

ARKANSAS-BASED HOME HEALTH CARE AGENCY

POLICIES & PROCEDURES MANUAL

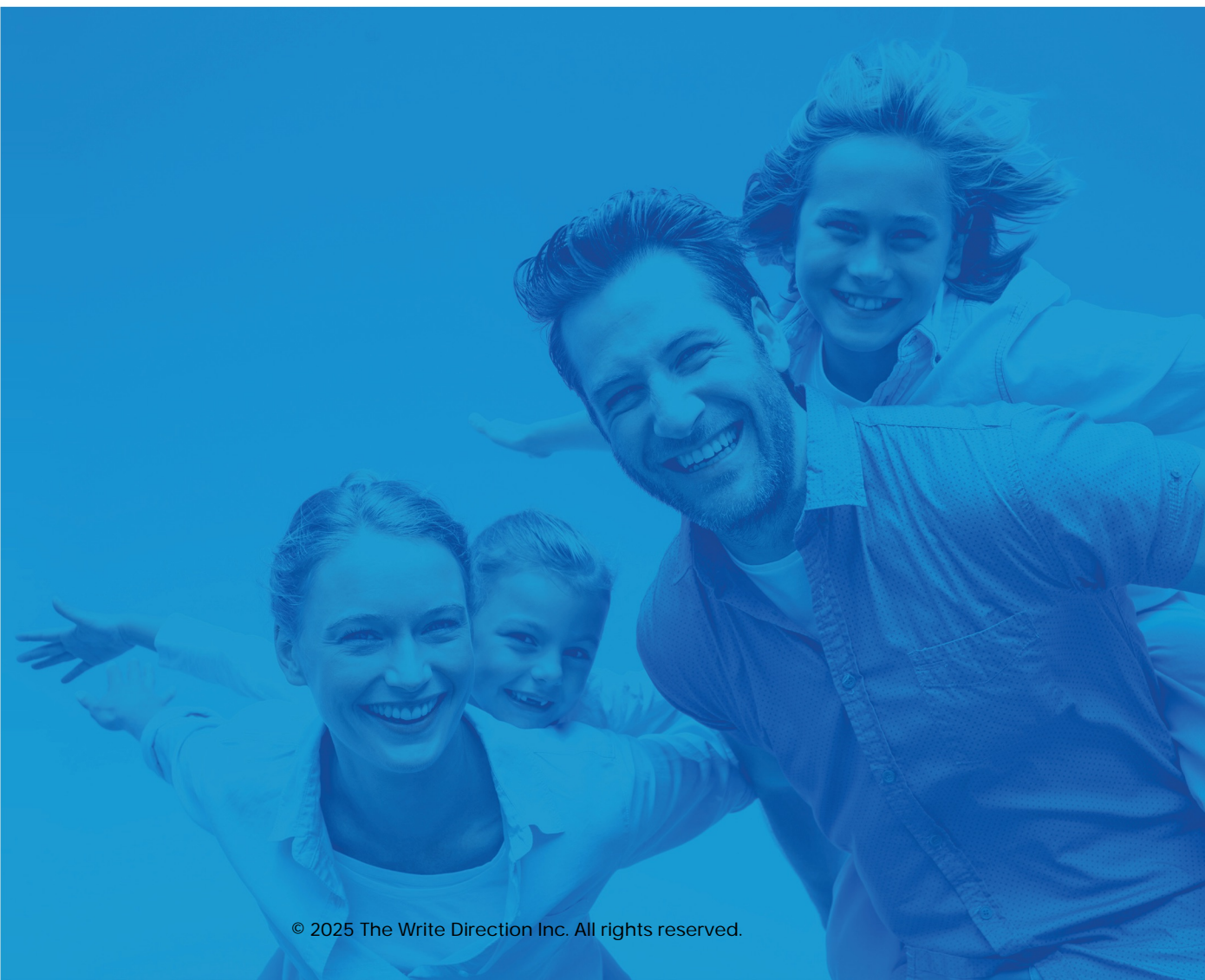




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ARKANSAS-BASED HOME HEALTH CARE AGENCY

POLICIES AND PROCEDURES MANUAL





PART 1: INTRODUCTION

1.0 About this Manual

Welcome to the [COMPANY NAME] Policy and Procedure Manual. This document serves as a critical resource for all employees, providing clear guidance on our operations, standards, and the regulatory landscape that governs our services. It is designed to ensure that our team is well-informed, compliant, and equipped to deliver exceptional care to our clients, aligning with our commitment to excellence and integrity in home health care services.

1.1 Purpose of the Manual

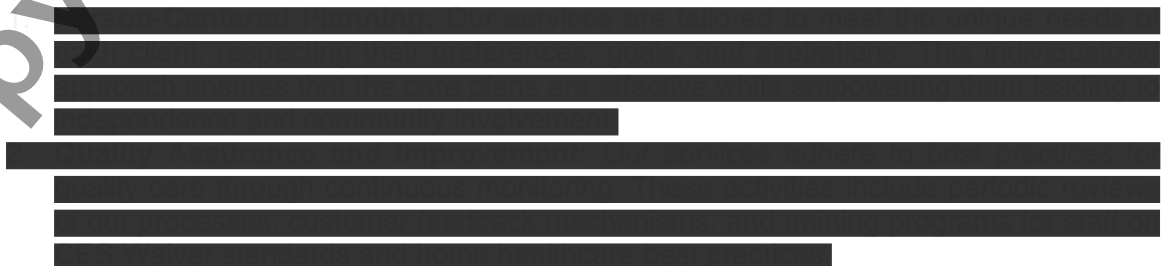
The main objectives of this manual are as follows:

1. **To Inform:** This manual offers comprehensive information about operational guidelines, ethical principles and procedural instructions that form the basis for daily work at all levels. It is, therefore, a reference tool that enables each member of staff to understand his/her duties within the broader context of the organization and legal requirements.
2. **To Guide:** Decision-making requires some structured framework so as not to affect the quality of care we serve or provide. This manual is crucial when working through difficult situations ensuring that our actions are always aimed at the well-being of the client audience including conformity with regulatory standards.
3. **To Comply:** The aim here is to outline certain stipulations provided by the Arkansas Department of Human Services concerning Community Employment Supports (CES) waiver. Observance of these standards is not only a statutory obligation but also an ethical one indicating that we care for people whom we support.

1.2 Overview of CES Waiver Standards Compliance

The Community and Employment Supports (CES) Waiver is a pivotal framework established by the Arkansas Department of Human Services. It is designed to provide support for individuals with developmental disabilities, enabling them to live more independently and engage more fully in their communities. Compliance with the CES Waiver is a critical aspect of our operations, as it directly impacts the quality and scope of services we can offer our clients.

Key components of the CES Waiver standards that our policies and procedures align with include:



[illegible]



PART 2: GOVERNANCE AND ADMINISTRATION

2.0 Board of Directors

2.1 Policy Statement

The [COMPANY NAME] considers the Board of Directors as the body responsible for guiding it in terms of strategic direction, financial viability as well as overall governance. [REDACTED]

[REDACTED]

2.2 Scope

This part outlines roles, responsibilities as well as processes that govern actions performed by all members of the Board of Directors. It includes board structure, qualifications for board membership, and specific duties expected from every member.

2.3 Definition

- i. **Board of Directors** – A collective term referring to a group of elected or appointed officials who oversee [COMPANY NAME] activities towards strategic direction setting, financial soundness maintenance, and legal/ethical standards compliance.

2.4 Specific Policies

1. **Composition and Selection:** Membership on this board shall reflect diversity with people who have experience in health care delivery systems or finance besides those from law enforcement agencies or social service organizations being preferred over others in different areas such as nursing or administration etc. [REDACTED]
2. **Term and Succession:** An elected member can serve [REDACTED]
3. **Roles and Responsibilities:** The main duties of a board member are deciding the strategic course that the agency should follow, [REDACTED]
4. **Meetings and Decision-making:** They hold quarterly meetings as stipulated within their constitutions besides any additional ones that may arise; [REDACTED]





- [REDACTED]
- [REDACTED]
5. **Conflict of Interest:** Board members must comply with [REDACTED]
- [REDACTED]
- [REDACTED]

2.5 Detailed Procedures

1. **Orientation and Training:** [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
2. **Evaluation and Performance:** [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
3. **Communication with Stakeholders:** [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
4. **Financial Oversight:** [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
5. **Compliance Monitoring:** [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]





3.0 Board Meeting Schedule

3.1 Policy Statement

[COMPANY NAME] is strongly committed to maintaining the highest standards of governance and accountability. A fundamental part of this commitment is the regular, structured, and effective convening of the Board of Directors' meetings [REDACTED]

[REDACTED]

3.2 Scope

This policy applies to all members of the Board of Directors at [COMPANY NAME] and outlines how often they will have their board meetings scheduled, conducted, and documented so that state laws or corporate bylaws are not broken.

3.3 Definition

- i. **Board Meeting:** A formally arranged gathering of the [COMPANY NAME]'s Board of Directors called upon to discuss its strategic operational governance.

3.4 Specific Policies

1. **Frequency and Timing:** [REDACTED]
2. **Annual Calendar:** [REDACTED]
3. **Special Meetings:** [REDACTED]
4. **Quorum:** [REDACTED]
5. **Agenda Preparation and Distribution:** [REDACTED]

3.5 Detailed Procedures

1. **Scheduling:** Board meetings are coordinated by the Chief Executive Assistant or his/her assistant [REDACTED]





- 2. **Notification:** To ensure that everyone arrives on time, [REDACTED]
[REDACTED]
[REDACTED]
- 3. **Conducting Meetings:** Meetings will always be governed by [REDACTED]
[REDACTED]
[REDACTED]
- 4. **Documentation:** Minutes shall contain comprehensive records [REDACTED]
[REDACTED]
[REDACTED]
- 5. **Approval and Record Keeping:** As adjusted by the board and approved at the subsequent meeting, final minutes shall be [REDACTED]
[REDACTED]
[REDACTED]
- 6. **Public Notification:** [REDACTED]
[REDACTED]
[REDACTED]

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4.0 Nepotism at the Board Level

4.1 Policy Statement

[COMPANY NAME] commits to maintaining the highest standards of integrity, fairness, and professionalism in all aspects of its governance and administration. [REDACTED]

[REDACTED]

4.2 Scope

This policy applies to all current and prospective members of the Board of Directors, executive leadership, and any individual involved in the nomination, selection, or governance processes within the [COMPANY NAME]. It encompasses all actions, decisions, and practices related to board composition and function.

4.3 Definition

- i. **Nepotism:** The practice of giving preferential treatment to relatives or friends, especially by providing them with jobs or opportunities due to personal relationship rather than their abilities or qualifications.

4.4 Specific Policies

1. **Board Composition and Selection:** The process of selecting board members must be based on [REDACTED]
2. **Conflict of Interest Disclosure:** All board members and candidates for board positions must disclose [REDACTED]
3. **Decision-Making Process:** In situations where nepotism could be perceived, [REDACTED]
4. **Transparency and Accountability:** The board shall maintain transparency [REDACTED]

4.5 Detailed Procedures

1. **Disclosure and Documentation:** All potential conflicts of interest, [REDACTED]

- from the board.



5.0 Conflict of Interest Policy

5.1 Policy Statement

[COMPANY NAME] is committed to the highest ethical standards and integrity in its operations and governance. [REDACTED]

[REDACTED]

5.2 Scope

This policy applies to all members of the Board of Directors including officers as well as any individual who takes part in decision-making at [COMPANY NAME]. [REDACTED]

[REDACTED]

5.3 Definition

- i. **Conflict of Interest:** A situation whereby a member or officer within an organization either directly or indirectly has a vested interest be it personal, financial, or professional that could influence or appear like influencing his/her decisions relating to policies processes procedures activities undertaken by such an organization.

5.4 Specific Policies

1. **Identification & Disclosure:** All board members are expected to identify potential conflicts [REDACTED]
2. **Annual Disclosure Statements:** [REDACTED]
3. **Review & Decision-making:** The Ethics Committee will consider whether there is anything wrong with any given disclosure made in this way; [REDACTED]
4. **Recusal & Abstention:** Any board member with conflicting interests [REDACTED]
5. **Documentation:** [REDACTED]

5.5 Detailed Procedures

1. **Disclosure process:** Board members should submit [REDACTED]





[REDACTED]

2. **Annual Disclosure:** All directors and officers must fill out [REDACTED]
[REDACTED]
[REDACTED]

3. **Review Mechanism:** The Ethics Committee scrutinizes [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

4. **Management Strategies:** For identified conflicts of interest, [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

5. **Record-keeping and Documentation:** These records are to be kept [REDACTED]
[REDACTED]
[REDACTED]

6. **Non-disclosure and Confidentiality:** All disclosures related to conflict-of-interest
[REDACTED]
[REDACTED]

7. **Training, Education & Awareness:** The organization will provide [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]





6.0 Board Training

6.1 Policy Statement

[COMPANY NAME] is dedicated to ensuring all its board members are informed, competent, and fully equipped with adequate skills needed [REDACTED]

[REDACTED]

6.2 Scope of Training

The training program addresses several topics related to healthcare agency management which may include but are not limited to [REDACTED]

[REDACTED]

6.3 Definition

- i. **Compliance:** Conformity with legal provisions laid down by statutes or enacted by agencies relevant to the company's operations.
- ii. **Board Training:** Structured educational programs designed to improve board member skills, knowledge, and effectiveness such as conferences, seminars, webinars, and retreats self-study courses which are available only upon request.

6.4 Specific Policies

1. **Mandatory Participation:** [REDACTED]
2. **Customized Training Plans:** [REDACTED]
3. **Annual Training Requirements:** [REDACTED]
4. **Training Records:** [REDACTED]

6.5 Detailed Procedures

1. **Training Needs Assessment:** [REDACTED]
2. **Development of Training Program:** [REDACTED]



- 3. **Implementation:**
- 4. **Evaluation of Training Effectiveness:**
- 5. **Compliance Monitoring:**
- 6. **Reporting:**

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7.0 Board Financial Oversight

7.1 Policy Statement

[COMPANY NAME] is committed to maintaining the highest standards of financial oversight which ensures that its resources are utilized effectively, ethically, and in compliance with the relevant laws and regulations.

[REDACTED]

7.2 Scope of Oversight

This policy applies to all financial activities and transactions of the [COMPANY NAME];

[REDACTED]

7.3 Definitions

- i. **Financial Oversight:** The procedure through which members of the Board manage finances strategy creation, planning, accountability, reporting, and internal control to see that they are directed toward the mission, the regulatory stipulations, and industry best practices.
- ii. **Internal Controls:** Mechanisms and procedures created to ensure the protection of tangible items, fraud detection and prevention, completeness and accuracy of all accounting records, and compliance with the legislative process and financial reporting best practices.

7.4 Specific Policies

1. **Budget Approval:** [REDACTED]
2. **Financial Reporting:** [REDACTED]
3. **Audit Oversight:** [REDACTED]
4. **Internal Controls:** [REDACTED]
- Investment and Risk Management:** [REDACTED]

7.5 Detailed Procedures

7.5.1 Budget Approval Process



- ### 7.5.2 Financial Reporting and Audit Oversight

- ### 7.5.3 Establishment of Internal Controls

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PART 3: PERSONNEL AND EMPLOYMENT POLICIES

8.0 Personnel

8.1 Policy Statement

[COMPANY NAME] commits itself to maintaining a competent, moral, diverse workforce

8.2 Scope

This policy applies to all employees including full-time, part-time, contract, and temporary staff engaged in providing in-home care services; beginning from recruitment through hiring until training, performance appraisal then termination.

8.3 Specific Policies

1. Recruitment and Hiring

- a. [Redacted]

2. Training and Professional Development

- a. [Redacted]

3. Performance Evaluation

- a. [Redacted]

4. Workplace Safety

- a. [Redacted]

5. Equal Employment Opportunity





- a. [Redacted text block]

8.4 Detailed Procedures

1. Recruitment and Hiring

- a. [Redacted text block]

2. Training and Professional Development

- a. [Redacted text block]

3. Performance Evaluation

- a. [Redacted text block]

4. Workplace Safety

- a. [Redacted text block]

5. Equal Employment Opportunity

- a. [Redacted text block]





9.0 Pre-employment, Random and After Accidents Drug Screening

9.1 Policy Statement

The [COMPANY NAME] is dedicated to ensuring a safe, productive, and drug-free work environment. [REDACTED]

9.2 Scope and Drug Testing Procedures

This policy applies to all potential and current employees of the [COMPANY NAME]. [REDACTED]

9.3 Specific Policies

1. **Pre-Employment Screening:** All job [REDACTED]
2. **Random Testing:** [REDACTED]
3. **Post-Accident Testing:** [REDACTED]

9.4 Detailed Procedures

1. **Notification and Consent:**
 - a. [REDACTED]
2. **Testing Process:**
 - a. [REDACTED]
3. [REDACTED]
4. [REDACTED]



5. [REDACTED]
[REDACTED]
[REDACTED]

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10.0 Staff's Name on Maltreatment Registry

10.1 Policy Statement

[COMPANY NAME] is committed to providing safe, compassionate, and high-quality care to all clients. [REDACTED]

[REDACTED]

10.2 Scope and Background Checks

This policy applies to all current and prospective employees, [REDACTED]

[REDACTED]

10.3 Definitions

- i. **Maltreatment Registry:** A database maintained by state or federal agencies listing individuals found to have abused, neglected, or exploited vulnerable populations.
- ii. **Background Check:** The process of verifying information provided by or about an employee, including criminal history, employment history, and status on the Maltreatment Registry.

10.4 Specific Policies

1. **Pre-Employment Screening:** [REDACTED]

[REDACTED]

2. **Continuous Eligibility Verification:** [REDACTED]

[REDACTED]

3. **Reporting Obligations** [REDACTED]

[REDACTED]

10.5 Detailed Procedures

1. **Pre-Employment Screening:**

- a. [REDACTED]

[REDACTED]

2. **Continuous Eligibility Verification:**

- a. [REDACTED]





3. Reporting Obligations:

- a. [Redacted text block]

4. Action Upon Finding an Employee's Name on the Registry:

- a. [Redacted text block]

5. Documentation and Record-Keeping:

- a. [Redacted text block]

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11.0 Staff Recruitment and Retention

11.1 Policy Statement

The [COMPANY NAME] is committed to the systematic recruitment, hiring, and retention of competent, qualified staff [REDACTED]

11.2 Scope

This policy applies to all employment activities within the [COMPANY NAME], including but not limited to [REDACTED]

11.3 Definitions

- i. **Recruitment:** The process of attracting, selecting, and appointing suitable candidates for jobs within the organization, either from within or outside the agency.
- ii. **Retention:** The organization's ability to retain its employees through various strategies, incentives, and a supportive work environment.

11.4 Specific Policies

1. **Equal Employment Opportunity:** [REDACTED]
2. **Recruitment Process:** [REDACTED]
3. **Professional Development:** [REDACTED]
4. **Performance Evaluation:** [REDACTED]
5. **Employee Benefits:** [REDACTED]

11.5 Detailed Procedures

1. **Identification of Vacancy:**
 - a. The department manager identifies a vacancy or new position and submits a job requisition form to the Human Resources (HR) department detailing the job requirements, qualifications, and responsibilities.
2. **Job Posting:**





- a. HR creates a job description and posts the vacancy on the agency's website, job boards, and relevant professional networks. [REDACTED]
- 3. **Application Screening:**
 - a. HR reviews all applications to screen for minimum qualifications, experience, and suitability for the position. Shortlisted candidates are contacted for the initial interview.
- 4. **Interviewing:**
 - a. [REDACTED]
- 5. **Selection and Offer:**
 - a. [REDACTED]
- 6. **Onboarding and Integration:**
 - a. [REDACTED]
- 7. **Professional Development:**
 - a. [REDACTED]
- 8. **Performance Evaluation:**
 - a. [REDACTED]
- 9. **Retention Strategies:**
 - a. [REDACTED]





12.0 Access to Staff Files

12.1 Policy Statement

[COMPANY NAME] is committed to maintaining the confidentiality, integrity, and accessibility of [REDACTED]

[REDACTED]

12.2 Scope and Access Guidelines

This policy applies to all employee files maintained by the [COMPANY NAME], [REDACTED]

[REDACTED]

12.3 Definitions

- i. **Staff Files:** All paper-based or electronic records that contain employment-related information for current and former employees.
- ii. **Authorized Personnel:** Individuals granted permission to access staff files based on their role within the organization or under legal requirements.

12.4 Specific Policies

1. **Confidentiality:** All staff files must be treated as confidential. Unauthorized access, disclosure, alteration, or destruction of employee records is strictly prohibited.
2. **Access Control:** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

12.5 Detailed Procedures

1. **Requesting Access:**
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
2. **Reviewing and Providing Access:**
 - a. [REDACTED]
[REDACTED]
[REDACTED]





3. Logging and Monitoring Access:

- a. [Redacted]

4. Maintaining Confidentiality:

- a. [Redacted]
- b. [Redacted]

5. Updating and Correcting Records:

- a. [Redacted]

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13.0 Students, Interns, Volunteers, and Trainees

13.1 Policy Statement

[COMPANY NAME] is committed to supporting the educational and professional development of students, interns, volunteers, and trainees. [REDACTED]

[REDACTED]

13.2 Scope and Participation

This policy applies to all students, interns, volunteers, and trainees [REDACTED]

[REDACTED]

13.3 Definitions

- i. **Students:** Individuals enrolled in educational institutions who are engaging in practical experience at the [COMPANY NAME] as part of their academic curriculum.
- ii. **Interns:** Individuals, typically post-secondary students or recent graduates, participating in supervised practical experience to gain professional skills.
- iii. **Volunteers:** Individuals who willingly offer their services without financial compensation to contribute to the [COMPANY NAME]'s mission.
- iv. **Trainees:** New or existing employees undergoing initial training or professional development activities to enhance their skills and effectiveness within the agency.

13.4 Specific Policies

1. Selection and Onboarding:

[REDACTED]

2. Supervision:

[REDACTED]

3. Confidentiality:

[REDACTED]

4. Evaluation:

[REDACTED]





13.5 Detailed Procedures

1. Application and Selection Process:

- i. [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

2. Orientation and Training:

- i. [Redacted]
[Redacted]
[Redacted]
[Redacted] ocedures.

3. Assignment of Supervisor/Mentor:

- i. [Redacted]
[Redacted]
[Redacted]

4. Performance Evaluation:

- i. [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

5. Completion and Feedback:

- i. [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]



14.0 Staff Training

14.1 Policy Statement

[COMPANY NAME] commits to maintaining the highest standard of care through comprehensive, ongoing staff training. [REDACTED]

14.2 Scope of Training Requirements

This policy applies to all employees of [COMPANY NAME], [REDACTED]

14.3 Definitions

- i. **Home Health Aide (HHA):** A person providing personal care or related services to clients in their homes under the supervision of a registered nurse or licensed therapist.
- ii. **Personal Care Aide (PCA):** Similar to an HHA, a PCA assists clients with daily living activities, focusing on non-clinical needs.
- iii. **Clinical Practice Hours:** Hands-on training sessions in a real-world setting, allowing trainees to apply theoretical knowledge to practice.

14.4 Specific Policies

1. **Mandatory Training Program:** [REDACTED]
2. **Continuing Education:** [REDACTED]
3. **Clinical Practice Hours:** [REDACTED]
4. **Training Records:** [REDACTED]

14.5 Detailed Procedures

1. **Initial Training Program:**

- a. [REDACTED]



c. [REDACTED]
[REDACTED]
[REDACTED]

2. Continuing Education:

a. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

3. Supervision and Evaluation:

a. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

4. Documentation and Compliance:

a. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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PART 4: CLIENT RIGHTS AND SAFETY

15.0 Individual Rights

15.1 Policy Statement

[COMPANY NAME] is unwavering in its commitment to upholding the rights of its clients, ensuring they receive respectful, dignified, and personalized care. [REDACTED]

15.2 Scope

This policy extends to all clients served by [COMPANY NAME] [REDACTED]

15.3 Definitions

- i. **Individual Rights:** The fundamental rights afforded to every client, including respect for their autonomy, dignity, privacy, and the right to be informed and involved in their care decisions.
- ii. **Autonomy:** The right of clients to make their own choices regarding their care, including the refusal or acceptance of treatments.
- iii. **Privacy:** The right to confidentiality regarding personal and health information.
- iv. **Dignity:** The recognition of the inherent worth of each individual, ensuring they are treated with respect and care that upholds their value as human beings.

15.4 Specific Policies

1. **Respect for Client Autonomy**
 - a. Clients retain the right to make informed decisions about their care, including the right to accept or refuse treatments.
2. **Guarantee of Privacy and Confidentiality**
 - a. All client information must be handled with strict confidentiality, adhering to federal and state regulations.
3. **Commitment to Upholding Dignity**
 - a. Care practices must respect each client's personal values, beliefs, and unique identity.
4. **Active Participation and Informed Decision-Making**
 - a. Clients should be actively involved in all aspects of their care planning and decision-making processes.



15.5 Detailed Procedures

Ensuring Autonomy

1. [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Protecting Privacy and Confidentiality

3. [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Upholding Dignity

5. [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Facilitating Active Participation

7. [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]





16.0 Confidential Billing and Information

16.1 Policy Statement

[COMPANY NAME] is committed to maintaining the highest standards of confidentiality and privacy concerning our client's personal and financial information. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

16.2 Scope

This policy applies to all employees, contractors, and associates of the [COMPANY NAME],

[REDACTED]
[REDACTED]

16.3 Definitions

- i. **Personal Health Information (PHI):** Any information, whether oral or recorded in any form or medium, that relates to the health condition, provision of health care, or payment for the provision of health care to an individual.
- ii. **Confidential Billing Information:** Information related to charges for health care services provided to an individual that is protected under federal and state laws.

16.4 Specific Policies

1. **Authorization Requirement:** [REDACTED]
[REDACTED]
[REDACTED]
2. **Minimum Necessary Use:** [REDACTED]
[REDACTED]
3. **Secure Storage:** [REDACTED]
[REDACTED]
4. **Disposal:** [REDACTED]
[REDACTED]

16.5 Detailed Procedures

1. **Receiving and Recording Information:**
 - a. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
2. **Processing Billing:**
 - a. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]





3. Access Control:

- a. [Redacted]

4. Client Requests and Inquiries:

- a. [Redacted]

5. Training and Awareness:

- a. [Redacted]

6. Incident Management and Reporting:

- a. [Redacted]

7. Review and Update of Policies and Procedures:

- a. [Redacted]

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