

LOVE RESPECT AND  
CARE  
HOME HEALTH AIDE  
CONSUMER  
HANDBOOK



## 1. INTRODUCTION

Love Respect and Care Home Health Aide Agency/Registry was started with the drive to service others. The passion that comes from deep within to communicate with seniors and adults with disabilities in the community, to allow them to continue to live as independently as possible in their own homes.

## 2. SUMMARY OF CARE SERVICES PROVIDED

Love Respect and Care provides services to the disabled. We specialize in live in care. We offer our clients a total quality care of service not just providing the basic service, such as errands, housekeeping, but we also offer the whole person-mind, body and soul.

Your care giver is there to help you enjoy the best quality of life you can. If you have some personal goals, or if there are some extra steps you may want to take, then your care giver is there to assist and guide you and to always be there for you. Perhaps you may want to be able to prepare just a simple snack for yourself or take a walk. If that is at all possible, we will always be there to assist and encourage you to make sure you can achieve that personal goal.

### 3. Our Clients

While some of our clients may only wish to have companionship, LRC provides

Complete care and support services for people who wish to continue to live

Independently in their own homes.

### 4. AIMS & OBJECTIVES OF THE SERVICE

Love Respect and Care strives to provide consistent high standard and quality of care that will enable our clients to live safely, comfortably and as independently as possible in the comfort of their own homes, while maintaining their dignity and privacy.

### 5. PHILOSOPHY OF CARE

Love Respect and Care aims to provide a service which meets the needs of our clients as individuals, regardless of their age, gender, sexuality, religion or disability. In addition, the care delivered by LRC aims to meet not just the physical, but also emotional, spiritual, cultural and psychological needs of the client.

All of our clients are encouraged to participate in the planning and delivery

Of their own care to ensure that, the care they receive enhances the

Quality of their everyday life. By listening to our clients and finding out

Exactly what they want and by working with them in partnership, we aim

To help them achieve the quality of life they are searching for.

## 6. RANGE OF CARE SERVICES PROVIDED

### Personal Care

- Help with washing and bathing to maintain personal hygiene
- Support with toilet needs
- Help with preparing and serving meals
- Assistance with medication
- Help with personal grooming

## 7. MOBILITY

- Help with dressing and undressing
- Assistance with getting in and out of bed

- Help in moving around the house
- Assistance with getting to work/daytime activities
- Help with going to shops, post office etc.
- Assistance in attending social activities

## 8. HOUSEHOLD TASK

- Keeping house clean
- Staying warm/cool
- Running errands
- Washing/ironing clothes
- Shopping and light household duties
- Feeding pets

### Social Interaction

- Providing companionship and interaction
- Helping clients keep in touch with family and friends
- Helping clients participate in hobbies and interest

## 9. SERVICES WE WILL NOT PROVIDE

- Toe and nail cutting
- Ear syringing
- Removing or replacing urinary catheters
- Bowel Evacuations
- Bladders washouts
- Injections involving syringes, administering intravenously controlled drugs
- Filling of oxygen cylinders
- Lifting from the floor unaided
- Tracheotomy care (changing tubes)
- Skin prick test for diabetics
- Any invasive procedures

Love Respect and Care does not provide nursing care services.

## 10. THE ASSESSMENT & DELIVERY OF CARE

### Assessing Your Needs

When you call us to make an inquiry about care, we will arrange with you a day and time

for our care assessor, to visit you in your home to talk about what you need and how we can best meet your requirements. Our assessor will discuss with you in detail what you are looking for in your care package and any particular outcomes and goals you may wish to achieve.

For example, you may say that you want to feel safe at night, meet up with your friends and family, be active in your garden again or even take a trip. Of course you are welcome to involve members of your family or a friend to this meeting.

Our care assessor will discuss your needs in detail and establish the key elements of your care plan. This plan will list all the tasks that you would like your care giver to carry out and the days and times they will need to do this. The plan will be completely individual to you and take into consideration not just your physical and dietary, but also your cultural and religious needs.

We will tell you in advance the name of the person who will be caring for you and, if there are any changes in their personnel file we will inform you. All of our care givers are provided with an identity card which bears our company name, and the care givers name.

How We Make Sure Your Care Service Runs Smoothly

The care givers allocated to you will have been selected because they have the relevant skills, experience and temperament to meet your needs.

All of our care givers receive regular training to refresh and update their knowledge and skills and new care givers are sent on an induction course prior to be given their first care assignment with us. This training covers such areas as first aide, food, hygiene and moving and handling.

- Each care giver has a mandatory review with the care manager four times a year to discuss any concerns that they may have about their work and to review their training needs

The manager also makes regular unannounced visits to clients' homes to

Ensure that the care givers are delivering care in accordance with the

Agreed care plan.

In addition, clients will be visited at least 4 times a year by one of the

Homecare team to ensure that the care being provided is still meeting



Your needs and expectations. They will see what the outcome of the last 3

Months has been and address those accordingly. We also send out

Questionnaires at least twice a year to solicit your opinions of our service

And your care givers.

Should you ever be unhappy with our service for any reason, we would like

To know immediately, so that we can address the problem and create

A stress-free environment without delay.

What Happens If Your Needs Change?

We recognize that people's needs change and we will keep up to date of

Your needs by:

- Telephoning you on regular basis.
- Visiting you at least every three months.
- Updating you Risk Assessment every six months.
- Reviewing your care plan if you have been in the hospital or if your

Needs or goals change.

If your care giver is ill, we will call you immediately to discuss your needs and preferences with regard to the provision of a temporary replacement. Your regular care giver will then be reallocated to you as soon as possible.

### Maintaining a Record of Care Provided

In order that we can monitor the care provided and to comply

With the requirements of the minimum standards for home health care agency/registry, your care giver will always make a daily record of the care that they have provided to you.

A note will be made of every significant event during the care period in the folder kept in your home for this purpose. The folder will also contain a copy of the care plan that has been discussed with you and the risk assessment that has been carried on in your home.

The folder needs to be kept in a place where your care giver can find it. You and your family are welcome to make notes in it and read all the information that has been recorded about your care. The folder may be reviewed by social services as part of their inspection and

regulations process and our own care manager will also on occasion check the folder to make sure that accurate, daily records are being maintained.

## Confidentiality

Every care giver that we employ for work has to abide by LRC confidentiality policy and procedure. This means that they are not allowed to discuss any details of their work for you, unless it is with a social worker, district nurse or another member of the LRC Team.

A copy of our confidentiality policy is given to every care giver. Care givers need your permission before disclosing details about you to anyone other than the people listed on your disclosure form. Details which care givers are not allowed to reveal to third parties include your address and telephone number, your medical history and your financial situation.

There may be occasion when care givers are unable to keep information given to them confidential. They have a duty to report any suspicious of abuse or discrimination to the care manager as soon as possible.

If you suspect that your care giver has been discussing your personal details without your permission to anyone other than people listed

above, please contact our care manager as soon as possible.

## How Do You Qualify To Use Our Services?

To be eligible to receive our services we need to be satisfied that the following conditions have been met:

1. You are a legitimate client who will treat all of our members of staff in an appropriate manner.
2. Any member of staff providing care for you will work without fear of discrimination in a safe environment.
3. We will be paid for the services supplied.

11. Love Respect and Care  
Agency/Registry aims to provide a high standard of care at all times and this process starts from the moment we

receive a new inquiry from a potential client.

We always recruit the best caregivers possible and we match them as closely as possible to the individual client. We employ only experienced and trained staff. Before we employ a new care giver, we take up two references and carry out a criminal background check on them.

All new care givers go through an induction course, during which they receive up-to-date training in the key aspects of care provision. Care givers also receive regular on the job training to ensure that their knowledge and skills remain up to date.

Once a care giver has been assigned to a new client, we monitor their performance on a regular and systematic basis. This monitoring includes telephone satisfaction surveys, written satisfaction surveys and face-to-face interviews with clients of their representatives.

Your care givers receive regular visits, both announced and unannounced, at their place of work from our care assessor, to ensure that they are maintaining the high standards we set.

Our care assessor also regularly canvasses the views of clients and their families through a combination of telephone inquiries, home visits and written customer satisfaction surveys.

12. We welcome feedback from clients and their families, and we are delighted when we can pass on praise and compliments to our staff and care givers, most of whom work alone for long periods in a relatively isolated working environment.

However, while LRC aims to provide clients and their families with a first-class service at all times. We recognize that there may be rare occasions where the service provided falls short of our own very high standards.

We would encourage clients and their families to relay any concerns they may have about any aspect of the care being provided at the first available opportunity, either directly to their care giver, or to our care assessor, or our care manager.

In most instances we would hope to be able to deal with the issue there and then and it is clearly better for all concerned if relatively small concerns can be addressed immediately before they become a serious problem.

However, there may also be rare occasions where more swift and serious intervention is needed and, once again, we would urge clients or their Representatives to contact us without delay.

### 13. COMPLIMENTS AND COMPLAINT PROCEDURE

For the reason we have instituted a formal complaint procedure which we want clients and their families to be aware of and to feel free to use, should the need arise.

What is A Complaint?

A complaint is any communication from a client, a member of staff or care giver, a member of a clients' family or a visitor to the client, either in verbal or written form, expressing dissatisfaction with anything relating to the provision of care. Complaints can be also made anonymously.

How to Make a Complaint

All complaints or concerns should be made, if possible, to our Executive Chief, Darnica Gordon.

How to pay us a Compliment

We do, however, receive far more compliments than complaints. If you think to pay us a compliment, just call us at the office

or write us a compliment letter. Please let your care givers know that you are happy too, they all work very hard, and no one objects to being complimented!

### Complaints Procedure

All complaints will be dealt with immediately with all parties concerned. The complaint will be acknowledged in writing within 7 days of receipt and formal response provided within 28 days.

If a complaint is not resolved to your satisfaction, you are free at any stage in the proceedings to contact the commission for social care inspection; alternatively, you can refer the matter to any of the following authorities:

- Social Services
- Health Care Authorities
- General Social Care Council

Complaints may also be made directly to this body by any complaints:

The commission for Social Care  
Inspection,

Eastern regional office

Email: [enquires.eastern@csci.gsi.gov.uk](mailto:enquires.eastern@csci.gsi.gov.uk)



#### 14. SOURCES OF ADVISORY ASSISTANCE

If you want advice or assistance in relation to any aspect of domiciliary care, we suggest you contact any of the organizations detailed below:

Area Agency on Aging  
1-800-490-8505

Allegheny county  
1-800-344-4319

Armstrong County  
1-800-368-1066

Butler County  
1-888-367-2434

Westmorland County  
1-800-442-8000

Ombudsman Program  
1-717-783-8975

Allegheny County  
1-412-350-5460

Armstrong County  
1-724-548-3290

Butler County  
1-724-282-3008

Westmoreland County  
1-866-830-4444

Department of Health Complaints  
1-800-254-5164

Department of Home Health  
1-717-783-1379

### OMBUDSMAN PROGRAM

The Ombudsman program responds to complaints from older consumers of any long-term living service, which may include a certified or licensed facility, in a community or in a private home.

### PROTECTIVE SERVICES

The Department of Aging Works closely with the 52 Area Agencies on Aging in Pennsylvania to protect older adults from abuse, neglect, exploitation or abandonment. Abuse reports can be made on behalf of an older adult whether the person lives in the community or in a care facility such as a nursing home, person care home or hospital. Reporters may remain anonymous, and have legal protection from retaliation, discrimination and civil or criminal prosecution.

## APRISE PROGRAM

The Apprise program assists consumer with the Medicare related question. Consumers may contact the local Area Agency on Aging for face-to-face meeting with a counselor to discuss such things as Medicare Advantage Programs, drug coverage or other Medicare Benefits.

### 15. OFFICE ADDRESS & HOURS OF OPERATION

Love Respect and Care Home Health Aide Agency/Registry

211 N. Whitfield St.

Pittsburgh PA, 15206

Tel: 412-362-0657

Fax: 412-362-1680

Our normal office hours are 9:00am to 5:00pm Monday through Friday. We also run an after-hours telephone service in case of an emergency.

### 16. RANGE OF QUALIFICATIONS OF CARE GIVERS

Our care givers receive regular training in all aspects of their work, including:

- Moving & Handling
- First aid & CPR
- Intro to healthcare
- Communication skills
- Infection control
- Safety/Emergency
- Resident's rights
- Nutrition
- Common Diseases
- Food hygiene
- Resident's environment
- Death & Dying
- Intervention strategies
- Employees are responsible for monitoring their credential to ensure compliance

Many caregivers are also working towards formal qualification in care through the Government-backed initiative of National Vocational Qualifications (NVQs)

Task Personal Care and Home Support Workers are **NOT** permitted to perform:

**While the consumer is our first and #1 priority, keep in mind that we want to keep everyone safe.....**

The following list was developed by the Allegheny County Area Agency on Aging and details tasks that are not permitted by personal care workers and home support workers. If you have any questions, please call the office at (412)362-0657 or call you **case manager**.

1. May not climb ladders, Chairs, stools or furniture (while) If a consumer can't reach something and you are only using a **step stool, please assist.**
2. May not take down, wash or hang drapes/curtains.
3. May not shovel snow
4. May not move heavy furniture or large area rugs to clean under them.
5. May not perform household maintenance and/or repairs
6. May not perform task not **specified** in the consumers **care plan**.
7. May not perform any medical tasks (**i.e. give injections, eye or ear drops, apply ointments, change dressing, clean tubes, dispense medication**).
8. May not give hair cuts
9. May not cut nails

10. May not wash clothes for any member of the household other than the consumer.
11. May not help with money management such as budgeting, paying bills, or cashing checks. Note: **This does not mean that you can't go to the store and purchase money orders for the consumer.**
12. May not purchase alcoholic beverages.
13. May not move or carry heavy objects (if it is too heavy for the consumer and you don't think it will be too heavy for you) **please assist-use your discretion.**
14. May not wash walls
15. May not do gardening, raking or mowing.
16. May not shampoo carpets
17. DCW may not clean consumer or anyone associated with the consumer's stove or refrigerator
18. May not clean up after guests' parties (if it's the **consumer's birthday**) you can (please use your **DISCRETION**.....)
19. May not wash floors/baseboards on their hands and knees (**UNLESS**) they want to.
20. May not clean basements, attic or rooms the consumer does not use (keep in mind) ours services are for the **CONSUMER.**
21. May not wash family members dishes
22. May not care for consumers while they are hospitalized or reside in a facility.
23. May not care for home/apartment when consumer is not home.
24. May not bring children to work.

25. May not handle consumer in bathing, lotion, restroom without **gloves**.
  26. May not care for Consumer's pets.
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### **Home Care Tax Deduction**

PLEASE CONSULT YOUR PERSONAL TAX ADVISER FOR DETAILS AND ASSISTANCE WITH THE INFORMATION PROVIDED IN THIS MEMORANDUM.

There was a new deduction added in the 1996 Text legislation specifically making personal care services a "below the line" deduction and the cost a long-term care insurance and "above the line" deduction. The citation, under "QUALIFIED LONG-TERM SERVICES is:

#### **¶32350 Code § 7002B(c)**

The client's physician hospice nurse has to consult with the home care service provider and sign off on the services and activity record of plan of care.

The client must obtain certification from the physician or hospice nurse that the client is unable to perform at least two (2) activities of daily living (eating, bathing, dressing, toileting, transferring, continence) with substantial assistance from another disability; or require "substantial supervision" to prevent threats to

health and safety due to severe cognitive impairment (Alzheimer's/Dementia).

1099's are required to be mailed no later than January 31<sup>st</sup> of the year following the year that payments are made to Caregivers, so contact your tax advisor soon. Take this form with you to give your advisor the necessary information and references. You will have to complete W-10s for all expenses you wish to claim.

Related information available in Act § 322 (a) of the Health Insurance Act, redesignating Code § 213(d)(1)(c); as code 213(d)(1)(D) and adding Code § 213(d)(1)(C); Act 322 (b) of the Health Insurance Act, adding Code §§ 162 (1)(2)(C) and 213 (d)(10) and (d)(10) and (d)(11) and amending Code § 213 (d)(6) and (d)(7). Law at ¶¶2230 and 2270. Committee Report ¶¶23,000 of the 1996 Tax legislation.

### **¶315 Medical Expense Deductions**

### **¶318 Reporting Long Term Care Benefits**

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## **HIPPA Notification of Privacy Rights**

It is a policy of Love Respect and Care to enforce the HIPPA act the Health Insurance Portability and Accountability Act. The Privacy Rule protects the privacy of your health information; it says who can look at and receive your health information. It also gives you specific rights over that information. We will protect all clients' medical records and other personal health information that applies to health plans. Only our administration staff, who all has signed a confidentiality statement, will have access to that information. All clients' files are under lock and key. We will get authorization from all clients on the uses and disclosures that may be made in the following areas:

- ❖ A basis for planning home care needs.
- ❖ A means of communication among the many professionals who contribute to your care

## **Participant Complaint Management Policy**

### **POLICY:**

This policy describes Love Respect and Care Home Health Aide (hereinafter "Agency"), waiver provider responsibilities for responding to complaints raised by Participants (hereinafter "Clients") their families, or advocates. Clients will understand that all complaints will be addressed, investigated without reprisal, discrimination or unreasonable care or interruption of services by Agency.

### **SCOPE:**

To comply with 55 Pa Code Chapter 52.18 and all Office of Long-Term (OLTL) Home and Community-Based Services (HCBS) program providers, Area Agency on Aging staff, and participants in OLTL programs.

### **BACKGROUND:**

It is important to distinguish the difference between complaints and incidents, there will be separate protocols and actions taken, depending on this distinction.

### **Complaints:**

Dissatisfaction with any aspect of program operations, activities, or services received or not received involving Home and Community-Based Services are considered complaints. All

complaints should be directed to our Agency's President, Service Coordinator, Direct Care Manager or the supervisor of your attending employee. When issues are not able to be resolved or a Client is not comfortable discussing with their Service Coordinator, Care Manager, or supervisor, the OLTL Quality Assurance Helpline is available at **1-(800)-757-5042.** Concerns or complaints about services should not be reported as incidents.

**Reportable Incidents:**

In the course of provision of home and community-based services, an incident is related to the following is considered reportable:

1. Death, serious injury or hospitalization of a Client however pre-planned hospitalization visits are not considered critical incidents.
2. Agency and its staff misconduct including deliberate, willful, unlawful or dishonest activities.
3. Abuse, including the infliction of injury, unreasonable confinement, intimidation, punishment or mental anguish of the Client. The Agency considers the following as

**Abuse:** Physical abuse, Psychological abuse, Sexual abuse and Verbal abuse.

4. Abuse – an act or omission that willfully deprives a participant of rights or human dignity, or which may cause or cause or actual physical injury or emotional harm to a participant including a critical incident and any of the following:
  - a. Sexual harassment of a Client
  - b. Sexual contact between a staff member and a Client
  - c. Using restraints on a Client
  - d. Financial exploitation of a Client
  - e. Humiliating a participant
  - f. Withholding regular scheduled meals from a Client
  - g. Neglect
  - h. Exploitation
  - i. Service Interruption
  - j. Medication error resulting in hospitalization or other medical intervention.

**Complaints may include the following:**

**Administrative Complaint:** This category consist of problems in the general operations of the Agency. These may include but are not limited to billing discrepancies and personnel issues.

**Participant Care Complaints:** This category consists of problems related to the care being provided to Clients. These include – but are not

limited to – inconsistent service, dissatisfaction with care provided, delay in service or reduction in hours/visits provided.

**Other Complaints:** This category consists of problems that are not administrative or Participant care issues. These may include but are not limited to issues related to Client's housing, theft or non-service-related item. All Client's on admission to Agency Waiver programs will receive information on how to file a complaint. All employees of Agency Waiver programs will be orientated initially and annually on how to address and document each Client's complaint and if possible, resolution.

### **AGENCY COMPLAINT MANAGEMENT SYSTEM (CMS):**

All complaints received by Clients whether written, faxed, mailed or e-mailed pertaining to Client's plan of care or service related are to be documented in the Agency's Complaint Log within its **Complaints Management System ("CMS")**. To properly address each Complaint/the following is required:

- a) Participant's (Client's) name
- b) Nature of complaint
- c) Date of complaint
- d) Actions to resolve complaint
- e) Client's Satisfaction

**CMS QUARTERLY REVIEW:** Agency will review its CMS, quarterly analyze the number of complaints resolved to the Client's satisfaction and to analyze the number of complaints not resolved to Clients satisfaction. Additionally, Agency shall measure the number of complaints referred to the Department for resolution and make a good faith effort to resolve any current or pending complaints listed with the Department.

Agency's will also implement a **Quality Management Program** ("QMP") when the numbers of complaints resolved to a Client's satisfaction are less than the number of complaints not resolved to a Client's satisfaction.

### **COMPLAINT PROCEDURES AND PROCESS:**

Complaints may be initiated by anyone in person, by mail or telephone. Anonymous complaints will be accepted. The client may not be subjected to restraint, interference, coercion, discrimination or reprisal as a result of filing a complaint.

1. Clients are provided information upon admission regarding: the Complaint Process, an Agency Complaint Form (attached) and Complaint reporting hotline as well as information regarding

the agency address, telephone number and hours of operation of the Service Coordinator, all service providers and their supervisors and the Office of Long Term Living (OLTL).

2. Clients may submit complaint via Agency Complaint Form about care and services provided or not provided and complaint concerning lack of respect for the individual's rights and property.

**Agency's Complaint Form requires the following information:**

- a) Participant's (Client's) name
- b) Nature of complaint
- c) Date of complaint
- d) Actions to resolve complaint
- e) Client's satisfaction

The Complaint Form can then be mailed, faxed or emailed to the Agency.

3. Clients are given support and direction from the Service Coordinator and the OLTL for resolving waiver participant's concerns and complaints about services and service providers.
4. Complaints may be directed to the Agency employing the service provider, any outside representative of the

individual's choice, the Department of Health or the OLTL and must be investigated.

5. Clients will be informed that all complaints are reviewed, investigated and documented by Agency.
6. Clients will be informed that all complaints regarding policy, care or services will not result in reprisal, discrimination, or unreasonable interruption of care or services. Complaints are to be written in the complaint log, dated and signed by the individual receiving the complaint.
7. Receipt of complaints will be acknowledged in writing with phone follow-up for resolution. A complaint form will be initiated that reviews relevant information, witnesses as available and appropriate Plan of Action and related follow-up.
8. The supervisor responsible will investigate complaint, including anonymous complaints and a report will be provided to OLTL.
9. The President of Agency will be responsible for investigating all



complaints related to the activities of the Supervisors.

10. The President of Agency responds to the complaint by follow up and assisting staff to modify the Plan of Care as it relates to the complaint. The complaint will be resolved if possible.
11. If the complaint is not resolved the complaint is referred to the Professional Advisory Committee for immediate attention.
12. The President will be responsible for referrals to appropriate professional organizations if misconduct by a professional staff person is suspected.
13. Written complaints and oral complaint will receive a written response no later than thirty (30) days upon receipt.

**The response will include:**

- a. A description of the complaint investigation findings and decision rendered by the Agency.
- b. Notice of the Complaints right to contact other regulatory agencies the outcome of the investigation.

14. The President shall be kept informed of the progress of investigations and ultimate outcome/resolution of complaints from the Agency level.
15. Complaints and results of investigations will be trended and reported to the Quality Assurance Program Committee and the Agency's Complaint Management System (CMS) on a quarterly basis.

#### **UNRESOLVED COMPLAINT PROCESS:**

Once Client's complaint has been received, reviewed and investigated by the Agency and its President or Service Coordinator Agency within (30) days forward its response and Plan of Action ("PAC") to the Client. If Client is not satisfied with such decisions or PAC, Client may do the Following:

1. Contact The Quality Assurance Helpline at 1-800-757-5042
2. Contact the OLTL directly
3. If the OLTL is not able to resolve the difficulties, the matter will be forwarded to the OLTL waiver management staff for review and final resolution.

## LRC Quality Management Policy

### **Love Respect and Care**

Love Respect and Care provides quality management, coordination, services throughout Allegheny County. The Company has developed a bit of knowledge since its establishment and its aim is to achieve a high standard of services to its clients.

It is the policy of Love Respect and Care to provide the customer with outstanding service according to the agreed requirement in accordance with the details and price.

The Directors, Management and Staff are responsible for Quality Control through the Quality Management System seeking improvement by constant review. The Company is committed to achieving customer satisfaction by the use of quality procedures which will be operated to meet or exceed the requirements of OLTL.

## **Individual Service Plan Training**

An Individual Service Plan consist of the services a Participant would need assistance with. The service plan is reviewed by the Direct Care Worker alongside the Love Respect and Care manager. Sometimes the main contact person may be the Client/Participant's family member. If this is the case, we are required to deal directly with them. If there is anything the Direct Care Worker doesn't understand, this time is provided to ask questions and get familiar with any of the services.

A service plan usually includes, but is not limited to:

- The Client's/Participant's address and phone number
- Their contact person
- Their medical condition
- The services they need performed
- The shift they need covered
- The amount of hours they are allotted

Some of the services that may be included in a service plan are, but not limited to:

- Bathing
- Laundry
- Cooking
- Light Housekeeping
- To run errands
- Grocery shop

- Transfers (ex: from bed to wheelchair)

It is the responsibility of Love Respect and Care, and its employees, to follow the Service Plan and anything else the Client/Participant (or main contact person) requests or requires.

## **POLICY: EMPLOYEES CAN NOT USE THEIR OWN MONEY TO MAKE PURCHASES FOR PARTICIPANTS**

Love Respect and Care prohibits any employee from buying, donating, contributing or gifting **anything**, whatsoever, to a participant. If the participant is in need of food, cleaning products, medication or anything that is a necessity, you must contact your supervisor, and he/she will contact the proper persons to assist with the deficiency.

Love Respect and Care employees are committed to abide with all state regulations that will prevent any illegal or improper acts in the delivery of services.

### **PROCEDURE:**

The first violation will be a written warning. The second violation will be three-day suspension. The third violation will be termination from the company.

My signature indicates that I am fully aware and understand that I am prohibited to buy, donate, contribute or gift anything to a participant while working for Love Respect and Care Home Health Aide.

## **Limited English Proficiency (LEP)**

LRC will ensure meaningful access to services for all Clients and/or their surrogate decision-makers with **Limited English Proficiency (LEP)** or with a sensory impairment (vision, hearing or speech) to outline the process to provide required language interpretation, translation, and other communication services within a reasonable time and at no cost to the Client. To ensure compliance with regulatory requirements related to language assistance and communication services.

LRC is a community of caregivers who welcome, respect and serves with dignity all people without regard to race, color, gender, national origin, religion, disability, handicap, age, sexual orientation, or any other status protected by relevant law.

It is the policy of LRC to serve Clients with Limited-English-Proficiency (LEP) or Sensory Impairment by providing programs, services, and procedures intended to meet the Clients special needs while in the care of any LRC Direct Care Worker.

## **NON-DISCRIMINATORY CLIENT SERVICE PROVISION**

### **Section 1: Policy**

Love Respect and Care is dedicated to non-discriminatory practices in provision of our services. Love Respect and Care provide services, accept referrals and offer employment regardless of one's race, sex, color, national origin, ancestry, religious creed, handicap, or age. Love Respect and Care does not discriminate against clients on the basis of age, race, sex, sexual orientation, gender expression, color, religion, national origin, disability, veteran status, or any other characteristic protected by state or federal law.

Love Respect and Care prohibits retaliation against any client for filing a complaint under this policy or for assisting in a complaint investigation. If a client believe there has been a violation of this policy or retaliation standard, please contact the President of Executive Chief.

Love Respect and Care intends to maintain an environment free of unlawful harassment. Such conduct may include but is not limited to derogatory or vulgar comments regarding a person's race, color, national origin, ancestry, creed, religion sex, age, disability, veteran status, citizenship, or sexual orientation, or



distribution of any electronic or written graphic material containing such comments.

Love Respect and Care intends to maintain an environment free from intimidation, threats, or violent acts. This includes, but is not limited to, intimidating, threatening or hostile behaviors, physical abuse, vandalism, arson, sabotage, use of weapons, carrying weapons on to Love Respect and Care property, or any other act, which, in management's opinion, is inappropriate to the workplace. In addition, offensive comments regarding violent events and/or behavior are not tolerated. Employees should directly contact proper law enforcement authorities and the Executive Chief if they believe there is a serious threat to the safety and health of themselves or others.

## **Section 2: Reporting Discrimination/Harassment**

Should any client believe that he or she has been subjected to unlawful discrimination and/or unlawful harassment including sexual harassment, the client should immediately notify the Executive Chief who will promptly investigate the matter and take appropriate corrective action. The employee's complaint will be kept as confidential as practical. If the Executive Chief is not available or the client feels that they cannot go the Executive Chief, the client may contact the President of Love Respect and Care's Board. If the client feels

that they cannot go to these individuals with the complaint, they should immediately notify the Treasurer or Secretary of Love Respect and Care's Board. If an investigation confirms a violation of this policy, disciplinary action up to and including Discharge may be taken against any employee violating this policy.

Love Respect and Care prohibits retaliation against a client for filing a complaint under this policy or for assisting in a complaint investigation. If a client perceives retaliation for making a complaint or participating in the investigation, they should notify the President of Executive Chief. The situation will be promptly investigated.

## **Policy and Procedure**

(Assuming Power of Attorney)

It is against Love, Respect, and Care policy and procedure for any LRC employee to assume Power of Attorney or guardianship over any consumer using our services. In addition, Love Respect and Care will not hire or roster any legally responsible individuals such as spouses, legal guardians, or Representative Payee or a Power of Attorney (POA) according to the CHC Waiver.

It is also prohibited for any LRC employee to accept any endorsed checks from any consumer rather it be a personal, SSI, SSD, or paycheck.

If it is found out that an employee was involved in any of these activities, they will be terminated immediately.

## **Suggestions for Keeping Your Home and Valuables Safe**

With age, many people become increasingly dependent on other people for assistance. Whether it is someone providing maintenance on your home, delivering medicine, or delivering a meal, people unfamiliar to you are coming in contact with your home and valuables. By following this list of suggestions, you can keep you home and valuables safe.

- ✓ Always know who is coming into your home.
- ✓ Place valuables in safe keeping. (Family members, safe, under lock and key, etc.)
- ✓ Keep cash to a minimum. Pay by check when possible.
- ✓ Never give financial or personal account information over the phone.
- ✓ Never leave financial information in plain sight. (Bank statements, check books, credit cards, etc.)
- ✓ Limit the number of credit cards in the home. It's not enough to cut them up; contact each creditor and tell them to cancel the account. A thief can easily get access to a client's credit card

account number from an old statement and use it to make purchases.

- ✓ Decrease the number of pre-approved credit cards in the mail. This is a free service offered by the federal government.
- ✓ Keep financial responsibilities and care giving duties separate. Please have a family member take care of the financial responsibilities so that your caregiver can focus solely on providing you with the best quality of care. Caregivers coming into the home should not have access to the client's checking account or credit cards.

Love Respect and Care takes every precaution to avoid occurrences of theft in the home. Love Respect and Care works with the client(s) and family members to:

- ✓ Require caregivers to always document who is entering the home.
- ✓ Document the dates and times of service by the caregivers allowing for the consistency of service provided.
- ✓ Notify the client and family of any unwanted or unexpected solicitation that may occur by phone or in person.

- ✓ Only refer caregivers that have a PA Criminal background check. This is done prior to placement on registry and required to be updated every 2 years thereafter.

If you have any concerns or believe that theft has occurred, please contact the Love Respect and Care office at 412-362-0657. We will assist in any investigation that may be necessary to rectify the situation.

## 2025 Holidays List

<b>Holiday</b>	<b>Dates</b>
Wednesday, January 01	New Year's Day (Office Closed)
Monday, January 20	Birthday of Martin Luther King, Jr. (Office Closed)
Monday, May 26	Memorial Day (Office Closed)
Thursday, June 19	Juneteenth National Independence Day (Office Closed)
Friday, July 04	Independence Day (Office Closed)
Monday, September 01	Labor Day (Office Closed)
Monday, October 13	Columbus Day (Office Closed)
Tuesday, November 11	Veterans Day (Office Closed)
Thursday, November 27	Thanksgiving Day (Office Closed)
Friday, November 28	Black Friday (Office Closed)
Thursday, December 25	Christmas Day (Office Closed)
Friday, December 26	Day After Christmas (Office Closed)

## **Reporting Consumer's Admission to Hospital, Nursing Home, or Any outside Facility.**

It is the policy of Love Respect and Care that should any Consumer be admitted to the hospital, Nursing Home, or any outside facility, it is the responsibility of the Consumer to report it to the LRC management team immediately.

***Direct Care Workers will only be paid up until  
the time the Consumer is admitted.***

If you should have any questions, feel free to call the office at 412-362-0657.



## **Code of Ethics, Professional Conduct, and Conflict of Interest Policy**

It is the policy of Love Respect and Care that all employees shall follow the Code of Ethics and Professional Conduct policy. The Code of Ethics and Professional Conduct at Love Respect and Care Home Health Aide is with the intention of encouraging the development and the delivery of the highest quality of Home Care. In the process of bringing these essential services to the needy, Love Respect and Care and its members seek to establish and retain the highest possible level of public confidence.

Love Respect and Care and its employees stand for integrity and the highest ethical standards.

Our goal is to protect and preserve the basic rights of our consumers and to deal with them in an honest and ethical manner. LRC expects all of its employees to abide by all applicable laws and regulations. Failure to comply will result in termination as well as any additional penalties prescribed by law.

### **Being patient and polite.**

Being inclusive. We are a Non-Discriminatory agency. This includes but is not limited to members of any sexual orientation, gender identity and expression, race, ethnicity, culture, national origin, social and economic class,

educational level, color, immigration status, sex, age, size, family status, political belief, religion, and mental and physical ability.

**Being considerate.**

We all depend on each other to produce the best work we can as a company. Our decisions will affect clients and colleagues, and we should take those consequences into account when making decisions.

**Being respectful.**

We won't all agree all the time, but disagreement is no excuse for disrespectful behavior. We will all experience frustration from time to time, but we cannot allow that frustration to become personal attacks. An environment where people feel uncomfortable or threatened is not a productive or effective one.

**Choose your words carefully.**

Always conduct yourself professionally. Be kind to others. Do not insult or put down others. Harassment and exclusionary behavior are not acceptable. This includes but is not limited to:

- Threats of violence.
- Discriminatory jokes and language.
- Sharing sexually explicit or violent material via electronic devices or other means.

- Personal insults, especially those using racist or sexist terms.
- Unwelcome sexual attention.
- Advocating for, or encouraging, any of the above behavior.
- Repeated harassment of others.

In general, if someone asks you to stop something, then stop. When we disagree, try to understand why. Differences of opinion and disagreements are mostly unavoidable. What is important is that we resolve disagreements and differing views constructively.

Our differences can be our strengths. We can find strength in diversity. Different people have different perspectives on issues, and that can be valuable for solving problems or generating new ideas. Being unable to understand why someone holds a viewpoint does not mean that they're wrong. Don't forget that we all make mistakes and blaming each other doesn't solve anything. Instead, focus on resolving issues and learning from mistakes.

It is our duty as a company to uphold these standards and be sure to practice them each and every day.

Love Respect and Care also prohibits arrangements among Providers.

§ 1101.51. Ongoing responsibilities of providers.

(a) Recipient freedom of choice of providers. A recipient may obtain services from any institution, agency, pharmacy, person or organization that is approved by the Department to provide them. Therefore, the provider shall not make any direct or indirect referral arrangements between practitioners and other providers of medical services or supplies but may recommend the services of another provider or practitioner; automatic referrals between providers are, however, prohibited.

(b) Nondiscrimination. Federal regulations require that programs receiving Federal assistance through HHS comply fully with Title VI of the Civil Rights Act of 1964 (42 U.S.C.A. § § 2000d—2000d-4), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C.A. § 794), and the Pennsylvania Human Relations Act (43 P. S. § § 951—963). Providers are prohibited from denying services or otherwise discriminating against an MA recipient on the grounds of race, color, national origin or handicap.

(c) Interrelationship of providers. Providers are prohibited from making the following arrangements with other providers:

(1) The referral of MA recipients directly or indirectly to other practitioners or providers for financial consideration or the solicitation of MA recipients from other providers.

(2) The offering of, or paying, or the acceptance of remuneration to or from other providers for the referral of MA recipients for services or supplies under the MA Program.

(3) A participating provider may not lease or rent space, shelves or equipment within a provider's office to another provider or allowing the placement of paid or unpaid staff of another provider in a provider's office. This does not preclude a provider from owning or investing in a building in which space is leased for adequate and fair consideration to other providers nor does it prohibit an ophthalmologist or optometrist from providing space to an optician in his office.

(4) The solicitation or receipt or offer of a kickback, payment, gift, bribe or rebate for purchasing, leasing, ordering or arranging for or recommending purchasing, leasing, ordering or arranging for or recommending purchasing, leasing or ordering a good, facility, service or item for which payment is made under MA. This does not preclude discounts or other reductions in charges by a provider to a practitioner for services, that is, laboratory and x-ray, so long as the price is properly disclosed and appropriately reflected in the costs claimed or charges made by a practitioner.

(5) A participating practitioner or professional corporation may not refer a MA recipient to an independent laboratory, pharmacy, radiology or other ancillary medical service in which the practitioner or professional corporation has an ownership interest.

(d) Standards of practice. In addition to licensing standards, every practitioner providing medical care to MA recipients is required to adhere to the basic standards of practice listed in this subsection. Payment will not be made when the Department's review of a practitioner's medical records reveals instances where these standards have not been met.

(1) A proper record shall be maintained for each patient. This record shall contain, at a minimum, all of the following:

(i) A complete medical history of the patient.

(ii) The patient's complaints accompanied by the findings of a physical examination.

(iii) The information set forth in subsection (e)(1).

(2) A diagnosis, provisional or final, shall be reasonably based on the history and physical examination.

(3) Treatment, including prescribed drugs, shall be appropriate to the diagnosis.

(4) Diagnostic procedures and laboratory tests ordered shall be appropriate to confirm or establish the diagnosis.

(5) Consultations ordered shall be relevant to findings in the history, physical examination or laboratory studies.

(6) The principles of medical ethics shall be adhered to.

(e) Record keeping requirements and onsite access. Providers shall retain, for at least 4 years, unless otherwise specified in the provider

regulations, medical and fiscal records that fully disclose the nature and extent of the services rendered to MA recipients and that meet the criteria established in this section and additional requirements established in the provider regulations. Providers shall make those records readily available for review and copying by State and Federal officials or their authorized agents. Readily available means that the records shall be made available at the provider's place of business or, upon written request, shall be forwarded, without charge, to the Department. Providers who are subject to an annual audit shall submit their cost reports within 90 days following the close of their fiscal years. If the Department terminates its written agreement with a provider, the records relating to services rendered up to the effective date of the termination remain subject to the requirements in this section.

(1) General standards for medical records. A provider, with the exception of pharmacies, laboratories, ambulance services and suppliers of medical goods and equipment shall keep patient records that meet all of the following standards:

(i) The record shall be legible throughout.



(ii) The record shall identify the patient on each page.

(iii) Entries shall be signed and dated by the responsible licensed provider. Care rendered by ancillary personnel shall be countersigned by the responsible licensed provider. Alterations of the record shall be signed and dated.

(iv) The record shall contain a preliminary working diagnosis as well as a final diagnosis and the elements of a history and physical examination upon which the diagnosis is based.

(v) Treatments as well as the treatment plan shall be entered in the record. Drugs prescribed as part of the treatment, including the quantities and dosages shall be entered in the record. If a prescription is telephoned to a pharmacist, the prescriber's record shall have a notation to this effect.

(vi) The record shall indicate the progress at each visit, change in diagnosis, change in treatment and response to treatment.

(vii) The record shall contain summaries of hospitalizations and reports of operative procedures and excised tissues.

(viii) The record shall contain the results, including interpretations of diagnostic tests and reports of consultations.

(ix) The disposition of the case shall be entered in the record.

(x) The record shall contain documentation of the medical necessity of a rendered, ordered or prescribed service.

(2) Fiscal records. Providers shall retain fiscal records relating to services they have rendered to MA recipients regardless of whether the records have been produced manually or by computer. This may include, but is not necessarily limited to, purchase invoices, prescriptions, the pricing system used for services rendered to patients who are not on MA, either the originals or copies of Departmental invoices and records of payments made by other third party payors.

(3) Additional record keeping requirements for providers in a shared health facility. In addition to the record keeping and access requirements specified in this subsection, practitioners and purveyors in a shared health facility shall meet § 1102.61 (relating to inspection by the Department).

(4) Penalties for noncompliance. The Department may terminate its written agreement with a provider for noncompliance

with the record keeping requirements of this chapter or for noncompliance with other record keeping requirements imposed by applicable Federal and State statutes and regulations.

### **Conflict of Interest**

It is the policy of Love Respect and Care that any form of Conflict of Interest should be reported to Management as soon as an employee is aware of the conflict. Examples of Conflict of Interest:

- ✦ Starting a company that provides services similar to your full-time employer.
- ✦ Failing to disclose that you're related to a job candidate the company is considering hiring.
- ✦ Posting to social media about your company's weaknesses.
- ✦ Accepting payment from another company for information about your employer.
- ✦ Sharing confidential information about your employer with a competitor.
- ✦ Dating or having a romantic relationship with a supervisor or subordinate.

These are just some examples. If you need clarification on a particular situation, please see your immediate Supervisor.

If it is found that you are in direct violation of this policy may result in suspension leading up to termination.





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