



A STATE LICENSED HOME CARE AGENCY

In Home Services of Central PA

## **Client Handbook (Important Client Information & Responsibilities)**

### **1. Leadership Team**

- a. Kenton Stuck, BS, NHA, Founder & CEO
- b. Michelle Cook, ASOT, Exec VP of Business Operations
- c. Mark Von Stein, MN, RN, Exec VP of Client Services
- d. Kim Knepp, LPN, Client Services Coordinator
- e. Jessica Everly, Caregiver Supervisor
- f. Jess Janitsch, Scheduling Supervisor

### **2. Licensure**

- a. Licensure is granted by the Pennsylvania Department of Health. Our agency is authorized by Medicaid and the Veterans Administration, as well, to provide and bill for services.

### **3. History**

- a. In Home Services of Central PA was formed in 2012 to make life easier for the population that we serve. The launch of the company was in the early months of 2013 and was a result of the identified need to assist aging individuals in the community by providing outstanding in home services. Our commitment to customer service helps to promote independence and improves the client's ability to remain at home.

### **4. Why Use An Agency?**

- a. Unlike privately paid caregivers, an agency is monitored by both the State and Federal governments and is inspected routinely to assure that government standards are in place and that rules/regulations are being followed.
- b. An agency manages all responsibilities required of an Employer. Our agency pays all Employer and Employee tax payments due to the Federal, State, and Local governments as well as for Workers' Compensation insurance premiums.

### **5. Oversight**

- a. IHS has a Caregiver Supervisor who oversees all caregivers. Our nurses monitor services as well by using our Client Services Questionnaire and by making periodic on-site visits.
- b. Our Client Services Coordinator, will routinely visit or call to make sure you are happy with your services. She will want to make sure our caregivers are



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performing the expected services while following our policies and procedures and to make sure your Care Plan reflects the desired services.

### **6. Care plan**

- a. Our nurses strive to develop an individualized care plan for our caregivers to reference in order to provide the best in home care services. All desired additions or changes to the plan of care should be made through the office nursing staff.

### **7. Scheduling**

- a. Our scheduling staff, under the leadership of our Scheduling Supervisor, create and oversee the schedule 24 hours a day and 7 days a week.
- b. All of our Caregivers are well trained, well screened, bonded and insured, in order to help protect you from being pursued with an insurance claim should a work-related injury occur in your home.
- c. We as an agency provide formalized training as part of our new hire orientation and on an ongoing basis. In addition, we train based on the specific needs of our clients.

### **8. Starting Services**

- a. We strive to achieve what we call “relational scheduling” (using a small group of caregivers that you know to fill your schedule) because we understand the benefits of establishing good client / caregiver relationships.
- b. If your service starts when our schedule is already posted, we may have to utilize several different caregivers for the first two weeks to provide you with complete coverage.
- c. Following the first two weeks, you will see a decrease in the number of different caregivers to 2-3. We like to have 2-3 different caregivers that are familiar with you so that we can provide coverage if a caregiver is sick, on vacation, or is unable to be scheduled for various other reasons.
- d. If we have a two-week advance notice before starting up services, we will be able to complete your coverage with 2-3 different caregivers from the start.
- e. For around the clock service (24/7) expect to have 8-10 different caregivers.
- f. Please understand that we need to meet the needs of all of our clients, therefore we cannot guarantee that certain caregivers will always be scheduled.

### **9. Changing or Cancelling Services**

- a. If you need to cancel or change services for any reason other than an emergency, a 48-hour notice is required to avoid being charged for the



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scheduled time. Please call 717-363-4913 or 814-321-2145 regarding any scheduling changes.

- b. If you determine that a Caregiver is not an appropriate match for you, please notify our office. We will be happy to provide a different caregiver within two weeks. We typically cannot replace a caregiver immediately.
- c. If you ask to have a caregiver removed from your schedule immediately, please understand that you may have to go without a caregiver for up to two weeks while we find a replacement.

### 10. Overnight Care

- a. Should you need overnight care, please note that it is the agency's policy that caregivers remain awake at all times while on duty during the night shift.

### 11. Communications with the Office

- a. All communications about your care and schedule must go through the office. This avoids confusion and scheduling problems that occur when communicating about these issues through your caregiver.
- b. All scheduling and care decisions are made by the office staff, not your caregiver.
- c. Caregivers are not permitted to share their personal contact information with clients. Please do not ask caregivers for their personal contact information. All communications need to be with the office staff.
- d. Caregivers should never call you directly to inform you that they will be late, nor should they seek your approval to leave early. The office will notify you of any late arrivals or early departures.
- e. Caregivers should never be called or contacted directly. Please contact the office at 717-363-4913 or 814-321-2145.

### 12. Transportation

- a. Clients may choose **one day per week** to have their caregivers run errands
- b. The client's errand day will be listed on the care plan so that all caregivers are aware of which day errands can be accomplished.
- c. Groceries should be bought at the closest grocery store to the client's residence and be less than 15 miles away.
- d. Medication pick up is limited to pharmacies that are local to the client's residence (within 15 miles of the client's residence).
- e. Miscellaneous errands should be within 15 miles of the client's residence.
- f. All errands and medication pick-ups need to be completed on the same day, once a week.



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- g. In addition to errands, clients may be transported to medical appointments **once a week** if the appointment is within 15 miles of the client's residence and is scheduled within the consumer's scheduled shift.
- h. If the client's car and gasoline are used for transportation, there are no limitations applied.

### **13. Tipping & Gifts**

- a. Caregivers are not permitted to accept tips or gifts of any value from clients. Please don't offer tips or gifts to your caregivers; this places them in an awkward position. If you want to express your appreciation, please call the office to let us know about your positive experiences. We will acknowledge your caregiver and include them in our incentive program for outstanding performance.

### **14. Valuables and Cash**

- a. We urge our clients to lock up all valuables for their safekeeping and to keep cash out of plain view.
- b. If a caregiver runs errands to make purchases for a client. A receipt is to be given to the client. The client should verify that the charges are correct. The change will be counted out loud in the client's presence. The client and caregiver both sign the receipt when both are in agreement that the charges and change are correct.
- c. If a discrepancy arises, it is the responsibility of the client to produce the signed receipt in question.

### **15. Tobacco Use**

- a. Caregivers are not permitted to smoke or use tobacco products while on duty. This includes smoking outside of clients' homes even if the client gives permission.

### **16. Off-duty Visits**

- a. Caregivers are not permitted to visit clients when not officially on duty with In Home Services of Central PA. They may not visit prior to punching in or remain in the home after punching out.

### **17. Cell phone use**

- a. Caregivers are not permitted to use their cell phones while on duty except to take a call from our office or in the case of a true emergency.

### **18. Caregiver Identification**

- a. For your protection, all caregivers are required to wear a picture identification badge at all times while working in your home. If a caregiver does not have an ID



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badge, please call the office for verification of employment with In Home Services of Central PA.

- b. Your caregiver will be dressed professionally according to agency policy. They are expected to be in a red or black top wearing khaki or black full-length pants or nice blue jeans.

### **19. Infection Control**

- a. Currently during the recent pandemic (2020), all caregivers are required to wear a face mask when working in the home. Gloves are to be worn when handling body fluids and when cleaning potentially contaminated surfaces.

### **20. Billing & Payment**

- a. Private-pay clients are billed every two weeks and payment is expected upon receipt.

### **21. Agreement to not Recruit Caregivers**

- a. Our caregivers are not allowed to work with clients independently of In Home Services of Central PA. Your receipt of this handbook validates your understanding that you cannot attempt to recruit an In Home Services of Central PA caregiver to work for you privately.