

ForeCastle Home Health Services



ForeCastle Client Handbook



Winchester, VA
(703)-649-4494
(540)-491-4040

www.Forecastlehomehealth.com

Last Updated: 06/09/2016

TABLE OF CONTENTS

ADMISSION NOTICE.....3

WELCOME4

FORECASTLE HOME AND HEALTHCARE SERVICES OFFICE(S).....5

MISSION, VISION & VALUES.....6

OUR MISSION.....6

OUR VISION.....6

CAREGIVER MOTTO.....6

FORECASTLE HOME AND HEALTHCARE SERVICES VALUES.....6

CLIENT RIGHTS.....8

CLIENT RESPONSIBILITIES.....10

ABOUT OUR SERVICES.....11

HOME CARE SERVICES.....11

Hourly Care (3+ Hour Visits).....11

Hourly Care (8-hour, 12-hour or “Around-the-Clock” 24-Hour Care).....12

Live-In Care.....12

Overnight Care.....13

TRAINING, EDUCATION AND RESOURCES.....13

SERVICE ACTIVITIES WE PERFORM.....14

SERVICES THAT CANNOT BE PERFORMED.....15

WHAT CAN I EXPECT?16

First Day16

Start and End of Shift.....16

Invoicing and Payment.....16

Retainer Deposits.....17

Supervisory Visits.....17

Services on Holidays.....17

Satisfaction Surveys.....17

Who Will Be Showing Up To Provide My Care?18

THE FORECASTLE HOME HEALTH TEAM.....18

POLICIES YOU SHOULD KNOW ABOUT.....19

EMERGENCY PROCEDURES.....20

DNR NOTE:21

ADVANCE DIRECTIVES.....21

ELDER ABUSE AND MISTREATMENT.....22

WHAT DOES ELDER ABUSE MEAN?23

STOP ABUSE BEFORE IT HAPPENS:23
IF WE LEARN OR SUSPECT THAT ABUSE IS HAPPENING:23

CONFIDENTIALITY24
WHAT IS CONFIDENTIALITY?24
CLIENT FILES24

HIPAA NOTICE OF PRIVACY PRACTICES25

MAKING A COMPLAINT OR COMPLIMENT28
WHAT TO DO IF YOU ARE NOT HAPPY WITH FORECASTLE SERVICES.....28

INFECTION CONTROL GUIDELINES29

EMERGENCY PREPAREDNESS PLAN30

PREPARING FOR THE UNEXPECTED31

ADMISSION NOTICE

Before accepting a client's case, Forecastle Home and Healthcare Services will first do a home visit and assess the client's needs.

In the event that the Registered Nurse from Forecastle Home and Healthcare Services determines that we cannot adequately staff the client for any reason, we will reserve the right to decline the case.

Forecastle Home and Healthcare Services will provide an explanation for reason(s) for declining the case.

Welcome Notice

It is with great pleasure that we welcome you to our services and to our dedicated and compassionate employees ready to provide you with the highest and best levels of service.

Thank you for choosing Forecastle Home and Healthcare Services LLC as your partner in providing passionate and dedicated home-based care. To us, integrity and compassion are the pillars on which trusted relationships are fostered. All our employees and administration staff are dedicated and committed to ensure that we provide you the very best care and services. We have a truly passionate nursing and caregiver staff that is focused on provide a team based and partnership approach to ensure your love ones are treated with love, care and professionalism.

The purpose of this packet is to inform you of your care needs, client rights and responsibilities, along with valuable information concerning other health care issues.

Our mission is to improve quality of life for our patients by continuously providing quality care through clinical excellence, extraordinary service and compassionate care. We accomplish this by employing only first-rate staff members who embrace the values of Forecastle Home and Healthcare Services. Every staff member will show their joy of providing clients with excellent care by maintaining Forecastle's high level of ethics and integrity, and give their very best in everything they do, day after day

Working as a team, we are ready to provide you with quality health care in order to speed your recovery. Together we can help you reach your maximum potential.

Thank you for your confidence in Forecastle Home and Healthcare Services!
Stay with us, and give us the opportunity to be a blessing unto you and your family.

FORECASTLE HOME and HEALTHCARE SERVICES OFFICE(S)

We are located at:

117 W. Boscawen St, Suite 2
Winchester, VA 26001

Office Hours are:

Monday to Friday 10:30 am to 5:00 pm
Saturday 10:30 am to 12:00 pm
Holidays..... Closed

Our Services are available 24 hours per day, 7 days per week.

How to Reach Our Office

It's easy to reach us, just give us a call. The phone number of the office is

(703)-649-4494, (540)-491-4040

Or if you prefer, our email address is service@forecastlehomehealth.com.

When you call the office during normal business hours, our Staff Coordinator or a Supervisor will usually answer the phone. He/She will direct you to the person you need to talk to or help you immediately. If you call after hours or when the office is closed, you will be forwarded to our on-call supervisor.

If you need to cancel or reschedule a scheduled appointment, you should call the office and let someone know as soon as possible. Please remember that appointments cancelled less than 24 hours in advance are still charged the minimum service visit.

If you get our voicemail after-hours, please leave a message and we will call you back as soon as we return to the office, usually the next business morning. Anyone can leave a message for us whenever they want. We do check our messages after hours and on weekends; if you receive our voicemail and have an emergency matter that must be addressed immediately, please let us know to it's an emergency and would like someone to call immediately.

Administrator: Nancy Okyere (nokyere@forecastlehomehealth.com)

Clinical Director: Elsie Okyere (eokyere@forecastlehomehealth.com)

MISSION, VISION & VALUES

Our Mission

ForeCastle Home and Healthcare Services is committed to helping our seniors and clients stay independent in their own homes for as long as possible while exceeding our client's expectations. We will treat each of our clients with honesty, integrity, reliability, respect and consistency while honoring their privacy, dignity, property and family customs.

We accomplish this by employing only first-rate staff members who embrace the values of *ForeCastle Home and Healthcare Service*. Every staff member will show their joy of providing seniors with excellent care by maintaining *ForeCastle's* high level of ethics and integrity, and give their very best in everything they do, day after day.

Our Vision

ForeCastle Home and Health Services provides the ***very best*** of home care services to seniors of communities we serve. Our client's enjoy reliable, trustworthy, knowledgeable and compassionate care services in a consistent manner which exceeds client expectations on a regular basis.

Caregiver's Motto:

"I will perform all my care services and duties with honesty, integrity, confidence, compassion, cheerfulness and dedication. In all my service I will treat each client as if they are my family, with honor, respect and dignity."

ForeCastle Home Healthcare Values:

- *Professionalism*
 - *Consistency*
- *Honesty & Integrity*
 - *Compassion*
- *Ongoing Training*

- **Professionalism:**

- ✓ ForeCastle HHS will always be professional in our in-home care services provided.
- ✓ ForeCastle HHS will respect the client's personal privacy and physical items.
- ✓ ForeCastle HHS will treat every person with honesty, respect and dignity.

- **Consistency:**

- ✓ ForeCastle HHS Staff will follow each Care Plan and make sure that each client gets the same first-rate level of care, each and every visit.
- ✓ ForeCastle HHS Staff will always accurately record the "Start Time" and "End Time" using the timekeeping system set forth by ForeCastle Home and Healthcare Services.
- ✓ Each employee makes it a priority to be on time to every shift and understands that excessive tardiness is unacceptable to ForeCastle HHS standards.
- ✓ ForeCastle HHS Staff makes every effort to maintain consistency with our placement of Caregivers in your home.

- **Honesty & Integrity:**

- ✓ ForeCastle HHS Employees will be honest with all clients.
- ✓ All information in the Care Plan is strictly confidential and will not be shared with others outside ForeCastle HHS.
- ✓ ForeCastle HHS will never take advantage of clients in any way.
- ✓ ForeCastle HHS staff will always strive to fulfill the responsibilities outlined in each client Care Plan.
- ✓ ForeCastle HHS staff will document what was done each day at the end of every shift.
- ✓ Caregivers will never solicit ForeCastle HHS clients for private care.

- **Compassion:**

- ✓ ForeCastle HHS staff always strives to adhere to the common goal of *"performing my collective duties with confidence, concern, commitment, cheerfulness and care. I will treat every contact as a friend, every client as family and perform every task with honor."*
- ✓ We will treat each client with respect and dignity and remember that they are adults.

- **Ongoing Training:**

- ✓ Every Caregiver of ForeCastle HHS is required to complete the required caregiver training program within 90-days of their first assignment.
 - ✓ Every Caregiver is required to be First Aid Certified within 90-days of hire and keep it from expiring going forward.
 - ✓ All employees agree to seek out education that enhance their skills and help them grow in their career development.
 - ✓ Every Caregiver is required to complete at least 6 hours of ongoing training each year.

Client Rights

As a client, you are to be informed of your rights. You will not be denied appropriate care on the basis of race, religion, color, national origin, culture, sex, age, handicap, marital status, sexual preference or source of payment. A client has the right to be fully informed orally and in writing of the following before care is initiated.

If you think your right has been violated, contact Forecastle Home and Healthcare Services hotline number 703-649-4494 or The Center for Quality Health Care and Consumer Protection at (804) 367- 2104.

Clients of Forecastle Home and Healthcare Services have the right to:

- Receive considerate and respectful care in the home at all times, and have their property treated with respect.
- Participate in the development of the plan of care, and receive an explanation of any services proposed, changes in service, and alternative services that may be available.
- Receive complete written information on the plan of care, including the name of the home health aide and the supervisor responsible for the services and Forecastle Home and Healthcare Services phone number.
- Refuse medication and treatment, counseling, or other services without fear of reprisal or discrimination.
- Be fully informed of the consequences of all aspects of care, unless medically contraindicated, including the possible results of refusal of medical treatment, counseling or other services.
- Privacy and confidentiality about one's health, social and financial circumstances and about what takes place in the home.
- Know that all communications and records will be treated confidentially and that no information will be given out without a written release from the client or family.
- Expect that all home care personnel, within the limits set by the plan of care, will respond in good faith to the client's requests for assistance in the home.
- Receive information on the agency's policies and procedures including information on charges, qualifications and supervision of personnel, hours of operation, and discontinuation of service; request a change of caregiver.

- Participate in the plan for discontinuation of service with the right to appeal.
- Have access to all bills for service regardless of whether they are paid for out-of-pocket or through other sources of payment.
- Receive regular nursing supervision of the homemaker-home health aide if medically-related personal care is needed.
- Receive a clear explanation of which services and equipment provided by the agency are covered by third-party reimbursement and which services and equipment will be paid for by the client and of the charges which will be incurred.
- Receive a clear explanation of the process to voice grievances about care, treatment, or discontinuation of service without fear of discrimination or reprisal for doing so.
- Be advised before care is initiated, of the extent to which payment for Forecastle Home and Healthcare Services may be expected be expected from Federal or State programs, and the extent to which payment may be required from client
- Be advised orally and in writing of any changes in fees for services that are the client's responsibility. Forecastle Home and Healthcare Services shall advise the client of these changes as soon as possible, but no later than 30 calendar days from the date Forecastle Home and Healthcare Services become aware of the change.
- To be given advance written notice of at least 5 days prior to when it is determined the termination of service.
- Appeal Forecastle Home and Healthcare Services decisions regarding care, and following grievance procedures.
- Know that Forecastle home and Healthcare Services maintains liability insurance coverage; and be given in writing the name and telephone number of a contact person for 24 hour access to the agency.
- Be given written information concerning the agency's policy on advance directives.

Client Responsibilities

- The client has the responsibility to provide to the best of his/her knowledge accurate and complete information about past and present health conditions, hospitalizations, medications and other matters relating to his/her health.
- Client must inform caregiver of all medication, either prescription or non-prescription drugs/ herbs that he/she is taking.
- Client must inform caregiver of any change in medication.
- The client is responsible for being considerate of the right of the caregiver.
- Before care is initiated, forecastle Home and Healthcare Services shall inform client orally and in writing of:
 1. The nature and frequency of services to be delivered and the purpose of the service;
 2. Any anticipated effects of treatment, as applicable;
 3. A schedule of fees and charges for services;
 4. The method of billing and payments for services, including the:
 - a. Services to be billed to third party payers;
 - b. Extent to which payment may be expected from third party payers known to the home care organization;
 - c. Charges for services that will not be covered by third party payers;
 5. The charges that the individual may have to pay;
 6. The requirements of notice for cancellation or reduction in services by the organization and the client; and
 7. The refund policies of the organization.

**Virginia Department of Health
Center for Quality Healthcare Services and Consumer Protection
Home Health Hotline: 1800-955-1819**

ABOUT OUR SERVICES

ForeCastle Home and Health Services is a privately held company that provides services geared toward assisting disabled and elderly individuals live a safer, more fulfilling life. Each of our available services is offered to provide support to people with age related issues and chronic disabilities. These services are:

- a. Nursing services;
- b. Physical therapy services;
- c. Occupational therapy services;
- d. Speech therapy services;
- e. Respiratory therapy services; or
- f. Medical social services.

Home Care Services

ForeCastle HHS specializes in providing medical / non-medical, in-home companion and personal care for the elderly. We offer many in-home services including companionship, light housekeeping, laundry, meal planning and preparation, incidental transportation, errand running, and personal bathing and grooming assistance.

ForeCastle HHS provides personalized home care services to people of all ages, physical conditions and cognitive levels. We specialize in quality in-home senior care, including professional nursing, personal care, Alzheimer's care, dementia care, and many home care services in the home, the hospital, long-term assisted living facilities and other places of residence.

Hourly Care (3+ Hour Visits)

Each time a ForeCastle Home and Healthcare Services Caregiver makes a service visits, they are planning to be there for at least the next three consecutive (3) hours, in accordance with the hours outlined in your Care Plan.

Three hours is the minimum number of hours that ForeCastle HHS will provide services. If you wish to send your Caregiver home before the 3 hours, that is fine with ForeCastle. However, the full 3 hour minimum will be charged. Visits which last longer than 3 hours are charged only the hours as used.

For Example:

- 2.25 hours = 3 hour minimum charged
- 3.00 hours = 3 hour minimum met
- 3.25 hours = 3.25 hours charged
- 3.75 hours = 3.75 hours charged
- 5.00 hours = 5.00 hours charged

ForeCastle HHS believes that the best in-home care experience comes by maintaining consistency of the people who visit. As much as possible, ForeCastle HHS strives to

keep the same Caregivers on regular and consistent schedules. However, there may be times and circumstances out of our control that require us to change the visiting assistant(s). As a result, ForeCastle HHS is not able to guarantee 100% coverage of care 100% of the time.

Here are some tips we've found help to provide consistent care:

- ✓ If services are needed only once in a while, the chances of getting the same person are very limited. The chances of getting the same person can be increased (but still not guaranteed) by increasing the advanced notice to ForeCastle HHS
- ✓ ForeCastle HHS knows that you wouldn't throw your loved one into the first home that has a caregiver. Just the same, we appreciate advanced notice and time to put together quality care schedules.
- ✓ Individuals who have regularly scheduled visits every week from ForeCastle HHS most often get the same Caregiver each and every visit.
- ✓ Keep in mind that each Caregiver has their families, schedules and lives that require coordination also.
- ✓ Last minute service requests are more about looking for who's available at last minute and less about finding the perfectly qualified fit of person that, given a few days, can arrange schedules to be the very best fit in your home.

Hourly Care (8-hour, 12-hour or "Around-the-Clock" 24-Hour Care)

ForeCastle HHS offers full time care each day, from 8 hours a day to "Around-the-Clock" 24 hour care. This type of care typically is scheduled in 8 to 12 hour shifts and often requires 3 to 5 different Personal Assistants.

This type of care is billed at an hourly rate because Caregivers are awake and alert the full 24 hours. These services are most often for clients who require more assistance such as someone dealing with severe dementia or Alzheimer's, is bed ridden, has Hospice, or gets up frequently during the night and requires assistance to do so.

Live-In Care

A "Live-In" is a Caregiver who "Lives" with a client and is available on a 24-hour basis. A Live-In provides the appropriate level of personal care and support services for clients who need the security of another person in their homes throughout the day, but do not require constant shifts of care. "Live-Ins" provides safety and companionship under *reasonable* work conditions.

If a client needs a "Live-In" seven days a week, usually two to three Caregivers will

serve 2-5 consecutive days each week. As much as possible, ForeCastle HHS strives to keep the same Caregivers on regular and consistent schedules. However, there may be times and circumstances out of our control that require us to place different Assistant(s) in and as a result, ForeCastle HHS is not able to guarantee 100% coverage of care 100% of the time.

Federal and State Labor laws do apply with Live-Ins and monitored closely as follows:

- ✓ Caregiver must have a private room / private quarters.
To perform Live-In Services, a private room is needed to for the Assistant's belongings during the live-in days they are assigned. The room should include at least a twin size bed for the Assistant to sleep each night.
- ✓ Caregiver MUST have 6 hours of sleep, 5 of which must be uninterrupted sleep.
Your Assistant is able to get up once in the night to attend to your needs. However, if they are woken two or more times in an evening, laws require that the Caregiver is paid hourly through the night instead of the daily rate.
- ✓ Caregivers are entitled to 3 meal hours per day and should be able to have the ability take that time off site if they decide to do so.
- ✓ The client should be able to be left alone for at least an hour or so, should the Caregiver choose to take the break(s) outside the home.

Overnight Care

Overnight care provides the opportunity for the primary caregiver to take a break and get a good nights rest. A Caregiver will be at your home for 8 to 12 hours throughout the night to ensure that bathroom visits, sleep walking, wandering or other activity that should be supervised to ensure health & safety.

Peace of mind is what the primary caregiver gets, knowing the care is covered while they get a solid, and often badly needed, good nights sleep. Typically the Caregiver will read a book, watch television quietly, or some kind of quiet hobby (i/e: quilt, laptop computer, etc), readily available as soon as any activity is seen or heard. This service is basically "Senior Sitting" where the activities are often minimal and/or limited to how often the individual wakes each night and what the needs are when awake.

Training, Education and Resources

ForeCastle HHS is dedicated to the education on health and care issues in our local community. We are available for public speaking engagements to local organizations. Topics include: Care Planning, Memory Loss, Preventing Falls, Seniors Housing Options, Diabetes and much more.

You may also attend our Caregiver training courses, they are open for attendance and the focus is always on caring for individuals in their homes, both by

professionals as well as a family member. If you would like to attend, please call our offices and request current scheduled dates.

SERVICE ACTIVITIES WE PERFORM

All of our services are **medical** or **non-medical** in nature. The following is a list of **non-medical** services that our Caregivers may routinely perform; however, this list is not exclusive of other *reasonable* requests. Always check with the Care Coordinator if you are unsure about whether or not we can perform a service.

Please remember that while we are providing a service to assist with activities of daily living, keeping our seniors in their own home. We are not doctors, nurses or geriatric case managers. Each Caregiver has varying level of experience and may express an opinion in the course of their service; however, Health Care directives and medical issues should be consulted with and addressed to your doctor(s).

Light Housekeeping

- ✓ Dusting
- ✓ Vacuum
- ✓ Tidy up of kitchen
- ✓ Organize closets
- ✓ Change bed linens
- ✓ Light laundry/Ironing
- ✓ Load & unload dishwasher
- ✓ Help organize cupboards
- ✓ Tidy up bathroom
- ✓ Sweep hardwood or bare floors

Miscellaneous

- ✓ Companionship
- ✓ Conversation
- ✓ Cook together
- ✓ Pet Care
- ✓ Supervise home maintenance such as housecleaning, etc.
- ✓ Play board games
- ✓ Arts and Crafts projects
- ✓ Medication reminders
- ✓ Answer the phone
- ✓ Read
- ✓ Do crossword puzzles
- ✓ Watch TV
- ✓ Monitoring for Safety & Security

Errands & Transportation

- ✓ Grocery and clothes shopping
- ✓ Buy stamps, mail packages
- ✓ Pick up prescriptions
- ✓ Take to Dr. Appointments
- ✓ Attend church services
- ✓ Theater/movie events
- ✓ Dine out for meals
- ✓ Drive to family gatherings
- ✓ Handle dry-cleaning

Live-In & Sleep Over Services

- ✓ Sleep or stay awake overnight
- ✓ Help with dressing
- ✓ Assist with hygiene/brush teeth
- ✓ Tuck in
- ✓ Prepare breakfast

Personal Care

- ✓ Monitor bathing for safety
- ✓ Bathing Assistance
- ✓ Personal Hygiene
- ✓ Grooming
- ✓ Contenance Care
- ✓ Dressing Assistance

Note: While our Caregivers provide fantastic care and work to ensure safety, ForeCastle HHS does not guarantee that falls or emergency situations will not occur. In the event of an emergency – the Caregiver will follow the emergency procedures outlined in your Care Plan.

SERVICES NOT PERFORMED

Licensing laws and Insurance regulations dictate what services are considered “medical” in nature vs. “non-medical”. Certain services can be performed by non-licensed providers of in-home care. As a rule we are not able to assist with anything that involves or requires needles, knives razors or bio-hazards. By way of these laws, the following services are not performed by our non-medical Caregivers:

MASSAGES: We will be happy to escort clients to a certified massage therapist or physical therapist. We cannot give massages.

HEAVY HOUSEKEEPING: Our Caregivers are NOT professional cleaners and therefore aren’t qualified to perform heavy cleaning duties like cleaning windows, scrubbing floors, scouring ovens or perform outdoor landscaping activities. We do happily assist with tidying up common living areas, vacuuming, dusting and watering flowers, light sweeping of patios or help coordinating and oversee the activities we can’t do, using the right professional(s).

MEDICATIONS: We cannot touch or dispense medications. We can only remind a client to take prescribed medications that have been properly pre-portioned in daily pill boxes by the family, nurse or Hospice.



HEAVY LIFTING: We are not able to lift dead weight or more than 25 pounds. We DO assist clients who use walkers, wheelchairs or need standby assistance to get up.

MEDICAL DUTIES: We are a NON-MEDICAL service which means that the use of medical knives, needles, pins, pokers, etc. sharp objects or tools on or near a client is forbidden. For example, we can TALK a person through taking their blood sugar level, but can’t do any of the testing with/for the individual. They or a family member must do it themselves.

NAIL TRIMMING OR HAIR CUTTING: We can NOT trim nails or trim hair. We will happily help coordinate and escort the client to a licensed manicurist, podiatrist or hair salon/stylist.

SHAVING: We cannot shave any client with a razor blade. However, we can help a client shave using electric shavers.

MEDICAL EMERGENCIES: We will only call 911 and stabilize the surroundings to avoid further injury. If staff members are CPR or First-Aide Certified, they may assist in their discretion under the Good Samaritan Act.

In the event we are not able to perform a specific task which may require different professionals outside the services ForeCastle HHS provides, we will be happy to assist coordinating and overseeing the professionals as they come in.

WHAT TO EXPECT:

First Day

The first few visits (a few days to week) are often uncomfortable. Often, Home Care is a dramatic change for everyone involved. You want to be liked and your Caregiver wants to do a really good job for you.

To help ease the (sometimes) initial awkwardness, here's what you can expect:

1. Caregivers arrive to your door and introduce themselves. You'll know they are from ForeCastle HHS by their badge and uniform. They are there for you and will want to ask about your interests, hobbies, how you like tasks done.
2. They will review the Care Plan Book information with you.
3. They will work with you to develop a task schedule based on your normal routine.
4. They will ask you to help make a list of your food preferences. You can show them favorite recipes you would like included in your meal plans.
5. In the first week or so, they will ask permission to perform an evaluation of the Home's Safety.
6. Your Caregiver will begin performing tasks as scheduled in your time and direction.

Our Caregivers are trained to assist you in staying in your own home. We encourage our clients to stay as active and as involved as each is able. Stay active, look for ways to keep involved. If you enjoy cooking but have trouble standing; sit down and do the cutting. If you like to garden, help plan the garden and guide the staff member how to plant the seeds for you. You will find that sharing tasks and companionship makes you very happy and gives you a sense of purpose.

Start and End of Shift

At the beginning of each shift, your Caregiver will ask to use your phone using a toll free 1-800 number to "Time-In" and notify us that they have arrived on time; they will typically check the documentation log in the Care Plan for any notes from family or other staff since the last visit.

At the end of the shift, your Caregiver will make visit notes/documentation in the Care Plan Book of what activities and services that were performed during the shift and any notes for family, or other staff. The Caregiver will then call the toll-free 1-800 number to "Time-Out", marking the time of departure and any miles for outings that day.

Invoicing and Payment

You will receive an invoice by mail or email, depending on your preference, every 2 weeks once on our regular billing cycle. On the invoice you will notice detailed records of whom and when services were provided. Payment is due upon receipt and late charges will apply if more than 10 days late. You can send payment by check in the mail or credit card which can be billed each billing cycle.



Retainer Deposits/Security Deposits

The **Retainer Deposit** submitted to begin service is a *security deposit, not a prepayment*. The deposit stays on your account and is applied to outstanding invoices when services have stopped or *are no longer needed*. The Retainer Deposit is NOT prepayment to your 1st invoice. Up to date accounts have invoices paid promptly upon receipt and always show the credit balance in the amount of the original Retainer Deposit. The Retainer Deposit on your account should be equal to the estimated service hours of two weeks, multiplied by the hourly rate.

Supervisory Visits

Your Care Coordinator will schedule visits by a Supervisor from time to time during service. These visits may last from 5 to 30 minutes; and they may be scheduled or spontaneous. During their visit, you can expect the Supervisor to look through the Care Plan book for any updates or information, as well as to log sheets or other records. If you have any questions or concerns, this is a great opportunity for you to ask.

Services on Holidays

On Holidays, ForeCastle HHS happily ensures you have uninterrupted service. We also try hard to provide our Caregivers the time off to spend time with their own families. For clients who desire Holiday Care, the Holiday rate is 1.5 times (150%) the normal hourly or daily rate. You may alternatively choose to cancel service on the Holiday at no charge with more than 24-hours notice of the cancellation. We request several days notice out of professional courtesy.

Holidays that ForeCastle HHS recognizes are:

- December - New Years Eve
- January - New Years Day
- January - Martin Luther King Jr. Day
- May - Memorial Day
- July 4 - Independence Day
- September - Labor Day
- November - Thanksgiving Day
- December 24 -Christmas Eve
- December 25 -Christmas Day

If you have plans to go away on holidays or have family visit, please call the office to let them know as soon as you are able.

Satisfaction Surveys

Throughout the year we send out service satisfaction surveys to random clients. If you are selected, please take the opportunity to answer the questions honestly and candidly. Your feedback is extremely important and we sincerely appreciate all the feedback received, using it to create and improve upon quality systems within ForeCastle HHS to provide you consistent, excellent service. If you have any concerns in any area, we will contact you and work to make sure you're 100% satisfied.

Who Will Be Showing Up To Provide My Care?

Our diverse staff comes from a wide range of backgrounds and the most important characteristic about all of them is that they sincerely care about our clients and families!

We work hard to best match our clients and caregivers based both from a skill set and personality traits. If you feel that you do not have a good match or other concerns, please contact us and we'll work to solve the problem or replace the Personal Assistant.

From time to time, staff members may need to move on to other opportunities or their schedules change. In these cases we make arrangements to have a new team member arrive, and whenever possible, to train in advance.

ForeCastle HHS works diligently to provide the smoothest transition possible. In the unfortunate circumstance that we do not have this opportunity or if your Caregiver is sick, an alternate will be assigned to cover the normally scheduled shift.

THE FORECASTLE HOME and HEALTHCARE TEAM

You will meet new people when ForeCastle HHS comes to you! This is a list of our office staff and what they do. This list is in order of who you will most likely meet first. You will receive notice of changes/additions to our office staff, what they do and when you should contact them.

Office Manager

The Office Manager or Care Coordinator is most likely the first person you will talk with when you call the office. She answers the phone, takes care of billing and payroll, and makes sure the office runs smoothly just to name a few of the many tasks she's responsible for. If you have any questions the Office Manager will probably answer them or tell you who to talk to.

Care Coordinators

Your Care Coordinator will coordinate your schedules with our Caregivers for home care services.

Their job is to help ensure your care coordination and schedules are being met by ForeCastle HHS. The coordinator will always listen to you and do their very best to provide the care on the schedules you need. If you have any questions or problems you can talk to your Coordinator.

Caregivers / Care Service Providers

ForeCastle HHS Services comes to you by way of our Caregivers and Certified Specialists. Your Care Coordinator will match a Caregiver to work with you and will conduct visits from time to time to ensure your care is exactly what you need, when you need it.

Caregivers will assist you in your daily living activities. They will focus on getting to know you - what you like, what things you are good at, and how you would like

things done in your home. They will plan and execute household chores and fun activities to do together. If there is anything you feel you cannot do alone, your companion aide will help you.

If you are not feeling well, your Caregiver can take you to the doctor. They can also help you keep in touch with your family and friends.

Care Supervisors

Our Care Supervisors help to ensure your care is first-rate and consistently delivered.

Their job is to help ensure your caregivers are providing you the very high standards ForeCastle HHS is proud to deliver. The Supervisor will always listen to you and do their very best to address any concerns you may have, or congratulate a caregiver for doing such a great job. Supervisors typically make announced and unannounced visits while the caregiver is working. If you have any questions or problems you can talk to your Coordinator.

POLICIES YOU SHOULD KNOW ABOUT

A policy is a rule that staff have to follow when they work at ForeCastle HHS. All of the rules are in their employee handbook. You can ask the office if you would like see this book. Some of the rules are about how staff should treat you and your family.

Drug Testing Policy

Forecastle Home and Healthcare Services is a drug free workplace. The use of drugs or alcohol in the workplace or being under the influence while on duty is prohibited. Drug screening or testing may be requested as a condition of employment to our employees; conducted on a random basis, or in the event an associate is involved in a major accident during working hours. Alcohol use or chemical substance abuse during working hours and eight (8) hours prior to reporting for duty is prohibited and is considered grounds for immediate termination of employment. Any associate suspected of impairment or substance abuse is to be relieved of duty immediately. The associate is to undergo drug screening within 2 hours adhering to the appropriate lab protocol. Refusal to consent to drug testing is considered grounds for termination of employment.

Employment

ForeCastle HHS fully employs all of our staff. We take care of all Payroll, Taxes, Social Security deductions, and Workers Compensation. A Caregiver should never discuss their wages or details of any other personal matters with you.

No Gift Policy

Gift(s) of any kind, monetary or otherwise from a client, family member or any individual who may offer the gift as a result of being employed with ForeCastle

HHS. Any and all gifts received from a client or family member of a client by an employee will immediately be returned to ForeCastle HHS office.

No Key Policy

Employees should never hold a key to your home or any of your belongings without the client and caregiver obtaining approval from ForeCastle HHS office. A Care Supervisor will request a Key Issued Form for the client, caregiver, Supervisor and a family member (whenever possible) to sign. This form places a great responsibility and accountability on the caregiver. It also carries certain security risks incurred by clients. Please discuss with your Care Manager or give our office a call for any questions.

No Financial Transactions

For all parties' protection, our caregivers are prohibited from handling any kind of financial affairs for clients. This includes but is not limited to being issued a debit or credit card, checks, banking transactions, financial planning or involvement. Should your caregiver need to do shopping while you are not present and money is necessary to be exchanged, we encourage you to purchase any number of individual store cards that allow you to add funds to. It restricts spending to the store, limits any confusion of where finances are spent and all but eliminates the possibility of theft or fraudulent activity with a misplaced card. Please call our offices if you have any questions.

Confidentiality of Information

Employees will **NEVER** give any personal information about YOU, your family or any of ForeCastle Home and Healthcare Services clients, including your personal information, address and/or phone number(s) to anyone outside of ForeCastle Home and Healthcare Services.

Employees will **NEVER** give *THEIR OWN* personal information, including their address and/or phone number to any client or family member. When asked, our staff will refer you to our main office. If you should ever need to get a hold of the Caregiver that provides your care, give us a call at the office and we'll ensure you can connect with them.

EMERGENCY PROCEDURES

1. Caregiver will call 911 (or Hospice if applicable)
2. The area will be secured
3. Caregiver will call ForeCastle HHS
4. ForeCastle HHS will call the family with status and disposition of the emergency
5. Licensed personnel, such as Licensed Practical Nurses (LPN, LVN) working as a Caregiver capacity may fulfill the dictates of their license to perform CPR, etc.; however, they do so under the authority of their license and not under the authority of ForeCastle HHS.

DNR NOTE: DNR (Do Not Resuscitate) Orders are generally required by law to be prominently displayed on the door or foot of the bed of the DNR recipient. The DNR must be the original and signed by the family physician. The DNR is brought to the attention of Paramedics and hospice personnel immediately upon their arrival. If it's a copy or not signed by the family physician, medical professionals often won't honor it because of potential legal liability issues.

ADVANCE DIRECTIVES

An Advance Directive is a document written before a disabling illness. The Advance Directive states your choice about treatment and may name someone to make treatment choices if you cannot.

It is your right to decide about the medical care you will receive. You have the right to be informed of treatment options available before giving consent for medical treatment. You also have the right to accept, refuse or discontinue any treatment at any time.

All of us who provide you with health care services are responsible for following your wishes. However, there may be times when you may not be able to decide, or make your wishes known. Many people want to decide ahead of time what kinds of treatment they want to keep them alive. Advance Directives let you make your wishes for treatment known in advance.

Forecastle Home and Healthcare Services complies with the Advance Directives Act of 1999 which requires us to:

- Provide you with written information describing your rights to make decisions about your medical care;
- Document advance directives prominently in your medical record and inform all staff;
- Comply with requirements of State law and court decisions with respect to Advance Directives; and
- Provide care to you regardless of whether or not you have executed an Advance Directive.

The three most common forms of advance directives are:

- **A Directive to Physician (living Will)** is a legal document that allows you to make your wishes known concerning the provision, withdrawal or withholding of artificial life supporting treatment. This is executed in advance of the time when you may not be able to participate in those decisions due to your medical condition. It only goes into effect when you can no longer make decisions and you are certified in writing by your attending physician as suffering from a terminal or irreversible condition.
- **A Medical Power of Attorney** is a legal document, which allows you to designate a particular person to make decisions regarding your medical

care when you are not able to do so. This person should be someone you trust to carry out your wishes. It may also be canceled or changed at any time.

- **An Out-of-Hospital Do-Not-Resuscitate Order** is a document, prepared and signed by your physician, which directs health care professionals acting in an out-of hospital setting, such as your home, not to initiate or continue a life-sustaining treatment. A diagnosis of a terminal condition is no longer required for the execution of the Out-of- Hospital Do-Not-Resuscitate Order.

For additional information about advance directives, you may also contact one of the following, as appropriate: In Virginia, the attorney General's office for Health Care and aging, (804) 786-1021 or the Virginia Hospital and Health Care Association, (804) 747-8600

ELDER ABUSE, MISTREATMENT, NEGLECT & EXPLOITATION POLICY

Rules are in place to help us have a safe environment and provide a safe service. The manner in which you are treated by all staff is of top importance to us and your rights and safety are supported at all times. As a registered In Home Care Agency, we are bound by law as Mandated Reporters to report to the State anytime there is suspected Elder Abuse.

Forecastle Home and Healthcare Services employees and independent contractors shall report all actual or suspected cases of abuse, neglect or exploitation of a patient/child to an agency supervisor and the appropriate state agency. If the Agency personnel detect any signs of family violence, it is required by law that the suspected family violence is reported to the employee's supervisor.

Abuse means: the negligent or willful infliction of injury, unreasonable confinement, intimidation, or cruel punishment with resulting physical or emotional harm or pain to an elderly or disabled person by the person's caretaker, family member or other individual who has an ongoing relationship with the person; or sexual abuse of an elderly or disabled person, including any involuntary or nonconsensual sexual conduct that would constitute an offense, (indecent exposure, assault offenses), committed by the person's caretaker, family member, or other individual who has an ongoing relationship with the person.

Neglect means: the failure to provide for one's self the goods or services, including medical services which are necessary to avoid physical or emotional harm or pain or the failure of a caretaker to provide such goods or services.

Exploitation means: the illegal or improper act or process of a caretaker, family member, or other individual who has an ongoing relationship with an elderly or disabled person using the resources of such person for monetary or personal benefit, profit, or

gain without the informed consent of such person.

Abuse Neglect Hotline 703-494-6014

What does Elder Abuse mean?

Elder Abuse means many different things. It is a situation in which someone who has more power hurts someone with less power.

Verbal abuse is saying mean or cruel things to you.

Physical abuse is when someone hurts your body.

Emotional abuse is hurting your feelings on purpose. It can also be scaring you or trying to make you feel bad about yourself.

Sexual abuse includes touching you or looking at you in a sexual way when you do not want that. Sexual abuse can also be talking to you about sex when you do not want to.

Neglect is not giving you the things that you need, like food and clothes. It can also be not taking you to the doctor when you need to go.

Taking advantage (exploiting) is telling you to do something that is against the law or bad for you, or using “undue influence” to manipulate your actions to benefit themselves. It can be taking your money or belongings/things.

Any kind of abuse is wrong. ForeCastle HHS will not tolerate a staff member to abuse you ever! ForeCastle HHS staff must follow a set of rules about abuse.

Abuse is a crime. Deciding if an action is abuse is not always easy. All accusations and reports of abuse will be looked at very seriously and in depth.

Stop Abuse before it happens:

ForeCastle Home and Healthcare Services will:

- Teach you how to be safe by teaching you about abuse;
- Assist you to make your own decisions;
- Teach staff the rules and laws about abuse;
- Encourage social activities;
- Teach staff how to recognize abuse;
- Conduct background checks on all staff;
- Encourage clients and staff to continue learning more about safety.

IF We Learn or Suspect that Abuse is Happening:

Staff usually learns that there is abuse when:

- They see any form of abuse; in which case, they will call 911 immediately.
- They see bruises or marks;
- Someone tells them;
- You tell them.

As an In Home Care Agency registered with the State, we are bound by law as Mandated Reporters to report to the State anytime there is suspected Elder Abuse.

Staff must stop the abuse if they see it happen while they are present. Staff must make sure you are safe - they are here to help you. Then they must tell your guardian. If your guardian is the person who abused you, staff will protect you from that person until authorities arrive. Remember, if you tell a staff person that you are being abused, the ForeCastle HHS staff person is there to help you.

You might need to go to the doctor or hospital. You can ask a staff member to go with you. The doctor will explain what is going to be done. You can ask questions. ForeCastle HHS has rules that the people who assist you must follow.

CONFIDENTIALITY

What is confidentiality?

ForeCastle HHS knows that your life is private. Employees at ForeCastle have to know some things about you to give you good services. ForeCastle HHS has a policy that states that staff must be very careful about the things that we know about you or that you tell us, and to keep all your information private. In a nutshell, our staff cannot tell other people about things that you do or say unless it is okay with you.

Confidentiality is about:

- things that are written in your file, and
- things that you tell staff, and
- things you say at meetings/appointments that staff attend with you.

Client Files

ForeCastle HHS has to write things down about you and what you want to do and what you do at ForeCastle HHS. This is in your file. It has things like:

- Your name, address and phone number;
- Addresses and phone numbers of people important in your life, emergency contact names and numbers;
- The service you are getting from ForeCastle HHS;
- Copy of your Care Plan;
- Notes about things that happen to you or that you do when you are with ForeCastle HHS

Your files are kept in a safe place. ForeCastle HHS has a rule that only staff that need to see your file can look at it.

If you want to know what is in your file, just call the office and ask.

HIPAA NOTICE OF PRIVACY PRACTICES

In compliance with HIPAA - The Health Insurance Portability and Accountability Act of 1996

As a client of Forecastle Home and Healthcare Services (the Agency), this notice describes how your medical information may be used and disclosed and how you can get access to this information. Please review this notice carefully.

I. USES AND DISCLOSURES

Forecastle Home and Healthcare Services will not disclose your health information without your authorization, except as described in this notice.

Plan of Care/Treatment. Forecastle Home and Healthcare Services will use your health information for the plan of care/treatment; for example, information obtained by a nurse/therapist will be recorded in your record and used to determine the course of treatment. Your nurse/therapist and other health care professionals will communicate with one another personally and through the case record to coordinate care provided. You may receive more than one service (program) during your treatment period with such information shared between programs.

Payment. Forecastle Home and Healthcare Services will use your health information for payment for services rendered. For example, the Agency may be required by your health insurer to provide information regarding your health care status so that the insurer will reimburse you or the Agency. The Agency may also need to obtain prior approval from your insurer and may need to explain to the insurer your need for home care and the services that will be provided to you.

Health Care Operations. Forecastle Home and Healthcare Services will use your health information for health care operations only. For example, Agency therapist, nurses, field staff, supervisors and support staff may use information in your case record to assess the care and outcomes of your case and others like it.

This information will then be used in an effort to continually improve the quality and effectiveness of services we provide. Regulatory and accrediting organizations may review your case record to ensure compliance with their requirements.

Notification. In an emergency, the Agency may use or disclose health information to notify or assist in notifying a family member, personal representative or another person responsible for your care, of your location and general condition.

Workers' Compensation. Forecastle Home and Healthcare Services may disclose health information to the extent authorized by and to the extent necessary to comply with laws relating to workers' compensation or other similar programs established by the law.

Public Health. As required by federal and state law, the Agency may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury or disability.

Law Enforcement. As required by federal and state law, the Agency will notify authorities of alleged abuse/neglect; and risk or threat of harm to self or others. We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.

- Charges against the Agency. In the event you should file suit against the Agency, we may disclose health information necessary to defend such action.
- Duty to Warn. When a client communicates to the Agency a serious threat of physical violence against himself, herself or a reasonably identifiable victim or victims, the Agency will notify either the threatened person(s) and/or law enforcement.
- The Agency may also contact you about appointment reminders, treatment alternatives or for public relations activities.

In any other situation, Forecastle Home and Healthcare Services will request your written authorization before using or disclosing any identifiable health information about you. If you choose to sign such authorization to disclose information, you can revoke that authorization to stop any future uses and disclosures.

II. PATIENT RIGHTS

You have the following rights with respect to your protected health information:

1. You may request in writing that the Agency not use or disclose your information for treatment, payment or administration purposes or to persons involved in your care except when specifically authorized by you, when required by law, or in emergency situations. The Agency will consider your request; however, the Agency is not legally required to accept it. You have the right to request that your health information be communicated to you in a confidential manner such as sending mail to an address other than your home.
2. Within the limits of the statutes and regulations, you have the right to inspect and copy your protected health information. If you request copies, the Agency will charge you a reasonable amount, as allowed by statute.
3. If you believe that information in your record is incorrect or if important information is missing, you have the right to submit a request to the Agency to amend your protected health information by correcting the existing information or adding the missing information.
4. You have the right to receive an accounting of disclosures of your protected health information made by the Agency for certain reasons, including reason related to public purposes authorized by law and certain research. The request for an accounting must be made in writing to the Privacy Officer. The request should specify the time period for the accounting starting on or after April 14, 2003. Accounting request may not

be made for periods of time in excess of six (6) years. The Agency would provide the first accounting you request during any 12-month period without charge. Subsequent accounting request may be subject to a reasonable cost based fee.

5. If this notice was sent to you electronically, you may obtain a paper copy of the notice upon request to the Agency.

III. PATIENT RESPONSIBILITIES

1. Remain under a physician's care while receiving agency services.
2. Provide the agency with a complete and accurate health history.
3. Provide the agency with all requested insurance and financial records.
4. Sign the required consents and releases for insurance billing.
5. Participate in your Plan of Care.
6. Accept the consequences for any refusal of treatment or choice of non-compliance.
7. Provide a safe home environment in which your care can be given.
8. Cooperate with your physician, agency staff and other caregivers.
9. Treat agency personnel with respect and consideration.
10. Advise the agency of any problems or dissatisfaction with the care being provided without being subject to discrimination or reprisal.
11. Notify the agency when unable to keep an appointment.

IV. AGENCY DUTIES

1. Forecastle Home and Healthcare Services is required by law to maintain the privacy of protected health information and to provide individuals with notice of its legal duties and privacy practices with respect to protected health information.
2. The Agency is required to abide by the terms of this Notice of its duties and privacy practices. The Agency is required to abide by the terms of this Notice as may be amended from time to time.
3. The Agency reserves the right to change the terms of this Notice and to make the new Notice provisions effective for all protected health information that it maintains. Prior to making any significant changes in our policies, Agency will change its Notice and provide you with a copy. You can also request a copy of our Notice at any time. For more information about our privacy practices, please contact the office 703-649-4494.

V. COMPLAINTS

If you are concerned that the Agency has violated your privacy rights, or you disagree with a decision the Agency made about access to your records, you may contact the office at 703-649-4494. You may also send a written complaint to the Federal Department of Health and Human Services. Forecastle Home and Healthcare Services office staff can provide you with the appropriate address upon request. Under no circumstances will you be retaliated against for filing a

complaint.

VI. AGENCY CONTACT INFORMATION

Forecastle Home and Healthcare Services is required by law to protect the privacy of your information; provide this notice about our information practices, and follow the information practices that are described in this Notice. If you need to contact us regarding this policy or clarification on this policy, refer all inquiries to

Nancy Okyere - Administrator

Elsie Okyere - Clinical Director

You can contact these persons at:

Forecastle Home and Healthcare Services. LLC
117 W Boscawen St, Suite 2
Winchester VA, 22601
(703) 649-4494, (540) 491-4494

MAKING A COMPLAINT OR COMPLIMENT

What to Do If You Are Not Happy with ForeCastle Home and Healthcare Services

Please call us immediately with grievances and satisfaction of care.

We will assure you that we take all reported cases seriously to ensure your satisfaction.

If you need further assistance you can also contact the ombudsman for your area. But please give us a chance if you are not happy to remedy the situation, but if all else fails use any of the contacts below to address your grievance.

If you are not happy with care received please contact:

Forecastle Home care and Health Services
117 W Boscawen Street. Suite #2
Winchester VA 22602
Phone # (540) 491-4040 or (703) 649-4494

Shenandoah Area Agency on Aging, Inc.
Long-Term Care Ombudsman Program
207 Mosby Lane
Front Royal, Virginia 22630-2611
Phone: 540-635-7141 ext. 208
Toll Free: 1-800-883-4122

Northern Virginia Long-Term Care Ombudsman Program
12011 Government Center Pkwy., Ste. 708

Fairfax, Virginia 22035 - 1104
Phone: 703-324-5861

Home Care Licensure
Office of Licensure and certification
Virginia Department of Health
9960 Maryland Drive, Suite 401
Henrico, Virginia 23233

INFECTION CONTROL GUIDELINES

The following instructions will help control the spread of infection and protect others from illness and/or injury. Cleanliness and good hygiene help prevent infection.

"Contaminated materials" such as bandages, dressings or surgical gloves, used needles and bodily fluids can spread infection, and harm the environment. If not disposed of properly, these items can injure trash handlers, family members and others who could come in contact with them.

Certain illnesses (e.g. cancer, AIDS, diabetes, burns) and treatments (e.g. chemotherapy, dialysis) can make people more susceptible to infection. Your nurse will instruct you on the use of personal protective equipment (gowns, gloves, masks) if they are necessary.

Notify your physician and/ or home care staff if you develop any of the following signs and symptoms of infection:

- Pain/tenderness/redness or swelling of body part
- Discharge
- Inflamed skin/ rash sores/ulcers
- Painful urination
- Confusion
- Nausea/vomiting/ diarrhea
- Fever or chills
- Sore throat/cough
- Increase tiredness/weakness
- Pus (green/yellow drainage)

You can help control infection by following these guidelines:

Hand washing:

Hand washing is the single most effective technique in the prevention of the spread of disease and infection. Hands should be washed thoroughly with soap and water before and after eating or food preparation, after using the bathroom, before and after performing medical procedures and immediately following contact with blood or other potentially infectious materials.

Disposal of Medical Waste:

- Used, disposable supplies such as diapers, incontinence pad, non-blood saturated dressings, IV tubing and gloves should be placed in a heavy-duty plastic bag and securely fastened at the top to close.
- If a heavy-duty bag is not available, the items should be double-bagged and disposed of with the client's regular garbage.
- Items heavily contaminated with blood or body fluids contaminated with blood should be placed in a leak-proof heavy-duty bag or tied securely at the neck and double-bagged.
- All bags should be appropriately labeled as bio hazardous or color-coded and securely colored prior to removal from the home.
- Liquids such as beta dine and irrigating solutions may be flushed down the toilet. They are not to be placed in any container planned for recycling or to be returned to a store.
- Glass or clear plastic containers are not to be used needles and syringes should not be recapped, bent or removed from disposable syringes or manipulated by hand.
- Sharp items including hypodermic needles and syringes, scalpel blades, razor blades, disposable razors, lancets, scissors, knives, staples, IV sty lets and rigid introducers are placed directly in a hard plastic or metal container with a screw-on or tightly secured lid. The lid should be reinforced with heavy- duty tape and labeled prior to discarding in regular trash.
- Sharps Dishes should be washed in a dishwasher or soaked and cleaned in hot, soapy water.

Sanitation in the Home:

Linens soiled with infectious wastes should be placed directly into the washer and prewashed with cool water and 1 cup bleach.

EMERGENCY PREPAREDNESS PLAN

In case of a medical emergency, you should contact emergency medical services by telephone at:

911

POISON CONTROL

1-800-22 2-1222

Forecastle Home and Healthcare Services 24hr Emergency Line
703-649-4494

In case of weather or disaster emergencies (hurricane, tornado, flood) or any other form of emergency, we have an emergency plan to continue necessary patient services.

Every possible effort will be made to ensure that your medical needs are met.

All patients are assigned a priority level code that is updated as needed. The code assignment determines agency response priority in case of a disaster or emergency. These codes are maintained in the agency office, along with information that may be helpful to emergency Management Services in case of a disaster or emergency.

TRIAGE SYSTEM

Code Red: Requires care; cannot be rescheduled. These patients have treatments that are essential to their well-being. If a scheduled visit cannot be made, arrangements to transport patients to a specialty needs shelter or emergency room will be made.

Code Red patients are:

- Insulin dependent patients who are unable to self-inject and have no available caregivers.
- Patients receiving intravenous therapy
- Patients with complicated wounds and a missed treatment would seriously compromise patient status
- Physicians will be consulted regarding highly complex patients who may require hospitalization.

Code Yellow: Missed visit has the potential to negatively impact care

Code Yellow patients are:

- Patients requiring wound care for routine wound care without available caregiver
- Newly admitted patients who are medically unstable with limited support system.

Code Green: Can be easily rescheduled without compromise to condition; or has support system to carry out evacuation plan.

Code Green patients are:

- Patients with Foley catheter and routine Foley maintenance protocols
- Patients with available caregiver and transportation available
- Patients who could have a visit rescheduled without compromise to their wellbeing.

PREPARING FOR THE UNEXPECTED

Evacuation of a Bed Bound Patient

One or two people can get the patient to safety by placing the patient on a sturdy blanket and pulling/dragging the patient out of the home

POWER OUTAGES

In case of a power outage, if you require assistance and our agency lines are down, do the following:

- Call 911 or go to the nearest hospital emergency room
- If it is not an emergency, call your closest relative or neighbor. Our agency will get in touch with you as soon as possible.

FLOODS

Floods are the most common and widespread of all natural hazards. Some floods can develop over a period of days, but flash floods can result in raging waters in just a few minutes. Be aware of flood hazards, especially if you live in a low-lying area, near water, downstream or a dam.

- Assemble a disaster supplies kit to include a battery-operated radio, flashlights and extra batteries, first aid supplies, sleeping supplies and clothing. Keep a stock of food and extra drinking water. If local authorities issue a flood watch, prepare to evacuate:
- Secure your home. Move essential items to the upper floors of your house
- If instructed, turn off utilities at the main switches or valves. Do not touch electrical equipment if you are wet or standing in water
- Fill the bathtub with water in case water becomes contaminated and services are cut off (clean the bathtub first)

TORNADOS

Tornadoes are nature's most violent storms. When a tornado has been sighted, go to your shelter immediately. Stay away from windows, doors and outside walls. In a small house or small building: Go to the basement or storm cellar. If there is no basement, go to an interior room on the lower level (closets, interior hallways). Get under a sturdy table, hold on and protect your head. Stay there until danger has passed.

If the patient is bed bound: Move the patient's bed as far away from the window as possible. Cover the patient with heavy blankets or pillows, being sure to protect the head and face. Then go to a safe area.

In a school, nursing home, hospital, factory or shopping center: Go to the pre-designated shelter area. Interior hallways on the lowest floor are usually safest. Stay away from windows and open spaces.

In a school, nursing home, hospital, factory or shopping center: Go to the pre-designated shelter area. Interior hallways on the lowest floor are usually safest. Stay away from windows and open spaces.

In a high-rise building: Go to a small interior room or hallway on the lowest floor possible

In a vehicle, trailer or mobile home: Get out immediately and go to a more substantial structure. If there is no shelter nearby, lay flat on the nearest ditch, ravine, or culvert with your hands shielding your head. In a car, get out and take shelter in a nearby building if possible. Do not attempt to outdrive a tornado. They are erratic and move swiftly.

LIGHTNING

Inside a home, avoid bathtubs, water faucets and sinks because metal pipes can conduct electricity. Stay away from windows. Avoid using the telephone, except in emergencies. If outside, do not stand underneath a natural lightning rod, such as a tall isolated tree in an open area. Get away from anything metal, including tractors, farm equipment, bicycles, etc.

HURRICANES

A hurricane can immobilize an entire region. Heavy rains and high winds cause flooding and damage to structures and surrounding landscapes. Preparation is the key to surviving a hurricane; keeping informed of the storms' path and anticipated arrival, assembling disaster supplies, securing your home and evacuating to a shelter if necessary.

IF DISASTER STRIKES

- Remain calm and be patient
- Follow the advice of local emergency officials
- Listen to your radio or television for news and instructions
- If the disaster occurs near you, check for injuries. Give first aid and get help for seriously injured people
- If the disaster occurs near your home while you are there, check for damage using a flashlight. Do not light matches or candles or turn on electrical switches. Check for fires, fire hazards and other household hazards. Sniff for gas leaks, starting at the water heater. If you smell gas or suspect a leak, turn off the main gas valve, open windows and get everyone outside quickly.
- Shut off any other damaged utilities
- Confine or secure your pets.
- Call your family contact-do not use the telephone again unless it is a life-threatening emergency
- Check on your neighbors, especially those who are elderly or disabled

BOMB THREAT

Bomb threats are serious until proven otherwise. Act quickly, but remain calm. Most bomb threats are received by phone. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does. Listen carefully, be polite and show interest. Try to keep the caller talking to learn more information as possible, and record it. Do not hang up the phone even after the call has ended as this will enable the call to be traced. Notify the police immediately.

TERRORIST ATTACK

As we learned from the events of September 11, 2001, the following things can happen after a terrorist attack:

- There can be significant numbers of casualties and/or damage to buildings and the infrastructure. So employers need up-to-date information about any medical needs you may have and on how to contact your designated beneficiaries.
- Heavy law enforcement involvement at local, state and federal levels follows a terrorist attack due to the event's criminal nature.
- Extensive media coverage, strong public fear and international implications and consequences can continue for a prolonged period
- You or household may have to evacuate an area, avoiding roads blocked for your safety
- Clean-up may take many months

WHAT YOU CAN DO TO PREPARE

- Finding out what can happen is the first step, and develop a disaster plan together
- Create an emergency communications plan, via telephone or e-mail
- Establish a meeting place
- Assemble a disaster supplies kit easy to carry container such: prescription medications, bottle water, can food, and batteries operated flashlight, etc.

EVACUATION

- If local authorities ask you to leave your home, they have good reason to make this request, and you should heed the advice immediately.
- Listen to your radio or television and follow the instructions of local emergency officials and keep these simple tips in mind:
- Wear long sleeved shirts, long pants and sturdy shoes so you can be protected as much as possible Take your disaster supplies kit
- Take your pets with you; do not leave them behind. Because pets are not permitted in public shelters, follow your plan to go to a relative's or friend's home, or find a "pet- friendly" hotel
- Lock your home
- Use travel routes specified by local authorities-don't use shortcuts because certain areas may be impassable or dangerous
- Stay away from downed power lines

LISTEN TO LOCAL AUTHORITIES

Your local authorities will provide you with the most accurate information specific to an event in your area. Staying tuned to local radio and television, and following their instructions is your safest choice

IF YOU'RE SURE YOU HAVE TIME:

- Call your contact to tell them where you are going and when you expect to arrive
- Shut off water and electricity before leaving, if instructed to do so. Leave natural gas service ON unless local officials advise you otherwise. You may need gas for heating and cooking, and only a professional can restore gas service in your home once it's been turned off. In a disaster situation it could take weeks for a professional to respond
- Close and lock all windows and exterior doors
- Turn off all fans, heating and air conditioning systems
- Close the fireplace damper
- Get your disaster supplies kit, and make sure the radio is working
- Go to an interior room without windows that's above ground level In the case of a chemical threat, and above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed.
- Using duct tape, seal all cracks around the door and any vents into the room.
- Keep listening to your radio or television until you are told all is safe or you are told to evacuate.

- Local officials may call for evacuation in specific areas at greatest risk in your community.

HOME SAFETY GUIDELINES

Home accidents are a major cause of injury and death, especially for those over 60. As people grow older, they may be less agile and their bones tend to break more easily. A simple fall can result in a disabling injury. All patients need to take special precautions to ensure a safe living environment. Most accidents in the home can be prevented by elimination of hazards.

Use the attached checklist to determine the safety level of your home. Check each statement that applies to your home or to your habits in your home. Then review the unchecked boxes to determine what else you can do to make your home a safer place to live.

GENERAL SAFETY

- Emergency phone numbers are posted by each telephone
- Outside doors are kept locked at all times. Do not open the door to an unfamiliar face
- Ask for identification and call someone to verify that they are who they say they are
- Door to door salesmen should not be let into your home. They are asked to come back when a friend or family member will be with you.
- Valuables that may be easily stolen are kept out of sight.
- Telephone and television solicitations are not accepted. "If it sounds too good to be true, it probably is."
- Household maintenance (painting, roofing, etc.) is scheduled with a reputable company. Have a friend or family assist you.

ELECTRICAL SAFETY

- Electrical appliances and cords are clean and in good condition and not exposed to liquid
- Electrical equipment bears the Underwriters Labs (UL) label
- An adequate number of outlets are located in each room as needed. There are no "octopus" outlets with several plugs being used
- Electrical outlets are grounded
- Lighting throughout the house is adequate
- Burned out lights are replaced.

PREVENTING FALLS

- Stairways and halls are well lit
- Night lights are used in the bathroom, halls and passageways
- A flashlight with good batteries or a lamp is within easy reach of your bed
- A flashlight with good batteries or lamp is within easy reach of your bed
- Throw rugs are removed or have a non-skid backing and are not placed in traffic areas
- All clutter is cleared from the house, especially from the pathways
- Electrical and telephone cords are placed along walls, not under rugs, and away from traffic areas and do not cross pathways
- There not step stools without handrails

- Handrails are used on stairs and securely fastened
- Grab boards are installed by the shower, tub or toilet
- Shower stools or non-skid strips are attached to bottom of a tub
- Elevated toilet seats and stools are used, if needed
- Spills are cleaned up immediately
- Outside walks are kept clear of snow and ice in the winter
- Outside steps and entrances are well lit
- You are aware of any medications being taken which may cause dizziness and unsteadiness
- Alcoholic beverages are limited to no more than two per day
- When in a seated or lying down position, stand up slowly
- A cane can be used to extra stability
- Do not walk through moving water. Six inches of moving water can throw you off your feet.
If you must walk in a flooded area, walk, where the water is not moving
- Use a stick to check the firmness of the ground in front of you

NOTES | QUESTIONS | COMMENTS
