

POLICY AND PROCEDURE MANUAL

[AGENCY NAME]

Version 1.0

[Month, Year]





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Introduction

Welcome to [AGENCY NAME]

[AGENCY NAME] is a leading home care agency committed to providing exceptional non-medical and medical services to individuals throughout the state of North Carolina. Our agency is founded on the principles of compassion, excellence, and a genuine commitment to enhancing the quality of life for those in need of personalized care.

As a trusted partner in care, we understand the importance of creating an environment where individuals can age gracefully, recover with dignity, and thrive in the comfort of their own homes. Our agency specializes in a comprehensive range of services, with a focus on nursing care, designed to meet the unique needs of each client we serve.

This Policy and Procedure Manual serves as a guide to our dedicated team of professionals, outlining the standards, protocols, and practices that define the high-quality care we provide. Aligned with the regulations set forth in SUBCHAPTER 13J – THE LICENSING OF HOME CARE AGENCIES and SUBCHAPTER 13D – RULES FOR THE LICENSING OF NURSING HOMES, our policies reflect our unwavering commitment to compliance, ethics, and the well-being of our clients.

At [AGENCY NAME], we believe in the power of compassion, the pursuit of excellence, and the importance of upholding the highest standards of integrity. Whether you are a member of our dedicated team or a valued client and family, this manual serves as a shared resource to ensure transparency, understanding, and adherence to the principles that guide our agency.

Thank you for entrusting [AGENCY NAME] with your care needs. Together, let us embark on a journey of compassion, respect, and excellence in home care.



Vision Statement

At [AGENCY NAME], we envision a community where every individual, regardless of their health challenges, experiences the warmth of compassionate care in the comfort of their own home. Our vision is to be the premier home care agency in the State of North Carolina, setting the standard for excellence in non-medical and medical services, with a particular emphasis on nursing care.

Mission Statement

Our mission at [AGENCY NAME] is to provide comprehensive, person-centered home care services that empower individuals to live with dignity, independence, and a sense of belonging within their familiar surroundings. We are dedicated to delivering exceptional non-medical and medical care, with a focus on nursing services, ensuring our clients receive the highest quality of care tailored to their unique needs.

Core Values

1. **Compassion:** We approach every interaction with empathy, kindness, and a genuine concern for the well-being of our clients. Compassion is the cornerstone of our commitment to providing holistic care.
2. **Excellence:** We strive for excellence in all aspects of our services. From skilled nursing care to non-medical assistance, we are committed to delivering top-notch care that meets and exceeds the expectations of our clients and their families.
3. **Integrity:** We conduct ourselves with the highest standards of integrity and ethics. Our commitment to transparency, honesty, and accountability is unwavering, ensuring trust and confidence in our relationships.
4. **Respect:** We value the dignity and individuality of each person we serve. Our team is dedicated to fostering an environment of respect, recognizing and honoring the diverse needs and backgrounds of our clients.
5. **Collaboration:** We believe in the power of collaboration. By working closely with our clients, their families, and healthcare professionals, we create a supportive network that enhances the overall well-being of those under our care.



6. Innovation: We embrace innovation to enhance the quality of our services. From adopting the latest healthcare technologies to implementing best practices, we continuously seek new and improved ways to meet the evolving needs of our clients.

7. Community Engagement: We actively engage with the communities we serve. By participating in local initiatives, supporting community events, and contributing to the overall welfare of our neighborhoods, we strengthen the bonds that make us an integral part of the community.

At [AGENCY NAME], these values guide our actions and decisions, shaping a culture of excellence, compassion, and commitment 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.



Statement of Policy

[AGENCY NAME] is dedicated to providing compassionate and high-quality home care services to our clients in the State of North Carolina. Our commitment extends to upholding the standards outlined in SUBCHAPTER 13J – The Licensing of Home Care Agencies and SUBCHAPTER 13D – Rules for the Licensing of Nursing Homes. As a provider of both non-medical and medical services, with a particular focus on nursing care, we are steadfast in our adherence to the regulations set forth by the state.

Our agency recognizes the importance of maintaining compliance with these regulatory frameworks to ensure the safety, well-being, and rights of our clients. We strive to consistently meet and exceed the standards established by the State of North Carolina, thereby fostering trust and confidence among our clients, their families, and the communities we serve.

This Policy and Procedure Manual serves as a comprehensive guide for our employees, outlining the protocols and practices that align with the state regulations. It is our expectation that all staff members familiarize themselves with these policies and procedures, demonstrating a commitment to delivering care that is not only effective but also in accordance with the highest ethical and legal standards.

By embracing these policies, [AGENCY NAME] aims to provide a nurturing and secure environment for our clients, promoting their independence and enhancing their quality of life. We view compliance with state regulations as a fundamental aspect of our mission to deliver exceptional home care services with love, integrity, and professionalism.

As we embark on this journey of care, we remain dedicated to continuous improvement, staying abreast of changes in regulations, and adapting our practices to reflect the evolving needs of our clients and the healthcare landscape. Our commitment to excellence and adherence to state guidelines form the foundation upon which [AGENCY NAME] stands as a trusted partner in home care services.



Home Care

Administrative Policies

Scope of Services Policy

Purpose:

The purpose of this policy is to outline the scope of services provided by [AGENCY NAME], in compliance with the regulations outlined in SUBCHAPTER 13J – THE LICENSING OF HOME CARE AGENCIES, as per the State of North Carolina guidelines.

Policy Statement:

[AGENCY NAME] is committed to providing comprehensive and compassionate non-medical and medical (nursing) services to our clients.

Procedures:

1. Non-Medical Services:

a. Companion Services:

- Providing companionship and emotional support to clients.
- Assisting with recreational activities and socialization.
- Accompanying clients to appointments and events.

b. Sitter Services:

- Offering non-hands-on care services to clients.
- Assisting with basic home management tasks.
- Providing medication reminders.
- Offering meal preparation, shopping, and transportation.

c. Respite Care Services:

- Providing temporary relief to family caregivers.
- Ensuring the safety and well-being of the client during the caregiver's absence.



2. Medical (Nursing) Services:

a. Assessment and Care Planning:

- Conducting initial assessments by healthcare practitioners.
- Developing a comprehensive plan of care in collaboration with the client.
- Reviewing and updating the plan of care every 90 days or as needed.

b. Skilled Nursing Services:

- Administering pharmaceuticals and medical treatments as prescribed.
- Monitoring and assessing the client's health condition.
- Coordinating with physicians to ensure effective care.

c. Allied Health Services:

- Providing therapies, rehabilitation, and specific treatments as prescribed.
- Ensuring compliance with physician orders and standards of care.

Implementation:

- Services will be provided in accordance with the client's plan of care.
- In-home companion, sitter, or respite services personnel will follow the plan of care written by the respective supervisor.

Review and Updates:

- Plans of care for both non-medical and medical services will be reviewed every 90 days.
- Supervisory visits will be conducted as per the agency's policies, including quarterly and annual reviews.

Documentation:

- Accurate and timely documentation of all services provided will be maintained in client records.
- Supervisory visits and reviews will be documented, including findings and necessary updates to the plan of care.



Training and Competency:

- All personnel providing non-medical and medical services will undergo initial and ongoing training.
- Competency assessments will be conducted to ensure the ability to perform assigned tasks.
- Training records and competency evaluations will be maintained in employee files.

Quality Assurance:

- Periodic audits will be conducted to ensure compliance with state regulations.
- Feedback from clients, caregivers, and employees will be actively sought to identify areas for improvement.

Emergency Preparedness Policy

Purpose:

The purpose of this policy is to establish guidelines and procedures for [AGENCY NAME], to effectively respond to emergencies, ensuring the safety and well-being of clients and employees. This policy complies with the regulations outlined in SUBCHAPTER 13J – THE LICENSING OF HOME CARE AGENCIES, as per the State of North Carolina guidelines.

Policy Statement:

[AGENCY NAME] is committed to maintaining a comprehensive emergency preparedness plan to safeguard clients, employees, and assets during unforeseen events or disasters. This plan includes measures for evacuation, communication, and coordination with relevant authorities.

Procedures:

1. Emergency Planning:

a. Risk Assessment:

- Conduct regular risk assessments to identify potential emergencies.
- Evaluate the specific needs and vulnerabilities of clients and employees.



b. Emergency Response Team:

- Designate an emergency response team responsible for planning, coordination, and implementation of emergency procedures.
- Ensure team members are adequately trained in emergency response.

2. Emergency Communication:

a. Internal Communication:

- Establish a reliable internal communication system to disseminate emergency information to all employees.
- Maintain up-to-date contact information for all employees.

b. Client Communication:

- Develop a protocol for communicating with clients and their families during emergencies.
- Provide clients with emergency contact information for the agency.

3. Evacuation Procedures:

a. Evacuation Routes:

- Identify and document evacuation routes for each client's residence.
- Ensure employees are familiar with evacuation routes and procedures.

b. Transportation Coordination:

- Arrange transportation resources for clients with mobility challenges.
- Coordinate with transportation providers to ensure accessibility during emergencies.

4. Emergency Supplies:

a. Client Emergency Kits:

- Maintain emergency kits for each client containing essential supplies.
- Regularly check and replenish emergency kits.



b. Employee Training:

- Train employees on the use and location of emergency supplies.
- Conduct periodic drills to ensure readiness.

5. Coordination with Authorities:

a. Local Authorities:

- Establish communication channels with local emergency management agencies.
- Coordinate emergency response plans with local authorities.

b. Emergency Shelters:

- Identify and document nearby emergency shelters.
- Ensure clients and employees are aware of shelter locations.

6. Incident Reporting and Documentation:

a. Incident Reporting:

- Implement a clear process for employees to report emergencies promptly.
- Document all emergency incidents, responses, and outcomes.

b. Client Records:

- Maintain updated emergency contact information in client records.
- Document any changes to the emergency preparedness plan based on actual events or drills.

Training and Drills:

- Conduct regular training sessions for employees on emergency response procedures.
- Schedule emergency drills to assess the effectiveness of the emergency preparedness plan.

Implementation:

- All employees are responsible for familiarizing themselves with the emergency preparedness plan and actively participating in training and drills.



Geographic Service Area Policy

Purpose:

The purpose of this policy is to define the geographic service area of [AGENCY NAME], in compliance with the regulations outlined in SUBCHAPTER 13J – THE LICENSING OF HOME CARE AGENCIES, as per the State of North Carolina guidelines.

Policy Statement:

[AGENCY NAME] is committed to delivering high-quality non-medical and medical (particularly nursing services) within a defined geographic service area in North Carolina. This policy establishes the guidelines for determining the agency's service boundaries, ensuring efficient service delivery and compliance with state regulations.

Procedures:

1. Determination of Geographic Service Area:

- a. The agency management will assess the demographic, logistical, and regulatory factors to determine the optimal geographic service area.
- b. Considerations will include proximity to the agency's physical location, accessibility, and the ability to maintain service quality.

2. Documentation:

- a. The agency will maintain clear documentation outlining the specific counties, cities, or regions within North Carolina that constitute the official geographic service area.
- b. This documentation will be reviewed and updated annually or as needed, reflecting any changes to the service area.

3. Communication with Clients:

- a. Clients will be informed of the agency's geographic service area during the initial consultation and assessment.
- b. The agency will clearly communicate any limitations or changes to the service area to clients in a timely and transparent manner.



4. Service Limitations:

- a. [AGENCY NAME] will not initiate or continue services outside the defined geographic service area unless there are exceptional circumstances.
- b. Any exceptions will be documented and communicated to clients and employees.

5. Coordination with Local Authorities:

- a. The agency will maintain open communication with local health authorities and regulatory bodies to ensure alignment with state guidelines.
- b. Any changes or updates to the geographic service area will be communicated to relevant authorities as required by state regulations.

6. Employee Training:

- a. Employees will be trained on the geographic service area policy during orientation.
- b. Ongoing training will be provided to keep employees informed of any changes to the service area.

7. Exceptional Circumstances:

- a. In cases where clients residing outside the geographic service area require temporary or intermittent services, the agency will assess the feasibility and make decisions on a case-by-case basis.
- b. Any exceptions will be documented, including the rationale for providing services outside the usual boundaries.

Implementation:

- This policy is effective upon approval and will be communicated to all employees and clients of [AGENCY NAME]. Any updates or changes to the geographic service area will be promptly communicated and documented.



Agency Director Job Description

Purpose:

The purpose of this policy is to outline the job description for the position of the Agency Director at [AGENCY NAME], in accordance with the regulations outlined in SUBCHAPTER 13J – THE LICENSING OF HOME CARE AGENCIES, as per the State of North Carolina guidelines.

Policy Statement:

[AGENCY NAME] recognizes the critical role of the Agency Director in providing effective administrative direction and ensuring compliance with state regulations. This policy defines the responsibilities, qualifications, and expectations for the Agency Director position.

Procedures:

1. Position Overview:

- a. The Agency Director is responsible for the overall administrative direction of [AGENCY NAME].
- b. The Director oversees compliance with state regulations, quality of care, and the efficient operation of the agency.

2. Qualifications:

- a. The Agency Director must be a high school graduate or certified under the G.E.D. Program.
- b. Additionally, the Director must meet one or more of the following qualifications:
 - i. Be a health care practitioner as defined in G.S. 90-640(a).
 - ii. Have a minimum of one year of experience in home care, companion, sitter, respite services, or any other provider licensed pursuant to G.S. 131E or G.S. 122C.

3. Responsibilities:

- a. Ensure compliance with all state regulations related to home care agencies.
- b. Develop and implement policies and procedures in accordance with state guidelines.
- c. Provide leadership and guidance to agency staff, fostering a culture of professionalism and dedication to client care.



- d. Oversee the coordination of services, ensuring effective communication between healthcare practitioners, in-home aides, and administrative staff.
- e. Review and update agency policies annually or as needed to reflect changes in regulations.
- f. Act as the primary liaison between the agency and state health authorities.

4. Administrative Direction:

- a. The Agency Director has the authority to make decisions related to the administrative functioning of the agency.
- b. This includes but is not limited to staffing, budgeting, and overall agency operations.

5. Compliance with State Regulations:

- a. The Director is responsible for staying informed about changes in state regulations and ensuring that the agency remains in compliance.
- b. Develop and maintain systems for record-keeping, reporting, and documentation required by state authorities.

6. Reporting:

- a. The Agency Director shall submit any necessary reports or documentation to the state health department or other relevant authorities as required by regulations.
- b. Ensure accurate and timely reporting of any incidents, complaints, or changes in agency operations.

7. Professional Development:

- a. The Director is encouraged to engage in professional development opportunities to stay abreast of industry best practices and changes in regulations.

8. Succession Planning:

- a. Develop and maintain a succession plan to ensure smooth transitions in agency leadership.
- b. Identify and train potential successors within the organization.

Implementation:



- This policy is effective upon approval and will be communicated to all employees and clients of [AGENCY NAME]. Any updates or changes to the Agency Director's job description will be promptly communicated and documented.

Companion Sitter Agency Director

Purpose:

The purpose of this policy is to establish the roles and responsibilities of the Agency Director overseeing Companion and Sitter services at [AGENCY NAME], in compliance with the regulations outlined in SUBCHAPTER 13J – THE LICENSING OF HOME CARE AGENCIES, as per the State of North Carolina guidelines.

Policy Statement:

[AGENCY NAME] recognizes the significance of the Agency Director's role in providing effective administrative direction for Companion and Sitter services. This policy outlines the duties, qualifications, and expectations for the Companion Sitter Agency Director position.

Procedures:

1. Position Overview:

- a. The Companion Sitter Agency Director is responsible for the administrative direction and supervision of Companion and Sitter services offered by [AGENCY NAME].
- b. The Director oversees compliance with state regulations, quality of care, and the efficient operation of Companion and Sitter services.

2. Qualifications:

- a. The Companion Sitter Agency Director must meet the general qualifications outlined in the Agency Director job description policy.
- b. Additionally, the Director must have experience or knowledge specific to Companion and Sitter services.

3. Responsibilities:

- a. Ensure compliance with all state regulations related to Companion and Sitter services.



- b. Develop and implement policies and procedures specifically for Companion and Sitter services in accordance with state guidelines.
- c. Provide leadership and guidance to Companion Sitter staff, fostering a culture of professionalism and dedication to client care.
- d. Oversee the coordination of Companion and Sitter services, ensuring effective communication between caregivers and administrative staff.
- e. Review and update policies related to Companion and Sitter services annually or as needed to reflect changes in regulations.
- f. Act as the primary liaison between the agency and state health authorities for Companion and Sitter services.

4. Administrative Direction:

- a. The Companion Sitter Agency Director has the authority to make decisions related to the administrative functioning of Companion and Sitter services.
- b. This includes but is not limited to staffing, budgeting, and overall service operations.

5. Compliance with State Regulations:

- a. The Director is responsible for staying informed about changes in state regulations specific to Companion and Sitter services.
- b. Develop and maintain systems for record-keeping, reporting, and documentation required for Companion and Sitter services.

6. Reporting:

- a. Submit any necessary reports or documentation related to Companion and Sitter services to the state health department or other relevant authorities as required by regulations.
- b. Ensure accurate and timely reporting of any incidents, complaints, or changes in Companion and Sitter services operations.

7. Professional Development:

- a. The Companion Sitter Agency Director is encouraged to engage in professional development opportunities specific to Companion and Sitter services to stay abreast of industry best practices and changes in regulations.



8. Succession Planning:

- a. Develop and maintain a succession plan specific to Companion and Sitter services to ensure smooth transitions in agency leadership for this area.
- b. Identify and train potential successors within the organization for Companion and Sitter services.

Implementation:

- This policy is effective upon approval and will be communicated to all employees and clients of [AGENCY NAME]. Any updates or changes to the Companion Sitter Agency Director's responsibilities will be promptly communicated and documented.

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

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