

# POLICY AND PROCEDURE MANUAL

[AGENCY NAME]

Version 1.0

[Month, Year]



WWW





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[Agency Name]  
[Agency Address]  
[Contact Number]  
[Email Address]  
[Website]



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## Introduction

Welcome to [AGENCY NAME], your trusted partner in home care services. At [AGENCY NAME], we believe that everyone deserves the opportunity to live a fulfilling life in the comfort of their own home, and our mission is to make that a reality.

Our agency is more than just a provider; we are a compassionate community dedicated to enhancing the quality of life for individuals through personalized and comprehensive home care services. Whether you or your loved ones require personal care, companionship, medication management, or specialized elderly care, we are here to meet your unique needs with unwavering commitment and expertise.

### Our Commitment:

At [AGENCY NAME], we understand the importance of maintaining independence and well-being. Our team of skilled caregivers is devoted to delivering the highest level of care and support, ensuring that our clients receive the attention and assistance they deserve.

### Our Services:

- Personal Care
- Companionship
- Medication Management
- Elderly Care
- And Many More

### Our Location:

[AGENCY ADDRESS]

### Visit Us Online:

Explore our website at [AGENCY WEBSITE] to learn more about our services, the [AGENCY NAME] team, and the positive impact we can make in your life or the life of your loved ones.



At [AGENCY NAME], we prioritize the health, happiness, and safety of those we serve. Discover the difference our personalized approach can make in your homecare journey. Welcome to a community where care knows no bounds—welcome to [AGENCY NAME]!

## Vision

To be the leading provider of compassionate and personalized homecare services in Virginia, ensuring that every individual can age with dignity, comfort, and independence in the embrace of their own home.

## Mission

[AGENCY NAME] is dedicated to enhancing the quality of life for our clients by delivering exceptional homecare services tailored to their unique needs. We strive to provide a compassionate and supportive environment that promotes independence, well-being, and a sense of belonging. Our mission is to be the trusted partner in enabling individuals to age gracefully and comfortably within the familiarity of their homes.

## Values

1. **Compassion:** We approach our work with empathy and kindness, recognizing and respecting the dignity of every individual we serve.
2. **Integrity:** We uphold the highest standards of honesty, transparency, and ethical behavior in all aspects of our operations.
3. **Respect:** We honor the diverse backgrounds, beliefs, and preferences of our clients, treating everyone with dignity and courtesy.
4. **Quality:** We are committed to delivering excellence in homecare services, continually seeking ways to enhance the well-being and satisfaction of our clients.



5. Collaboration: We foster a collaborative environment, working closely with clients, families, and the community to ensure a holistic and comprehensive approach to care.

6. Innovation: We embrace innovation and continuous improvement, staying abreast of industry best practices to provide cutting-edge and effective homecare solutions.

7. Empowerment: We empower our clients to actively participate in their care decisions, promoting autonomy and a sense of control over their well-being.

8. Safety: We prioritize the health and safety of our clients and staff, maintaining a secure environment that meets or exceeds regulatory standards.

At [AGENCY NAME], these values guide our daily practices and interactions, ensuring that we fulfill our mission and vision with unwavering dedication to the well-being of those we serve.

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## Document Control

Document revisions shall be recorded in the table below;

Ver. No.	Rev. No.	Page No.	Description of Amendment	Approved By	Date

Document review and approvals shall be recorded in the table below;

Description	Title	Signature	Date
Prepared By			
Reviewed By			
Approved By			

Note: All policies and procedures shall be reviewed at least annually, with recommended changes submitted to the governing body for approval, as necessary.

\*Henceforth, the term “Client(s)” will be referred to as Children, Youth or Parents/Families.





## Statement of Policy

[AGENCY NAME] is dedicated to delivering exceptional home care services in full compliance with the regulations and guidelines set forth by the State of Virginia. Our policies and procedures are meticulously crafted to ensure the safety, well-being, and satisfaction of both our clients and employees. We aim to create a caring and respectful environment that promotes independence, dignity, and individual choice.

### 1. Client Rights and Dignity:

- a. We honor and protect the rights of our clients, including privacy, dignity, and freedom from coercion.
- b. We cultivate a culture of respect that values diversity, inclusivity, and non-discrimination.

### 2. Person-Centered Care:

- a. We acknowledge the unique needs and preferences of each client, tailoring our services to meet individual goals and aspirations.
- b. We empower clients to actively participate in care planning, decision-making, and the development of personalized service plans.

### 3. Health and Safety:

- a. We maintain a secure environment that complies with all applicable health, safety, and licensing regulations.
- b. Comprehensive risk management strategies are implemented to ensure the well-being of both clients and staff.

### 4. Staff Training and Competency:

- a. We invest in the continuous professional development of our staff, providing ongoing training to meet the diverse needs of our clients.
- b. A culture of continuous learning is promoted, keeping staff updated on best practices and emerging trends in home care.

### 5. Communication and Collaboration:



- a. We foster open and effective communication among staff, clients, families, and relevant stakeholders to ensure coordinated and continuous care.
- b. Collaboration with external service providers and community resources enhances support and opportunities for our clients.

6. Quality Assurance and Improvement:

- a. A robust quality assurance program is maintained, including regular monitoring, evaluation, and feedback mechanisms to identify areas for improvement.
- b. Resident and family input is actively sought and incorporated into continuous improvement efforts.

7. Compliance with Regulations:

- a. Adherence to all applicable federal, state, and local regulations, including guidelines from the Virginia Department of Health, is a top priority.
- b. Regular review and updates of policies and procedures are conducted to ensure ongoing compliance with regulatory requirements and industry best practices.

Through unwavering commitment to these policies, [AGENCY NAME] endeavors to create a nurturing and inclusive environment where clients receive the highest quality of home care services, allowing them to thrive and lead fulfilling lives in the comfort of their homes.

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## Section 01: Administrative Policies and Procedures

### Management and Administration

#### Policy Statement:

This policy establishes the guidelines and procedures for the management and administration of [AGENCY NAME], a home care organization, in adherence to state regulations, specifically Chapter 381. Regulations for the Licensure of Home Care Organizations in Virginia. The aim is to ensure compliance, transparency, and the delivery of high-quality home care services.

#### Procedure:

##### 1. Licensing Requirements:

- No person shall establish or operate [AGENCY NAME] without obtaining a valid license, as per § 32.1-162.7 of the Code of Virginia.

##### 2. Compliance with Laws and Regulations:

- The organization must comply with this chapter (12VAC5-381), other applicable federal, state, or local laws and regulations, and the organization's own policies and procedures.

##### 3. Reporting and Information Submission:

- The organization shall submit or make available reports and information necessary to establish compliance with this chapter and applicable law.

##### 4. Inspections by OLC Representatives:

- The organization shall permit representatives from the Office of Licensure and Certification (OLC) to conduct inspections for verifying application information, determining compliance with this chapter, reviewing necessary records and documents, and investigating complaints.

##### 5. Notification of Changes:

- The organization shall notify the OLC 30 days in advance of changes affecting the organization, including changes to service area, mailing address, ownership, services provided, operator, administrator, organization name, and closure of the organization.



6. Public Inspection of License:

- The current license from the department shall be posted for public inspection.

7. Compliance by Service Providers or Community Affiliates:

- Service providers or community affiliates under contract with [AGENCY NAME] must comply with the organization's policies and this chapter.

8. Truthful Advertising:

- The organization shall not use any advertising that contains false, misleading, or deceptive statements or claims, or false or misleading disclosures of fees and payment for services.

9. Business Hours and 24/7 Availability:

- The organization shall have regular posted business hours and be fully operational during such business hours.
- The organization shall provide or arrange for services to clients on an on-call basis 24 hours a day, seven days a week.

10. Client Acceptance Criteria:

- The organization shall accept a client only when it can adequately meet that client's needs in the client's place of residence.

11. Emergency Operations Plan:

- The organization must have a prepared plan for emergency operations, including contacting and providing essential care to clients, coordinating with community agencies for assistance, and maintaining a current list of clients requiring specialized assistance during inclement weather or natural disasters.

12. Promotion of Flu Shots:

- The organization shall encourage and facilitate the availability of flu shots for both staff and clients.



**Review and Continuous Improvement:**

- This policy will be reviewed periodically to ensure compliance with state regulations and best practices in home care management and administration.
- The effectiveness of this policy will be assessed during internal quality assurance and performance improvement (QAPI) processes.

**Governing Body**

**Policy Statement:**

[AGENCY NAME], as a licensed home care organization operating in the state of Virginia, is committed to maintaining a responsible and effective governing body. This policy outlines the roles, responsibilities, and procedures of the governing body in accordance with state regulations, specifically Chapter 381. Regulations for the Licensure of Home Care Organizations (12VAC5-381-160).

**Procedure:**

**1. Establishment of Governing Body:**

- [AGENCY NAME] shall have a governing body legally responsible for the management, operation, and fiscal affairs of the organization.

**2. Composition of Governing Body:**

- If [AGENCY NAME] operates under a hospital, the hospital's governing body shall include an identified unit of home care services in its internal organization structure.

**3. Responsibilities of Governing Body:**

- The governing body shall:
  - a. Determine the services to be provided by the organization.
  - b. Ensure that the organization is staffed and adequately equipped to provide services directly or through contract.
  - c. Comply with federal and state laws, regulations, and local ordinances governing organization operations.



d. Establish a quality improvement committee.

4. Approval of Policies and Procedures:

- The governing body shall review and approve the written policies and procedures of the organization annually.

5. Quality Improvement Committee:

- The governing body shall establish a quality improvement committee responsible for assessing and improving the quality of services provided by [AGENCY NAME].

6. Review of Quality Improvement Recommendations:

- The governing body shall review and approve, when appropriate, the recommendations made by the quality improvement committee annually.

7. Documentation of Approval:

- Documentation of the governing body's annual review and approval of policies, procedures, and quality improvement recommendations shall be maintained in the organization's records.

8. Communication to Staff and Clients:

- The governing body's decisions, approvals, and any relevant changes shall be effectively communicated to the organization's staff and clients.

9. Compliance Monitoring:

- The governing body shall ensure ongoing compliance monitoring with state regulations and laws related to home care operations.

Review and Continuous Improvement:

- This policy will be reviewed periodically to ensure alignment with state regulations.

- Continuous improvement efforts will be made based on feedback, audits, and changes in state regulations.



[AGENCY NAME] aims to operate transparently, ethically, and in accordance with the highest standards set forth by the governing body and state regulations.

**\*This is only a preview of the Original Document**

**\*For inquiries or assistance, please reach out to us at [www.carepolicy.us](http://www.carepolicy.us)**

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