

Care&Help Caregiving Services

Policies and Procedures Manual

Home Care Agency (Non-Medical)

Effective Date: [Insert Date, e.g., April 27, 2026]

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Mission Statement: Care&Help Caregiving Services is a locally owned home care agency in Bellevue, Washington, dedicated to helping seniors and adults with disabilities live independently and safely in their own homes through compassionate, personalized, non-medical support.

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1. Plan of Operation (WAC 246-335-415)

Purpose: Define how Care&Help operates to ensure consistent, high-quality services.

Organizational Structure:

Care&Help is a sole proprietorship / LLC owned by [Your Name]. The Administrator oversees daily operations. The Direct Care Supervisor manages caregivers. Caregivers provide direct services. An organizational chart is maintained and updated annually.

Services Provided:

- Assistance with Activities of Daily Living (ADLs): bathing, grooming, dressing, toileting, mobility/transfers
- Companionship, conversation, and emotional support
- Meal preparation, feeding assistance, nutrition monitoring
- Light housekeeping (laundry, dishes, client-area tidying)
- Errands, grocery shopping, transportation to appointments (if driver-approved)
- Medication reminders (non-administration)
- Reporting changes in client condition

Days/Hours of Operation: 24/7 availability for scheduled and emergency services. Office hours: Monday–Friday, 8 AM–5 PM. On-call support available at all times.

Administrator Responsibilities:

[Administrator Name] is responsible for day-to-day operations, fiscal affairs, policy implementation, staff supervision, quality improvement, and compliance with all state laws. An alternate administrator will be designated if needed.

Supervision & Quality Improvement:

- Initial client assessments within 7 calendar days of referral.

- Caregivers are supervised via in-home visits, phone check-ins, and client feedback.
- Annual performance evaluations for all staff.
- Quality improvement program includes quarterly reviews of incidents, complaints, and client satisfaction.

Record Preservation: Records are kept for at least 6 years (or longer per legal requirements). In case of closure, records will be transferred to [designated storage or another licensed agency] with client notification.

2. Delivery of Services – Admission, Transfer, Discharge, Referral (WAC 246-335-420 / 435)

Admission Process:

1. Receive referral or inquiry.
2. Conduct initial telephone screening.
3. Schedule in-home assessment within 7 days.
4. Develop Plan of Care with client/family input and written approval.
5. Assign compatible caregiver.
6. Provide written Bill of Rights and service agreement.

Discharge Process:

- Provide at least 48 hours' notice unless safety concerns exist.
- Document reason for discharge and coordinate alternative services.
- Offer a discharge summary.

Referral Process: If we cannot meet needs (e.g., skilled nursing), we refer to appropriate licensed providers and document the referral.

3. Client Rights (WAC 246-335-435)

Bill of Rights (must be given in writing at admission):

Clients have the right to:

- Receive quality services
- Be treated with dignity and respect
- Participate in care planning
- Refuse services
- Privacy and confidentiality
- Voice complaints without fear of retaliation
- Be informed of charges and payment sources

A full Client Bill of Rights form will be provided and signed.

4. Client Assessment & Plan of Care (WAC 246-335-440)

Procedure:

- Registered or qualified staff complete an initial assessment of ADLs, preferences, safety risks, and environment.
- Individualized Plan of Care is developed, signed by client/designated representative, and updated every 6 months or upon significant change.
- Caregivers receive a copy of the relevant plan before starting services.
- Changes in condition are documented and reported to the supervisor immediately.

5. Personnel Policies (WAC 246-335-425)

Hiring & Qualifications:

- Minimum age 18
- Valid driver's license, reliable vehicle, and insurance (preferred)
- Ability to pass DSHS fingerprint background check (we guide and cover costs where applicable)
- Compassionate, reliable, able to lift up to 50 lbs with proper technique
- English proficiency (other languages a plus)

Background Checks & Character/Competence/Suitability (CCS):

All caregivers undergo DSHS BCCU initial check + WSP every 2 years. Non-disqualifying findings trigger CCS review by Administrator.

Training & Orientation:

- New hires receive paid orientation including agency policies, client rights, infection control, emergency procedures, and documentation.
- We provide paid 75-hour Home Care Aide (HCA) training for those not yet certified.
- Skills verification (observation + testing) before independent care.
- Annual in-service training on TB risk, infection control, and safe client handling.

Job Description for Caregiver (attach full version from your earlier posting):

Includes all key responsibilities you listed.

6. Supervision & Monitoring

- Direct Care Supervisor conducts periodic in-home observations.
- Caregivers submit daily/visit documentation.
- 24/7 on-call support for caregivers and clients.
- Annual performance evaluations.

7. Infection Control & Safety (WAC 246-335-425)

Standard Precautions: Hand hygiene, PPE use, respiratory etiquette.

TB Program: Use DOH Adult TB Risk Assessment form on hire and annually. Test if indicated.

Bloodborne Pathogens: Follow L&I rules; offer Hep B vaccine.

Food Safety: Follow FDA guidelines; no homemade baked goods from staff.

Caregivers receive training and PPE as needed.

8. Emergency Preparedness

Plan Includes: Risk assessment for King County (earthquakes, floods, storms), communication tree, coordination with emergency services, backup staffing, and client evacuation assistance where possible.

Annual staff training and drills.

9. Recordkeeping & Confidentiality

- Secure electronic/paper records.
- HIPAA-style confidentiality (even though non-HIPAA).
- Client records include assessment, plan of care, visit notes, and consents.
- Retention: Minimum 6 years.

10. Quality Improvement & Incident Reporting

- Quarterly reviews of incidents, complaints, and outcomes.

- All incidents (falls, injuries, changes in condition) documented and investigated within 24 hours.
- Corrective actions implemented.

11. Complaint Process

Clients/staff may file complaints verbally or in writing. Administrator investigates within 5 business days and responds in writing. No retaliation.

12. Cessation of Operations

Clients receive 30 days' notice when possible. Records preserved/transferred. Alternative providers identified.

Plan of Operation (WAC 246-335-415)

Purpose: To clearly define agency structure, services, and operations for consistent quality care.

Organizational Structure:

Care&Help is a [sole proprietorship/LLC] owned and operated by [Your Name]. The Administrator oversees all operations. The Direct Care Supervisor handles daily caregiver oversight and client matching. Caregivers deliver direct services. An organizational chart is maintained and reviewed annually.

Administrator Responsibilities:

- Oversee day-to-day operations and fiscal affairs
- Implement all policies and ensure compliance with WAC 246-335 and RCW 70.127
- Supervise personnel and quality improvement
- Designate an alternate administrator when absent

- Ensure policies are accessible to all staff during business hours

Services Provided:

- Assistance with ADLs (bathing, grooming, dressing, toileting, mobility/transfers up to 50 lbs with proper technique)
- Companionship, conversation, and emotional support
- Meal preparation, feeding assistance, and nutrition monitoring
- Light housekeeping limited to client living areas
- Errands, grocery shopping, and transportation to appointments (only with approved drivers)
- Medication reminders (no administration)
- Observation and reporting of changes in client condition

Days/Hours of Operation: 24 hours per day, 7 days per week for scheduled services. Office hours: Monday–Friday 8:00 AM–5:00 PM. On-call administrator or supervisor available at all times.

Supervision & Quality Improvement Across Service Area (King County):

- Initial client assessment within 7 calendar days of referral.
- Caregivers supervised through in-home observations, daily documentation review, and client feedback.
- Performance evaluations annually (or more frequently for new staff).
- Quality improvement program (detailed in Section 10) applied agency-wide.

Emergency Preparedness: (See full policy in Section 8)

Record Preservation: Client records retained minimum 6 years. In case of closure, records transferred to another licensed agency or secure storage with client notification.

Process for Alternative Services: If we cannot meet a client's needs, the Administrator informs the client/family in writing within 48 hours and provides referrals to appropriate providers (e.g., home health, adult day care).

2. Delivery of Services – Admission, Transfer, Discharge, Referral (WAC 246-335-420)

Admission Procedure:

1. Receive inquiry/referral.
2. Conduct telephone screening for basic needs and safety.
3. Schedule and complete in-home assessment within 7 calendar days.
4. Develop and obtain signed Plan of Care.
5. Match and introduce caregiver.
6. Provide written Bill of Rights, service agreement, and privacy notice. Services begin only after signed consent.

Discharge Procedure:

- Provide minimum 48 hours' written notice (except in unsafe situations).
- Document reason and coordinate alternative services.
- Issue discharge summary and final billing.

Referral Procedure: Document any referral to other providers when needs exceed non-medical scope (e.g., skilled nursing, hospice).

3. Client Bill of Rights (WAC 246-335-435)

A written copy is provided and explained at admission. Clients have the right to:

- Receive quality services as identified in the Plan of Care
- Be treated with dignity, respect, and privacy
- Participate in care planning and refuse services
- Voice complaints without retaliation

- Confidentiality of personal and health information
- Be informed of charges and payment sources
- Have property treated with respect

Full signed acknowledgment is filed in the client record.

4. Client Assessment & Home Care Plan of Care (WAC 246-335-440)

Procedure:

- Qualified staff (Administrator or Direct Care Supervisor) conduct an on-site assessment of functional limitations, nutritional needs, allergies, home environment, and preferences.
- Individualized Plan of Care is written, includes all required elements (ADLs, frequency, special instructions, emergency contacts), and is signed by client/designated representative.
- Plan reviewed and updated every 12 months or upon significant change.
- Caregiver receives a copy before providing care.
- Changes in condition are reported immediately to the supervisor.

Sample Plan of Care Form (attach): Client name, services, frequency, goals, signatures, date.

5. Personnel Policies (WAC 246-335-425)

Hiring Process:

- Application, interview, reference checks.
- Minimum qualifications match your job posting (age 18+, compassionate, physical ability, English proficiency, etc.).

Background Checks:

All direct-care staff undergo DSHS BCCU fingerprint check + Washington State Patrol. Administrator determines Character, Competence, and Suitability (CCS). Disqualifying crimes follow DSHS rules.

Training & Orientation:

- Paid new-hire orientation (agency policies, client rights, infection control, emergency procedures, documentation, abuse reporting).
- Paid 75-hour Home Care Aide (HCA) training path for uncertified staff.
- Skills verification (observation + return demonstration) before independent assignment.
- Annual in-service training (minimum 12 hours) including infection control, safe client handling, and TB.

Job Description for Caregiver: (Attach full version from your earlier post — include all key responsibilities.)

6. Supervision of Services (WAC 246-335-445)

- Direct Care Supervisor provides oversight via periodic in-home visits, phone check-ins, and record reviews.
- Caregivers submit visit notes daily.
- 24/7 on-call support.
- Contractors/volunteers follow same standards as employees.

7. Infection Control & Safety (WAC 246-335-425)

Purpose: Prevent the spread of infection.

Standard Precautions (always followed):

- Hand hygiene: Wash with soap/water for 20 seconds or use alcohol-based sanitizer before/after client contact, after gloves, after bathroom use, before eating.
- Use of PPE (gloves, masks) when contact with body fluids is possible.
- Respiratory etiquette (cover coughs).
- Safe handling of linens and waste.

TB Infection Control:

- Use DOH Adult TB Risk Assessment form on hire and annually.
- Test or refer for evaluation if risk factors present.
- Training provided at orientation.

Bloodborne Pathogens: Follow L&I rules (WAC 296-823). Offer Hepatitis B vaccine at agency expense.

Food Safety: Follow FDA “Food Safety at Home” guidelines. Staff may not bring homemade baked goods for clients.

Communicable Disease: Staff with symptoms must not work until cleared. Immediate reporting to supervisor.

PPE is stocked and available. Annual review of CDC/DOH recommendations.

8. Emergency Preparedness

Risk Assessment: King County hazards (earthquakes, floods, severe weather, power outages).

Plan Components:

- Communication tree (phone/text/email cascade).
- Client prioritization list.
- Backup staffing and coordination with emergency services.
- Staff training and annual drills.

- Supplies kit at office.

In event of disaster, Administrator activates plan and documents actions.

9. Client Records & Confidentiality (WAC 246-335-450)

- Secure, organized records (electronic or paper).
- Include assessment, signed Plan of Care, visit notes, consents, and incident reports.
- Retained minimum 6 years.
- Confidentiality maintained at all times (information released only with written consent or as required by law).

10. Quality Improvement Program (WAC 246-335-455)

- Quarterly review of incidents, complaints, client satisfaction, and outcomes.
- Incident reporting: Any fall, injury, or significant change documented within 24 hours and investigated.
- Corrective actions tracked.
- Annual program evaluation.

11. Complaint Process

- Clients/staff may complain verbally or in writing.
- Administrator investigates within 5 business days.
- Written response provided. No retaliation allowed.
- Complaints logged in quality improvement records.

12. Cessation of Operations

- 30 days' notice to clients when possible.
- Assist with transitions to other providers.
- Records preserved or transferred securely with notification.

Administrator Approval

I have read, understand, and approve these policies and procedures. They will be reviewed annually or as needed.

Signature: _____ Date: _____