

INTEGRATED RESOURCES, INC
HOMEMAKER HANDBOOK
Version 1.5

Initial Training

Before you can begin working, you have to receive a certain amount of training. The state has a list of training topics that you must complete before you can be certified as a Homemaker. You can complete this training at Integrated Resources, or at another Homemaker Agency. But, if you complete it at another agency, you will have to give us a copy of your training certificate before we can place you with a member.

The Homemaker Training focuses on the following topics:

- D Orientation to the Agency, Community, and Services
- D Confidentiality and HIPAA regulations
- D Abuse, Neglect, and Exploitation
- D Personal Care Skills (bathing, grooming, ambulating, etc.)
- D Accident Prevention and Safety
- D Working with Specific Groups
- D Body Mechanics
- D OSHA, CPR, and First Aid Training
- D Care of the Home and Personal Belongings
- D Food, Nutrition, and Meal Preparation

Some people won't have to complete all of these training topics. If you have already been trained as a certified nursing assistant, home health aide, Homemaker, or nurse, you will only have to take the initial eight hour class.

Integrated Resources breaks its class into parts so that it will be more convenient for you. The first training is an eight hour class that covers the basic information that you will need to begin working with a member. During the next year, you will be given 24 more hours of education to complete your certification training.

Continuing Education

While you are working with us, you will also have to have eight hours of continuing education each year. These trainings may be in a classroom setting, by video, or by mailings.

CPR Card

Part of your continuing education will be CPR and First Aid. Integrated Resources has CPR and First Aid instructors who can schedule you into a class to keep your CPR card current. But, if you would rather take a CPR class at another agency or fire department, you can. If you do this, you will have to get a copy of the card to the office before your current card expires. If your CPR card expires, you will be pulled from your assignment until you get a new one.

What You are Expected to Do

Your daily job duties are listed on the member's Plan of Care (POC). A copy of the POC with instructions is left in the home for the Homemakers to follow. When you go into a home, the first thing you should do is introduce yourself to the member and family. The second thing you should do is review the POC. If you cannot find it, or it has been taken out of the home, you are to call the office immediately to get instructions.

Everything that you are expected to do is listed on the POC. The basic expectations are:

- D Keeping the member's living area clean. This includes dusting, mopping, sweeping, and straightening. Any time that a nurse comes into the home, it should be clean and presentable.
- D Helping the member with bathing, dressing, grooming, eating, walking, transferring, and toileting.
- D Assisting with transferring the member from the bed to a chair or wheelchair, and with walking if necessary.
- D Providing transportation for doctor's appointments and community activities. But remember, this is only for the member; you are not to take the member's family in your car.
- D Cooking and preparing meals for the member
- D Reporting changes in the member's condition to the nurse.
- D Keeping records as instructed by the nurse, and completing the paperwork accurately.
- D Completing any other duties assigned by the nurse.

What You Can't Do

In some cases, the member or the family may want you to do things that aren't listed on the POC. To make it simple: If it isn't listed on the POC or approved by a nurse, you can't do it.

Here is a list of things that you absolutely can't do:

- C Apply or change sterile dressings
- C Irrigate a colostomy or apply the adhesive barrier to the skin
- C Gastric lavage or gavage
- C Apply heat in any form
- C Care for or clean a tracheotomy tube
- C Tube feedings
- C Suctioning
- C Vaginal irrigations
- C Give injections, including insulin
- C Any personal care not included on the POC
- C Administer medications, prescribed or over the counter
- C Catheterizations, apply external (condom-type) catheter
- C Make judgments or give advice on medical or nursing questions
- C Heavy housework (Spring Cleaning), or anything that involves climbing, ladders, moving furniture, etc.

Client Transportation

You are to provide transportation for the member as directed on the POC. Transportation must be recorded on the Worksheet and Travel Sheet. You are not allowed to transport the member's family.

Change in Personal Information

Any change in personal information (name, address, telephone, etc.) must be reported to the office.

Resignations

Resigning is considered "leaving on good terms". If you want to leave the agency, you need to send a resignation letter to us. You should include the reason you want to leave, if you only want to resign from a specific assignment, or if you want to leave the agency completely. We prefer that you give two weeks notice, but in emergency or special situations, less may be given.

Quitting

If you don't show up for work and you don't notify the office, we will assume that you have quit. In cases like this, the member will be assigned a new Homemaker. We are open from 8:00 a.m. to 5:00 p.m., have voice mail after working hours, and provide you with an on-call list.

Confidentiality

You are to keep member information confidential at all times. Do not give any information to people who are not involved in the member's care--not even other Homemakers. If you have to report anything, report it to the office staff. Don't talk about your member with your family or friends. If it's reported that you're leaking information, the nurses will investigate. If we confirm that you have let out member information, you will be disciplined.

Examples of personal information that is confidential:

- D Member's name
- D Member's phone number
- D Member's address
- D Location of member's home
- D Medical information
- D Prescription information
- D Any information that can be used to identify the member
- D Any information that is learned at the member's home or during medical appointments

Homemaker Family / Relatives in Client' Home

You are not to bring your family to the member's home for any reason, even if the member tells you that it's okay. If someone in your family needs to drive you to work, that person needs to remain outside of the member's home.

Client Level of Care

Each member is awarded a set number of hours per month. They are reevaluated every year, and it is possible that the hours may increase, decrease, or stay the same. Members may receive as many of the hours as they want up to the maximum limit, but can't go over what is allowed on the Plan of Care.

Scheduled Hours on the POC

When the nurses do a home visit, they sit down with the member and work out a schedule for the Homemaker. When you accept an assignment, you are expected to work the hours as they are listed. Do not change them for your convenience. If you need to change the schedule for personal reasons, you have to contact the office to get approval. But, the schedule can be changed to work around the member's needs. For example, if the member needs to go to a doctor's appointment late in the day, you can start your shift later--after notifying the office staff.

Call In's

You are expected to arrive at the member's home at the scheduled time. If you can't make it to work, you need to call the office and let the nurses know. In most cases we expect at least two hours notice so that the clerks have time to place a sub Homemaker. If there's an emergency and you can't give two hours notice, you need to call the office as soon as possible, or have someone call for you.

"Three Strikes"

If you are showing bad behavior, we usually give you three chances to correct it. We will verbally reprimand you for the first offense. When we do this, we place a written statement in your personnel file. For the second offense we will send you a written reprimand. The third offense can result in termination.

However, we don't always give you these chances. If you abandon your member, or place him or her in harms way, termination may be immediate. The nurse will evaluate the situation and make a decision on which action is appropriate.

Client Abandonment

Members have the right to receive safe care from a Homemaker during the scheduled hours. If you leave the member during the scheduled time or do not show for a scheduled shift without calling the office, we will consider it abandonment. You will be warned or fired, depending on the circumstances surrounding the situation.

The only time you will not be sanctioned for abandonment is if there is a situation in the home that you feel puts you in danger. If you feel that you could come to harm in the home, you need to immediately leave the home and contact the Homemaker Agency as soon as possible from a neighbor's phone, cell phone, or public phone.

Personal Hygiene and Appearance

While you are working with Integrated Resources, you are a representative of the company. We expect you to maintain a presentable appearance while you are on the job. You should bathe often enough to prevent body odor. Your hair should be clean and brushed. Your fingernails should be clean with no visible dirt underneath. Your teeth should be brushed often enough to prevent bad breath.

Dress Code

- D Uniforms (scrubs) are preferred but not required.
- D Clothing should be neat, clean, and in good repair. No rips or holes.
- D Excessive perfume or scented deodorants should not be used.
- D Shirts are to be waist-length and cover the abdomen.
- D Shorts are not allowed
- D Shirts are not to have advertisements or graphics on them
- D Visible piercings should be removed before entering the member's home. Large earrings or piercings can be a hazard.
- D Spandex, in any form, is not appropriate to wear.

Holiday Pay

After you work for 60 continuous days, you will be eligible for holiday pay. To get this, you must work at least 20 hours a week. To get the holiday pay, you have to work the scheduled day before and the scheduled day after. The pay is based on your normal schedule.

Paid Leave

After you work through a continuous year with the company, you will be eligible for five days of paid leave. Again, you have to work at least 20 hours a week to be eligible.

After you earn this leave, you may use it however you choose. However, if you miss a day for personal reasons (illness, your vehicle is broken down, etc.), a day of paid leave will be used to cover the absence.

If your client dies before you've had a chance to use your paid leave and we can't immediately place you in a new home, we will pay you the time on your next pay check.

Paid leave is based on the schedule you are working during the time you take leave. *Example: You are working with a client that gets 7.5 hours a day, Monday through Friday. You schedule your vacation for July. In the last week of June, the client's hours get cut back to 4.5 hours a day. Your leave time in July would be based on the 4.5 hours a day.*

If you want to take vacation at a popular time, you need to schedule it early. If there are a lot of vacation requests during the same time period, your vacation may not be approved. We have to have enough Homemakers to safely cover our members, and we sometimes have to limit how many people we allow off at a single time.

Reporting to Supervisor

You have to make regular reports to the nurse. You usually do this in the "Comment" section of the Worksheet. But if there is a serious change in the client's condition, you need to call the nurse immediately. Anything out of the ordinary needs to be reported to the nurse.

Using Client's Phone

You are not allowed to use the member's phone for personal calls. A lot of members are on limited incomes and have to pay for each call. Also, it's a breach of confidentiality to contact other people from the member's phone (Caller ID). Do not give out your member's phone number to your family, friends, or businesses of any kind. If we find out that you are making or receiving personal calls at a member's home, you will be written up.

If you expect that you will need to be contacted during the working day, you need to give the office number; we will relay any messages to you.

Homemaker Giving Home Number to Client

Do not give your home phone number to the member you are working with. If you do give it out, you are potentially asking for trouble. Members shouldn't have any reason to contact you after working hours. If they have any questions, they need to call the office.

Homemakers on the 'Sub List'

If we don't have a regular assignment for you, we place you on what's called the 'sub list'. When you're on this list, we use you on an *as needed* basis until we can place you with a regular member.

It's your responsibility to report changes in your address or phone number to the office.

If you don't answer the telephone or respond to our attempts to contact you, we will remove you from the list.

Theft

Theft will not be tolerated. Any incident involving theft will be investigated and referred to the local police.

Random Checks by RN's

The nurses may make unscheduled visits or make random checks to verify service is being provided according to the Plan of Care. No notification will be given to member or Homemaker before an unscheduled visit. It will be up to the office staff and nurses to use their judgment to decide if unscheduled visits are needed.

Member Requests for Specific Homemakers

Members have the right to request specific Homemakers. The nurses review these requests on a case by case basis to ensure that the member receives the best care possible. The client also has the right to request that certain Homemakers not be placed in the home.

The client may also request a change in Homemakers at any time. These situations will be reviewed by the nurse and acted upon accordingly.

Contact Information

The Homemaker Agency staff can be contacted by using the following information:

Phone: 304-294-5610

Toll- Free: 1-800-640-9972



On Call Schedule for RN's

The nurses are on call for emergencies or questions during scheduled Homemaker working hours. The Call Schedule is sent out every three months to Homemakers. The Homemaker is responsible to have a copy of the current Call Schedule. During scheduled business hours, the Homemaker RN may be contacted at the office phone number. After business hours, the Homemaker RN may be reached by using the contact information listed on the Call Schedule.

This Handbook covers general guidelines only.
It does not override current policies and procedures
listed in the Policy and Procedure Manual.
For questions on specific policies and procedures,
refer to the Policy and Procedure Manual.