIT VERIFICATION AND TIMEKEEPING

When EVV is required, employees must accurately record required visit information using the Agency's approved system.

Employees are responsible for:

- Clocking in accurately.
- Clocking out accurately.
- Recording the actual location/service information required by the system.
- Reporting technical problems promptly.
- Correcting errors through the approved process.
- Never allowing another person to use their credentials.
- Never asking another employee to clock in or out for them.

For Michigan Medicaid Home Help agency providers, EVV requirements apply to agency providers, and MDHHS requires Home Help agencies to use EVV according to applicable program requirements.

Time records must accurately reflect time worked.

18. ATTENDANCE, PUNCTUALITY, AND CALL-OFF PROCEDURES

Reliable attendance is essential because clients depend on scheduled care.

Employees are expected to:

- Arrive on time.
- Be ready to work at the beginning of the scheduled shift.
- Remain for the entire scheduled assignment unless released by authorized management.
- Notify the Agency promptly when unable to work.
- Follow the Agency's call-off procedure.

Employees must not abandon a client.

Call-Off Procedure

Employees unable to report for work must contact:

The Office Assistant: Chrisshanna Brown
Telephone: 734-742-5971

Whenever possible, employees should provide advance notice.

Repeated tardiness, absenteeism, no-call/no-show events, or abandonment of assignments may result in corrective action.

19. SCHEDULING AND CLIENT ASSIGNMENTS

Employees must follow the schedule provided by the Client and Agency.

Employees may not independently:

- Change a client's scheduled service hours.
- Trade assignments without authorization.
- Add unauthorized hours.
- Remove themselves from an assignment without notifying management.
- Arrange private services with Agency clients.
- Provide services outside authorized hours without approval.
- Staying longer than authorized hours by will not be paid by the Agency.

If a client requests additional services or hours, the employee must contact the office.

20. TRANSPORTATION AND DRIVING

Employees who drive clients must maintain:

- A valid driver's license.
- Required automobile insurance.
- A safe and properly maintained vehicle.
- Any other documentation required by the Agency.

Employees must obey traffic laws.

Employees may not drive while impaired, distracted, excessively fatigued, or otherwise unable to drive safely.

Texting while driving is prohibited.

Employees should not transport clients in a vehicle that does not meet Agency safety requirements.

21. PERSONAL CONDUCT AND PROFESSIONAL BOUNDARIES

Employees must maintain professional boundaries at all times.

Employees must not:

- Become romantically or sexually involved with a client.
- Borrow money from clients.
- Lend money to clients.
- Accept unauthorized financial benefits.
- Ask clients for loans.
- Use clients' property for personal purposes.
- Conduct unauthorized business with clients.
- Become involved in family disputes.
- Use a client's home for personal activities.
- Bring unauthorized visitors to a client's home.
- Sleep during a shift unless specifically authorized by the care plan and Agency policy.

Employees must remain focused on the client's care and safety.

22. GIFTS, MONEY, BORROWING, AND FINANCIAL TRANSACTIONS

Employees should not accept **cash, loans, valuable gifts, or financial benefits** from clients.

Employees may not:

- Borrow money from clients.
- Loan money to clients.
- Use a client's credit/debit card for personal purchases.
- Become a beneficiary of a client's estate.
- Accept a client's checks for personal use.
- Handle client finances outside authorized duties.
- Ask clients for gifts or money.

If a client offers a gift, the employee should politely decline when required by Agency policy and notify management if necessary.

23. SOCIAL MEDIA AND ELECTRONIC COMMUNICATIONS

Employees must protect client confidentiality online.

Employees may not post:

- Client names.
- Client photographs.
- Client addresses.
- Client medical information.
- Client stories that identify the client.
- Screenshots of client records.
- Information that could reasonably identify a client.

Employees should not "friend," follow, or otherwise connect with clients through personal social media accounts when doing so would violate professional boundaries or Agency policy.

24. CLIENT PRIVACY AND PHOTOGRAPHY

Employees may not photograph, record, or video a client without appropriate authorization.

Personal devices must not be used to photograph confidential records or protected health information unless specifically authorized under Agency procedures.

Any authorized photographs must be handled according to Agency privacy requirements.

25. PERSONAL CELL PHONE USE

Personal cell phone use during working time should be limited to necessary personal matters and emergencies.

Employees must never allow personal phone use to interfere with client safety or care.

Employees must not:

- Text while driving.
- Record clients without authorization.
- Photograph client records.
- Post about clients.
- Conduct personal business during client-care time.

26. SMOKING, ALCOHOL, DRUGS, AND IMPAIRMENT

Employees must report to work capable of safely performing their duties.

The use, possession, distribution, or impairment from illegal drugs while working is prohibited.

Employees may not consume alcohol while providing services.

Employees may not work while impaired by alcohol, illegal drugs, medication, fatigue, or any other substance or condition that makes the employee unable to safely perform assigned duties.

Employees taking prescription or over-the-counter medication that may impair their ability to safely work should notify management as appropriate.

27. WORKPLACE VIOLENCE AND THREATENING BEHAVIOR

Threats, intimidation, physical violence, harassment, or aggressive conduct are prohibited.

Employees should immediately report:

- Threats.
- Physical assaults.
- Weapons.
- Dangerous behavior.
- Stalking.
- Serious intimidation.
- Unsafe client or household situations.

If immediate danger exists, call 911.

Employees should leave an unsafe environment when necessary to protect themselves or others and contact the Agency as soon as reasonably possible.

28. HARASSMENT AND DISCRIMINATION

The Agency prohibits unlawful harassment and discrimination.

Harassment may include inappropriate verbal, physical, visual, or electronic conduct.

Employees should report concerns promptly to management.

Reports will be taken seriously and reviewed according to applicable procedures.

Retaliation against an employee who makes a good-faith complaint or participates in an investigation is prohibited.

29. DRESS CODE AND PERSONAL HYGIENE

Employees must present a clean, professional appearance.

Employees should maintain:

- Clean clothing or Agency-required uniform (scrub)
- Appropriate footwear.
- Good personal hygiene.
- Clean hands and fingernails.
- Hair secured when necessary for safety.
- Minimal fragrance when fragrance may affect clients.

Clothing must be appropriate for providing personal care and performing physical tasks safely.

30. HEALTH REQUIREMENTS AND EMPLOYEE ILLNESS

Employees have a responsibility to protect clients from avoidable infection.

Employees who are ill with symptoms that may pose a risk to clients should contact the office before reporting to work.

Employees may be required to comply with Agency health-screening, medical-clearance, communicable-disease, or infection-control requirements as permitted or required by applicable law.

Employees must not conceal an illness or exposure that could create a significant risk to vulnerable clients.

31. COMPENSATION AND PAYROLL

Employees will be paid according to the Agency's established compensation policies and applicable law.

Employees must accurately report all time worked.

Questions regarding pay should be directed to:

Payroll Contact: JANECLARE AGBOR-BAIYEE

Telephone: 734-833-3706

Email: JENNYCLARE202@YAHOO.COM

Employees should review pay statements and promptly report suspected errors.

The Agency prohibits falsification of time records.

32. WORKERS' COMPENSATION AND WORKPLACE INJURIES

Employees must immediately report workplace injuries or illnesses to management.

This includes injuries occurring:

- At a client's home.
- While traveling for authorized work.
- While performing assigned duties.
- While using Agency equipment.
- During other covered work activities.

Employees should seek emergency treatment when necessary.

Employees must complete required injury documentation promptly.

33. PERFORMANCE STANDARDS

Employees are expected to:

- Provide safe care.
- Follow care plans.
- Maintain confidentiality.
- Communicate professionally.
- Arrive on time.
- Complete documentation.
- Follow infection-control procedures.
- Maintain professional boundaries.
- Report changes in client condition.
- Follow supervisory instructions.
- Maintain required credentials.
- Treat clients respectfully.
- Protect client property.
- Follow all applicable Agency policies.

Failure to meet performance expectations may result in corrective action.

34. CORRECTIVE ACTION AND DISCIPLINE

Depending upon the circumstances, corrective action may include:

1. Coaching.
2. Verbal counseling.
3. Written warning.
4. Performance improvement plan.
5. Suspension.
6. Final warning.
7. Termination of employment.

The Agency may determine the appropriate response based on the seriousness of the conduct, prior history, client safety, regulatory requirements, and other relevant circumstances.

Serious violations may result in immediate termination.

Examples of serious violations include:

- Abuse or neglect.
- Theft.
- Falsification of records.
- Falsification of time or EVV information.
- Client abandonment.
- Serious confidentiality violations.
- Working while impaired.
- Violence or threats.
- Sexual misconduct.
- Deliberate mistreatment of a client.
- Working outside required credentials.
- Fraud.
- Serious safety violations.

35. NO RETALIATION

Integrated Home Care Agency LLC prohibits retaliation against an employee for making a good-faith report of:

- Abuse.
- Neglect.
- Exploitation.
- Safety concerns.
- Discrimination.
- Harassment.
- Privacy violations.
- Fraud.
- Regulatory violations.
- Workplace misconduct.
- Other legally protected complaints.

Employees should report suspected retaliation to management immediately.

36. POLICY CHANGES

The Agency may modify, revise, add, or remove policies as necessary to comply with changes in law, regulations, payer requirements, client needs, accreditation standards, or Agency operations.

Employees will be notified of material policy changes through appropriate Agency communication.

Where applicable, the current version of Agency policies and applicable law will control.

37. EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received and reviewed the **Integrated Home Care Agency LLC Home Health Aide Employee Handbook**.

I understand that I am responsible for reading and following the policies and procedures contained in this handbook and for asking management questions when I do not understand a policy or requirement.

I understand that this handbook is intended to provide general workplace guidance and does not create a contract of employment or guarantee continued employment.

I understand that I must comply with applicable laws, regulations, Agency policies, client care/service plans, professional requirements, and instructions from authorized supervisors.

I understand that failure to comply with applicable requirements may result in corrective action, up to and including termination of employment.

I acknowledge that I have had an opportunity to ask questions about this handbook.

Employee Name: _____

Employee Signature: _____

Date: _____

Administrator/Manager Name: _____

Administrator/Manager Signature: _____

Date: _____

EMPLOYEE EMERGENCY CONTACT INFORMATION

Employee Name: _____

Primary Telephone: _____

Emergency Contact: _____

Emergency Contact Telephone: _____

Relationship: _____

IMPORTANT COMPANY CONTACTS

Agency Administrator:

Name: JANECLARE AGBOR-BAIYEE

Phone: 734-635-7044

Email: JENNYCLARE202@YAHOO.COM

Office/Scheduling:

CHRISHANNA BROWN

Phone: 734-742-5971

Email: Integratedhomecareagencyllc@gmail.com

Clinical Supervisor:

Name: TANYI AGBOR-BAIYEE

Phone: 734-635-5688

EVV Support:

1 866-576-1179

Payroll:

JANECLARE AGBOR-BAIYEE

734-635-7044

