

Company Roots

Welcome to Happy Health Services. My name is Raymond Kepner. My position with Happy Health Services is with the corporate office of New World Associates Incorporated. New World Associates Incorporated is the parent company and owner of Happy Health Services. New World Associates Incorporated is a successful and creditable company, established in 1998 for the purpose of establishing successful companies like yours, Happy Health Services.

Happy Health Services was established when it became clear how much need there was for home care services that are reliable, trustworthy, and competent. Happy Health Services started by working to overcome the failures and problems that existed in this industry.

Employee Attitude

The first task targeted by your company, was to improve the PCA and client relationships. That is why the very first step for the company was the name, Happy Health Services. The company knows that angry attitudes as well as happy attitudes are contagious. This company employs PCA'S that have the ability and the will to keep pulling things in a positive way with positive attitudes. By spreading this positive attitude, even in the worst situations, as a PCA you have accomplished your greatest task in this service to your community that needs people like you.

Much of the training material you see ahead, you may have seen before, or already have this information. I think you would agree with me when I say that every time I see this material again, I see something I missed or had forgotten. Sometimes it is valuable to just hear something again to help us keep our focus on what is important.

Buddy System -- PCA in charge

Many of the procedures you see within Happy Health Services may be new to you. We have taken steps to move the control and responsibility of client management to the PCA. In other business models, the office attempts to run all the details of the client services and expects the PCA to follow instruction. Your management team understands that no one knows your client and their needs better than you do. You have the decision of managing your client's needs, schedules, PCA days off, vacation times, and many other aspects of the services. The purpose of your management team is to monitor the service plan to make sure the company is meeting legal and contractual requirements. Minor or temporary adjustments to the approved client service plan are between you and the client. Your main objective never changes, which is the safety and happiness of the client. The buddy system will assist you in the task of client management. In most cases you will have another PCA that is orientated, or works for your client also. This is referred to as a buddy. By maintaining a close relationship with your buddy, you can assist each other in making your schedule and task easier and more reliable for the client. When you need time off, or can't cover your client services, you have the option to talk to your buddy to see if they are able to cover in your place. The person regularly scheduled for that day has the responsibility of arranging for the coverage, making sure coverage is given, and notifying the office of any payroll changes that are necessary. It takes some personal and professional skill to work well with a buddy to best provide for your client. We have found clients that have good buddy teams are happier and more satisfied with delivery of their services. Be sure to ask management for phone number information on your client buddies. You will soon find this a tool you would not want to be without because of the flexibility and relief it gives the PCA, while better guaranteeing good and reliable client services. The buddy system gives the PCA flexibility and control over their schedule if they are working well with their buddy. In any situation where you are having difficulty in managing your client's schedule to the client's satisfaction, contact management for assistance. Management will be discussing the buddy system in more detail, and any questions you have will be answered during training. You are strongly encouraged to ask questions about any procedures you want more information about. Remember that you are in

charge of your client services, and we are here to assist and guide you whenever necessary with the rules and procedures. As management we are working with you. You are responsible for your client, and the agency is there to help you with that task.

Slip

As I had mentioned earlier, the safety and happiness of our clients and the PCA'S is very important in Happy Health Services. You will hear more about this in the training segment called slip. Slip stands for (safety, liability, intuition, and pass the ball). The safety of the PCA and the client always comes first. Whenever you think the safety of the client may be an issue at any time for any reason, you need to call the office immediately. Liability is the problem that develops when the correct procedures are not followed. When the correct procedures are not followed, the PCA and the agency are then liable. If the problem was caused by not following procedure, then there can also be criminal liability against the PCA and the agency, from many different sources. To prevent safety and liability risks to you and your client, you need to always follow established procedures. If you feel a procedure needs to be changed, then call the office immediately. Don't forget, we realize that you know more about the client's needs and concerns than we do at the office. We greatly appreciate any information you can share with us. We will look at all contract and legal obligations to see if we can make your changes if you request them. Please be aware that there are always very qualified people behind the scenes helping to make these decisions and making sure the company is legally compliant and successful. Intuition is a tricky word with a very important meaning. The agency can not possibly give you the information you need to keep yourself and the client safe. In the home environment each home is unique and different. In each home, all the things that can threaten safety are different. Intuition is the ability to think and evaluate your situation by yourself. In your client's home, you can evaluate what you see or do to know if it puts the client or you at risk in any way. Since you're the PCA in charge of the decisions for your client's services, you must also take the responsibility of managing those safety issues as well. You need to evaluate these risks every day since the environment in the home changes every day. You will soon develop the intuition to spot safety risks if you don't already have that skill. Passing the ball is the ability to know when to call the office to handle a decision or situation. Knowing when to pass the ball will help you and your client remain safe, and protect the PCA from liability by properly following procedures. Anytime you're not certain how to handle anything that affects safety, contract service requirements, or legal requirements, you would then pass the ball to protect yourself from liability. The best rule for you to use would probably be to pass the ball whenever there is any doubt. Don't forget that failure to follow procedure, or protect your client safety, can make you liable. Protect yourself and the client by passing the ball whenever it is necessary.

Management Duties

Some of the procedures you may be asked to follow don't address safety or quality of service. Some of the procedures we must use may seem unnecessary to you at times, and it is understandable if some of the procedures you find frustrating or unnecessary for you personally. Please understand that the company is coordinating many contract and legal responsibilities to protect you, your client, and the company. The responsibility you have with the safety and service delivery for your client is already a big responsibility. The company will not put any duties or burdens on you, that are not absolutely necessary for one reason or another. Feel free to ask if you are uncomfortable with a duty or procedure and perhaps it can be altered to assist you. Perhaps management can let you know why it is necessary. One of the tasks of management is to make your duty as a PCA as efficient and pleasant as possible, while still following all of the legal and contractual obligations. Your management is following the rules and laws and working every day to meet the requirements put on the company. This task for management can be very difficult. Your cooperation and understanding with management requests for compliance protects the company from contract failures, and makes the job of management much easier. When management's job is easier, then they have more time to help make your job easier as well.

Teamwork and Loyalty

Teamwork and loyalty are very valuable to a company in home care. Happy Health Services is working to change the issues of consideration and loyalty that are not usually given to the PCA in this industry. Since Happy Health Services have better and more qualified PCA'S, it is more important to the company and the client that we are able to keep our PCA'S. You are encouraged to discuss your problems and issues with management if you feel it may affect your responsibility with the client. Our loyalty and commitment to our PCA'S shows. PCAS in turn have shown their loyalty and commitment to Happy Health Services. Unlike other agencies, our PCAS tend to stay with the company. We do not have the turnover and infighting which seems to be present in other agencies. Please never underestimate your importance, especially in an agency like Happy Health Services where you are trusted with the responsibility of your client. Part of teamwork is also understanding and being able to put yourself in the shoes of someone else, whether it is management or another PCA. It is amazing how contagious positive attitudes and effective problem solving can be.

Procedures

Management will go over the details of the procedures the company must follow. I will just generalize on what procedures are in place so that you may be aware of any questions you may wish to ask management. You may wish to have a pen a paper ready to make note of any questions you may have. The requirements such as tb and cpr, and additional training is required by our payers. Our payers will not pay for services by a PCA that is not compliant by the rules set in place. These rules are set by law, Medicaid, insurance payers, and others. Most of the compliance rules are mandatory and not created by the agency. It is the duty of the agency and management to guarantee that the rules are followed. Failing to follow these rules can result in liability, loss of client contracts, or loss of the right for the PCA to work. To protect your job and the client, you must closely watch the due dates on your tb, cpr, and training requirements. Never put it off until the last minute. Your training requires at least 8 hours per year, and at least 4 hours must be completed before the year is half over. All of your hours should be completed 30 days before the one year deadline is due. If you are responsible in managing your training time, and getting done early, you will be able to do the training on your own schedule. Newer and stricter rules will require us to cover your shift while you meet training requirements if you don't begin your training early enough in the year when it is due. The payer may take the option to not pay for the services you are providing when your training requirements are not done on schedule. Your timely cooperation in meeting these requirements makes you a more valuable asset to Happy Health Services and your clients. Please do not be guided by agencies in the past that have been neglectful on these training rules. Many of those agencies have failed or lost their contracts for service, and many more will fail in the future for a variety of reasons.

Time Sheets – Pay -- Orientation Sheets

Time sheets can seem to many people to be unnecessary. In fact time sheets are critically important. The time sheets signed by the client are contracts that are our only proof that service was given. Without this signed proof of service, our contracted payers will not pay for the service. It is important to keep close track of your time sheets and make sure they are accurate. Inaccurate or missing time sheets, makes payroll unable to process your pay for the missing time. Remember the payer will not pay the agency if we do not have the time sheets, so we can not process your paycheck without them. Since it takes time to process all of the legal steps required in payroll, turn in your time sheets as soon as the pay period ends. Turning in the time sheets on time, and making sure they are accurate, is the way you guarantee the agency can be paid by the payer, and that your paychecks are on time. Time sheets turned in on time puts much less burden on payroll personnel as well in accounting. Be sure to ask you management for an orientation sheet for your client service for each client you have. The orientation sheets show you the hours and times of day allowed for the client services. The orientation sheet also

shows the correct services that must be marked for each client. Marking too little or too much service can result in the agency not being able to collect pay for your services. Only the correct services can be marked on your sheets, the same as they are marked on the orientation sheets. If your client services change in any way, you need to get a new orientation sheet from your management. Every client gets evaluated by the payer for service changes on a regular basis. If your time sheets are on time and correct, you will be paid every two weeks, on every other Monday. The pay periods run from Sunday to the second Saturday. When you pick up your paychecks at the office, be sure to have your completed and accurate time sheets from the previous period that just ended. Payroll needs plenty of time to process those sheets for the next check you will receive. You can ask management for a print out calendar of the pay periods and payday. Resist any temptations to sign your time sheet for your client. Forgery is a serious crime, and our payers can press charges for billing fraud if signatures are not genuine, and from the client themselves. No one person, including relatives, can sign for the client. The payer reviews these time sheets regularly, and checks for real and accurate information. If they find incorrect or fake signature, they can and will demand full refund of the money paid to the agency and the PCA. Protect yourself from any possible suspicion.

Fix== 15:50 to 15:55 Since the time sheet is a contract, any errors scratched out must be initialed by the client, or it can't be accepted in most cases.

Using white out on a time sheet can not be done since it is a contract. Along with demand for repayment, our payer can apply legal fraud charges for time sheets that are artificially altered. The agency understands that clients can be difficult at times in getting signatures on your time sheets. If a client is refusing to sign your sheets daily when services are given, you must tell the client it is required by the payer. Failing to have your time sheets signed daily leads to errors. You will find the client will usually comply to your wishes because they respect you for following your company guidelines. If you find the client simply refuses to sign your time sheets daily, notify your manager so they may be able to assist with the problem. In many cases, the client may become unavailable for the signatures for some reason, and the PCA can lose one or two weeks of pay because they could not provide legally signed time sheets. Please don't allow this to happen to you. Happy Health Services knows you provide a needed and important task. The agency wants to make sure you receive as much pay as possible for the work you do. The agency constantly strives to cut cost, so we are able to increase the services to the client, and compensate the valuable PCA'S.

Transportation for clients

Often times your client may not be fully aware of how their services work, or what is allowed and what isn't. They can always refer to the office for procedure and service questions. Your client will respect you for your close use and observance of company procedures and policies. Some clients by habit or by their experience with other agencies have learned that aggressive behavior can get a PCA to do as they wish even if they know it violates the law, contract, or allowed procedures. It is up to the PCA to let the client know that they are bound by company policies, and state or contract laws. The client or you as a PCA may have had experience in the past with agencies that could be manipulated into dangers or unethical behaviors with the client services. Most of the agencies doing business in such a fashion don't stay in business for the long term. A very common misunderstanding with the client is what transportation is available to them. In the recent past agencies allowed clients to manipulate the process, and they were getting transportation from the PCA'S. The PCA'S are not licensed or contracted to provide such services. The resulting liability caused a major change in contracts and insurance liability. The current contracts with Medicaid and the insurance companies does not allow PCA'S to provide transportation while on duty, or to act as a driver in any other vehicle while on duty. The PCA may not drive any person at any time while on duty, or ride with any person at any time while on duty unless it is approved and documented by the agency as part of the approved service plan. The client does have use of public transportation. Medicaid clients have been provided a vehicle by Medicaid called Logisticare, which is strictly for transporting disabled Medicaid clients to any approved services or Doctor appointments. The client only needs to call and tell them what time they need picked up. If the client needs more than basic assistance getting on the Logisticare buss, the client can schedule the transportation when the PCA is available to assist with getting the client to the sidewalk for the pickup. The Logisticare buss will come directly to the clients home. The Cat

buss services also has a handicapped vehicle for public use that will come to the home of disabled people. You can call the office for information on these available services.

Approved Services Only

At times you will be asked by the client to do things that are not approved by the service plan. Our payer will not pay for services that are not approved, and can withhold payment for that client if unapproved activities are being done for the client. Providing services or tasks for a client that are not approved is very tempting to the PCA because they wish to make the client as happy and comfortable as possible. Doing unapproved services actually has the opposite affect, and hurts the client and other PCAS by creating greater expectations from the client. Some PCAS like to refer to this as tough love. Some clients will act angry when you won't do unapproved services, but they will respect you for being knowledgeable and skilled at your task by knowing your job. A good PCA knows that there is a middle ground between what they can and cant do. A good PCA would never say to a client (I wont wash this pot because you didn't use it) or (I wont put that pillowcase in with your laundry because it isn't yours). To me that seems to be a middle ground, and the PCA isn't there to create disagreements. Nevertheless, a skilled PCA does know when to say politely with regret, no. For example : A good PCA would be able to say in a pleasing and regretfully way, (I'm sorry I can't clean your carpets because it isn't in your service plan, but if you think I am incorrect you can call the office to confirm the information). Or a PCA might say (I'm sorry I can't pick out your medication for you, and I can't change your wound dressing, because it isn't part of the approved service plan, but if you think I'm incorrect, you can call the office to confirm the information.) That same skilled and talented PCA would still know to call the office if they think a clients wound is getting worse, or the client is being harmed by their medication. You can easily see the multiple skills and abilities a PCA must have that are far different from that of a medical nurse or a doctor. The agency takes great pride in the PCA'S that have the skill and ability to help Happy Health Services succeed in defining their very important position in home care.

Bartering with client services

Some PCA'S have had experiences with failed or failing agencies in the past that engaged in unethical or criminal behavior. Clients and PCA'S might not always be aware that those practices they saw were illegal. Using an agencies client contacts to attempt to negotiate a benefit with other agencies for yourself or someone else is strictly prohibited by contracts, and it is also illegal. Agencies that engage in changing pay rates for the purpose of acquiring clients are at risk of losing their contracts and their clients. Taking clients to other agencies can result in criminal charges that prohibit a PCA from working as a PCA or any other business that requires a clean criminal history. If any clients, other PCAS or agencies attempt to involve you in unethical or illegal activity, notify your management immediately. When a PCA participates in unethical behavior, we immediately investigate for illegal activity. We know Happy Health Services has a reputation as a good job for PCA'S and will be a model company well into the future when other agencies continue to fail.

Cash clients under table

Many clients and PCAS have been seriously damaged financially and legally by not understanding the tax laws when it comes to home care. In the recent past there has been a problem in this industry caused by clients that seek to pay a lower rate for their services by paying the PCA to work illegally outside of their agency. The client often doesn't understand the many different federal and state funds that must be paid into for each hour a PCA works. The client may not also understand that failing to withhold income tax from the PCA, and sending it to the IRS on schedule, can financial devastate the PCA in repayment of those unpaid taxes and penalties. The IRS has no tolerance for this activity, and the financial and legal consequences can be shocking to the client and the PCA involved. Any time a client attempts to pay you directly for your services, notify the management immediately for your protection and theirs. The client may not even be aware of the seriousness of that crime, and they might not be aware how likely they are to get caught by federal or local law authorities.

Phones/ when to call

The cooperate office spares no expense or effort to provide immediate and available phone access to PCA'S and clients. The agency does not use a message system since we consider every call important. If you call the main number (702-257-9638) you should always be able to reach management personnel. If you should fail to reach a

live person, try staying on the phone while the phone system searches for a manager. Do not ever assume a recorded message is received. Since management does not use recorded messages, they are not checked or monitored.

Keep calling until you reach the person on the phone. Recorded messages are not acceptable and never used. Times you call the office with important information will be documented in detail with management. For example, you would always call immediately if a client is injured, or goes to the hospital with an illness or injury.

Failure to call in such cases can result in the agency losing the client services, or it can lead to liability to the PCA or the agency. The agency is required to report any injuries or unplanned hospital visits within 24 hours. It is the PCA'S responsibility to make sure the agency is informed. Avoid after hours calling when possible.

For calls that are not about services missed, or injury, it is usually best to call during office hours 8am to 4pm Monday thru Friday. If you are unable to provide services for your client, and you are unable to solve the problem with your buddy to your clients satisfaction, then call the office immediately. Missing services without the clients approval must be avoided in every way possible.

As a PCA managing your client, it is up to you to find the best way to satisfy the client in delivery of their services, and make sure services are not missed. There are situations where missed service time can be made up later that week. It must be acceptable to the client to handle it in that way. Making up time should be done only occasionally when it is unavoidable, and must be done in a way to be acceptable to the service contract. Some kinds of things cant be made up later in the week. For example it would not make sense to do two showers for a client in one morning because you missed providing their shower the morning before. The payer would not pay for such an unnecessary service. Making up time for missed service can avoid a loss of time and confusion. Calling your buddy to cover services you can not cover would always be the first option. Remember a good working relationship, and communication with your buddies, will make your job easier, and the client services more reliable.

Privacy

In regard to the personal property of the client, we will ask you to try and put yourself in the position of the client. The intrusion into their personal daily lives is not a welcome one. The client would safeguard the same kind of privacy we all do if they had that choice. Another ability the PCA must have is the ability to understand and accept the every individual on the planet is unique, and each one of us have habits and behaviors that are unique to us. Since your task as a PCA is to improve the life and happiness of your client, you must come to understand some of the uniqueness of your client. Since you are intruding into the private life of the client, unlike the rest of us, their personal habits are there for you to see.

It is usually best to be very attentive to your PCA tasks while getting to know the personality and habits of the client. A skilled PCA has the ability to provide service to all types of people, with all types of lifestyles. A skilled PCA knows not to expect the client to behave or speak in any certain way. A skilled PCA knows some clients may have habits, speech, or behavior, that may make the PCA uncomfortable. The most skilled PCA of all knows how to modify their own behavior, habits, or conversation, to adapt to the client, in an effort to make them more comfortable with the service. The agency wants the PCA to be happy and capable in their job also. As a PCA, if you find you lack the tolerance or skill to adapt to a clients specific needs,

Then please allow your managers to help find a solution to that problem. It is not our choice or our desire to change the client, or pass judgment on the things they do. As an agency we only seek to provide a service in what ever environment exists for that client.

HIPAA

There is another part of client privacy that is controlled by federal laws, and is strongly enforced. Respecting the privacy of the client while doing service for the client, is a respect granted to the client by choice from their valued PCA. Protecting the privacy of information about a client, and making sure that information isn't shared

with people is the law. The law that protects this privacy is called HIPAA. We also refer to this law as the Health Care Privacy Act. This law was started in January of 2006 to help the client keep the information about their health and the things going on in their home a secret from all people except their PCA and other caregivers. Sharing information about activities in your clients home to someone other than an authorized caregiver is a criminal offense. The information you share about activities in your clients home can only be shared with the agency and other caregivers. Other caregivers can only get information about your client if they are involved in the care of the client, and only if the information is needed to safely provide the care they are giving. For example: If PCA Mary told anyone not authorized that her client Joe was taking aspirin medication, then Mary has just broken the law. If PCA Mary told anyone not authorized that her client Joe had a disease, or said Joe was acting strangely, then the PCA has just broken the important HIPAA law. These examples are serious criminal infractions. They are still criminal infractions even if the PCA shared any client information with the PCA'S sister, other clients, or other caregivers not on that case. You can not share information with anyone not needing this information to provide care for this client. Sometimes just being a friendly, happy PCA can cause you to loose your legal right to work as a PCA by accidentally saying something you shouldn't about a client. Even if the client say's you can talk about them, you still can not talk about the client to other people. The agency has HIPAA documents limiting your ability to discuss things about that client, and they are signed by that client. The client saying to you that it is ok to talk about them, does not change that document and make it ok. You can only talk to people that are providing care, and only tell them what is needed to know for providing care. As a skilled PCA you would never offend someone by making them feel like you have a secret you wont tell, or make them feel insulted because you wont share information with them. Regardless of what people may say, they will always respect your skill and discipline when you have to say (I'm sorry, I cant share that information because the privacy is protected by law.) or (I'm sorry I cant legally discuss that information with anyone.) A skilled PCA will also know how not to be tricked into letting people figure out private information about a client or a caregiver, A skilled PCA knows information can be shared just by use eye movements or no words at all, and this to is still a violation of HIPAA law. Your job is to keep the information private, and not be the cause of someone know or thinking they know information about someone else.

COMPANY PRIVACY

You are also required to keep all information about the Agency, its employees, and its management private. Even information about how the company works, or does its business is private information, and can not be shared with anyone. If someone were to ask you about the anyone in our company, or information about how the company does business, you would let them know they can call the office for such information. Giving away information about company procedures and methods is a violation of fiduciary law, and can have criminal and civil liabilities. A skilled PCA would always pass the ball when they think something is not right about someone seeking information about the company, the employees, or clients. At Happy Health Services while extending increased amounts of responsibility for client care to the PCA'S, we also extend greater amounts of trust and respect for your decision making abilities. Because of this additional trust extended to you, we have a higher quality company, with better quality PCAS.

Vacations and days off

At Happy Health Services we give a great deal off attention to the wellness and happiness of the PCA the same as we do the client. For you do be a good PCA you must be able to manage your stress and you job in a way that make you able to deal with the day to day challenges of being a PCA. To help you in this task we first suggest you understand the signs of stress and anxiety and get the proper training tools in learning to manage your day to day stress. Management can help you find the necessary information to learn these skills. One of the ways to manage stress is regulate your work load. We are happy to accommodate all employees with the hours and the days that best suit their schedule. You must realize that this is a partnership effort with your fellow PCAS, and you must deal with your share of difficult clients as well as the simple ones. If all PCAS only select the simple clients that they wanted to work for, it would be unfair to the other hard working PCAS. To get the flexibility and consideration from the agency that you deserve, you must be willing to compromise. In exchange for this difficult compromise, the agency will offer you all the flexibility that you and the other PCA schedules can manage. You may also arrange your own time off for leave, and vacations, provided you have arranged coverage with your buddies to your clients satisfaction. We know if you're happy, your client is happy.

UNEMPLOYMENT

Reducing your shift for the purpose of collecting unemployment is not acceptable. Unemployment is paid by the company as required by the state, and can be a large expense to the company. To qualify for unemployment you must be unemployed from lay off only. Being relieved of your jobs or clients does not qualify you for unemployment. Loosing a client does not qualify you for unemployment. The company does wish it could compensate you under such circumstances, but those cost must be passed on to your fellow PCAS, so cant not be allowed by the agency.

Retirement and benefits

There is no better life you can offer to your fellow human beings then to give the service of caring, and at the same time provide for your own financial future. You are strongly encouraged to look at the tremendous investment options available to you such as medical 401k investment plans and IRA plans. Given enough time, these plans will give you much financial aid in the future. The options and benefits for these kinds of plans are growing and become more attractive all the time. Major insurance companies and government literature will give you information on these and other plans.

Reporting

In all matters pertaining to your job, if you should ever find yourself in a situation that is unacceptable, or that you are unable to handle, you would immediately report it to your manager. If you don't feel like a satisfactory remedy was found in a reasonable amount of time, then you would consider this an urgent matter, and report it directly to the cooperate offices for review. You can access the cooperate office directly thru the main number of Happy Health Services, then by asking to be transferred to the cooperate offices. The kinds of items that require immediate reporting, are client or worker injuries, which must be reported immediately. Any client that is missing when you arrive for service must be reported immediately, as well as any unplanned hospital visits for illness or injury for the client.

Failure to report these types of illness or injuries could result in unwanted investigations by our payer such as Medicaid or insurance companies into all of your client services. Failure to report client injuries or illness can result in the payer demanding repayment of the services that were provide for that client. To be a PCA you now have, or will acquire the ability to adapt to situations better then the normal individual. You will also acquire the ability to solve difficult situations without consequences or hurt feels for all involved, and without being overly sensitive to the things that are said or done by your client.

Security and cameras

I would like to speak to an issue that is very personally important to me. Unfortunately in the home care business there are bad people that do abuse, steal, or otherwise take advantage of the disabled. The law is very strict on dealing with people like that. When someone takes advantage of the disabled, it not only violates established laws, but it is also a violation a what is called a fiduciary responsibility. At Happy Health Services we carefully screen our new working partners, and rarely have to address problems of this nature. New technology allows almost anyone the ability to place button sized and concealed monitoring devices almost anywhere, which has also helped to permanently remove many disreputable workers from this industry.

PCA'S being falsely accused is something we also want to protect our trusted PCA'S from by any means possible. Because of the actions of PCA'S from mismanaged agencies, a suspicion is often put on all PCA'S when a client first begins service. We have seen PCA'S falsely accused, and that can be damaging and hurtfully to a good PCA. To help avoid any misplaced suspicion, we encourage all clients to remove valuable objects to secure places in there homes or elsewhere.

To protect yourself from any misplaced suspicion as a PCA, it is in your interest to encourage clients to secure all valuables when you see something of value not secured. We encourage our PCAS to do all they can to make sure they are never in a salutation were someone could falsely accuse them of abusing or taking property. Even

unproven accusations can have a devastating affect on client services, or the working environment for the PCA, and there is little the agency can do at that point to protect our valued PCA'S.

Borrowing money

Bowering or loaning money between client and PCA can also lead to serious client and PCA problems both legally and contractually, and is strictly not allowed. Sometimes money can become involved with the best of intentions and have disastrous results. Remember this company is here to assist you in your task in managing your client services. If problems arise that need to be addressed, hopefully the agency may be able to help in some way. The task of the agency is to make your job easier and better.

Not allowed service

In this changing and improving industry, the tasks allowed or not allowed are strictly guarded by contracts and laws. It is very important that you know when not to cross a line past your authorized services. Even so much as suggesting a medical course of action can endanger the client, and put the PCA and agency at legal and personal risk.

When ever you fell something about the clients health has changed, or the client may be in danger, you must report it to the agency immediate. In turn the agency must report this information immediate to the correct sources also. Failure to follow this policy can have serious consequences for us all. As a PCA you have talents and skills not used or needed in many other areas of care. One of those skills is the ability to observe and share information to the correct sources, but at the same time, you must have the skill and discipline to resist the human temptation to share medical information with your client. Even suggesting or administering over the counter drugs can have sever consequences for all concerned.

You can be assured that your client will respect your discipline and self confidence when you need to say (I can't offer you medical advice or suggestions, but you might want to discuss that with your doctor.)

What is a good PCA

We recognize the value of good and skilled PCA'S in Happy Health Services.

- 1 Be able to listen to your clients problems without being able to share your own problems and concerns.
- 2 Let every day of service you provide for a client make their life a little better, and make them a little happier.
- 3 Be able to understand that your clients may be angry at life sometimes, and may in some fashion reflect that anger on to you. It does take experience and talent to accept these things, and not allow it to be taken personally, or feel the need to respond.
- 4 Have the discipline, wisdom, and self respect to pass the ball on any issue that is medical, legal, or safety related
- 5 Never leave your client wondering when or if service will arrive. The service has become a critical part of your clients life. As a quality caregiver you would never leave your client wondering when service is coming. Even if your are running a little late, your client will forgive and respect you for having the courtesy to call and tell them, even if they don't show the appreciation in their actions and their words. When you call to keep them informed, you have taken away their anxiety and stress from not knowing.

HH higher standard/closing

While Happy Health Services is reaching for a higher standard of reliable service, we are aware that many agencies have a much lower standard, and totally different priorities. Those lower standards should not, and will not last. As Happy Health Services reaches higher standards for PCA'S and services, at the same time our payers, such as insurance and Medicaid, continue to raise the standards for what they will accept for their clients. Agencies large and small continue to fail in services, and fail financially, as they are unable to adjust and change with a changing industry. With your help, Happy Health Services will continue to be respected in this industry.

Reason for being PCA

Just as there are may different personality types among clients, we have the good fortune of having different personality types among our PCA'S. Some PCA'S consider this work to be temporary in their lives, while others

have been in this business for a very long time. There are PCA'S that consider this type of work their calling, to give back to the human race or their fellow Americans. Some PCA'S do this type of work out of traditional respect and obligation to the disabled and elderly. Some PCA'S provide service for someone very important to them personally. Regardless of your reason for your contribution, there is no better time in your life to be the best you can be at what you do.

Close

It is my personal sincere hope that your relationship with Happy Health Services is a long and meaningful one. My name is Raymond Kepner. Thank you very much for you attention, and you have my utmost respect for the contribution you make as a PCA.

Length of video

50 minutes