



Roads To Freedom Home Care

Agency Model / Consumer-Employer

Handbook

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Consumer Handbook

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Service Definitions

Personal Assistance Service (PAS) is in-home personal care and other approved support activities for consumers with functional disabilities who need assistance to accomplish daily living tasks. Primarily, the consumer if he/she were physically able, or family/friends if available, would carry out these activities.

Basic Services: Assistance with routine bodily functions, including but not limited to:

- **Assisting with self-administered medications**
- **Dressing and grooming, bathing and personal hygiene**
- **Eating, feeding, including meal preparation and cleanup**
- **Ambulating with or without mechanical aids, inside the home**
- **Assistance getting in and out of bed, wheelchair and/or motor vehicle**
- **Homemaker-type services, including but not limited to shopping, laundry, cleaning, and seasonal chores**
- **Including but not limited to assistance with transportation, letter writing, reading mail and escorting**
- **Assistance with cognitive tasks, including but not limited to managing finances, planning activities, and making decisions**
- **Other non-skilled services**



Consumer's Service Delivery Options

Consumers have the right to choose the degree of control they desire in directing the recruitment, hiring, training, supervision, management, payment and firing of an attendant. RTFHC will offer a continuum of care that will enable the consumer to choose the model of service or control of his/her own service ranging from agency management to complete consumer control. The following describes the consumer's service delivery options:

Agency Model: RTFHC will be the employer of the attendant. Individuals who do not wish to become an employer may receive services under the Agency Model. The consumer has the right to request a different attendant. The consumer and agency agree upon the schedule of services (within reason and based on Waiver regulations). The consumer must verify that they have received the reported services and is responsible for giving specific directions to the attendant as written on approved documents (such as Waiver approved documents)

Consumer Delegated Model: Individuals who wish to become an employer may receive services under this delivery model. RTFHC will make training available to assist the consumer in his/her role as an employer. RTFHC will also take on the responsibilities in various attendant management tasks. These may include advertising, screening, interviewing, checking references, orientation, training, supervision, and firing. The consumer may independently recruit, hire, train, devise a service contract, manage or fire the attendant. He/She will be responsible for completing all employer responsibilities relative to the attendant. RTFHC will process invoices that are submitted by the consumer and make timely payments on a bi-weekly basis. If a consumer is repeatedly unsuccessful in the accomplishment of one or more employer responsibilities, they may be required to accept the applicable support services offered by RTFHC as a condition for receiving services. RTFHC will then provide the needed service until the consumer can achieve the necessary level of independence.



Nondiscrimination in Services

No discrimination of individuals shall be made with regard to race, color, religious creed, disability ancestry, national origin, age or sex. Any consumer (and/or their guardian) who believes that have been discriminated against may file a complaint of discrimination with the following:

**Office for Civil Rights
US Dept of Health and Human Services
PO Box 13716
Philadelphia, PA 19101**

**PA Human Relations Commission
101 South Second Street
Suite 300
Harrisburg, PA 17105**



Back-Up Care

All consumers are required to have at least 2 informal back-up supports in the event their regular attendant is not available. Consumers are encouraged to utilize family, friends and neighbors since these sources are usually dependable and available on short notice. Informal support services may also include a spouse, POA or Legal Guardian as they will not receive payment for their back-up support services.

In the event of a total breakdown of the consumer's back-up system, RTFHC has developed a Care Roster of attendants who have agreed to perform care on short notice. When necessary, home health agencies may also be used to provide priority care.

If your attendant contacts you to advise you that he/she cannot come to work and they have not already reported this to the agency, you must call RTFHC immediately.

Emergency Procedures

An emergency situation or condition is when a person's circumstances or condition for immediate action, such as the need for police, fire or medical personnel. RTFHC DOES NOT COVER EMERGENCY SITUATIONS OR CONDITIONS.

If an emergency situation occurs, the consumer should call 9-1-1, or use their emergency notification system in place for the consumer's local area. The consumer should use the emergency procedures outlined in their service plan



Facility Stays and Traveling

Hospitalization / Nursing Facility Stay

If the consumer is temporarily hospitalized, RTFHH must be notified.

- Consumer must notify RTFHC of the date of hospital admission and discharge
- Consumer may not use attendant services while in the hospital
- If the consumer is placed in a nursing facility, RTFHC must be notified, both during respite and long-term stays.
- Consumer must notify RTFHC of a nursing facility admission or discharge
- Attendants shall provide no service including ancillary services, during a nursing facility stay

Traveling with your attendant

Attendants may accompany consumers on business trips, vacations or other temporary stays away from home. However, the following conditions shall apply:

- The roles and responsibilities of the consumer and attendant or waiver service must be the same as when at home.
- RTFHC shall not be responsible for any of the costs associated with the travel for the consumer or the attendant.



Discontinued Service

RTFHC may determine that PAS services will be terminated if one of the following occurs:

1. The consumer's uncooperative behavior, abuse or misuse of the service or program.
2. The unsafe and/or unsanitary conditions or activities in the consumer's home which jeopardize the safety or health of attendants and/or the contractor's staff; or
3. The involvement of a consumer in illegal activities; or
4. The consumer submits time sheets for services not provided or for hours no worked by an attendant or employs a non-eligible family member as an attendant.
5. RTFHC determines that they cannot provide quality services as requested due to internal reasons.

When PAS services are terminated, the consumer will be given 10 days written notice and have a right to appeal. During the appeal process, PAS services will remain active until a decision has been reached. **Less than 10 days advance written notice may be given if the health and welfare of the direct care worker is at risk.**



Consumer and Attendant Rights

A CONSUMER has the right:

1. To receive services without violation of civil, legal and human rights
2. To be treated with respect and dignity and not be subjected to verbal, psychological or physical abuse
3. To recruit and select an attendant of his or her choice
4. To supervise his or her attendant on a daily basis and perform periodic evaluation.
5. To offer suggestions or complaints to the RTFHC staff
6. To file a grievance about the services with RTFHC
7. To communicate directly with the administration of RTFHC's program

An ATTENDANT has the right:

1. To be treated with respect and dignity and not be subjected to verbal, psychological and physical abuse.
2. To refuse placement with a consumer prior to initiating service.
3. To resign the position when personality clashes cannot be resolved or for personal reasons.
4. To refuse to provide services that are not in the consumer's formal Person-Centered Service Plan.



Confidentiality

RTFHC's policy guarantees that each consumer has the right to confidentiality. This means that every effort will be made to protect the consumer's privacy. All program records are kept confidential and are available to only necessary program staff, federal authorities, the Commonwealth, the Department of Public Welfare, or other authorized agents if the information is necessary to carry out their required functions. Disclosure beyond this scope requires the consumer's informed and written consent. Any breach of confidentiality can result in dismissal of that employee. (See grievance section for access to written records policy).



Sexual Harassment Policy

According to law: "Harassment on the basis of sex is a violation of both Section 703 of the Title VII of the U.S. Civil Rights Act of 1964, and Section 5(a) of the Pennsylvania Human Relations Act. Sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- 1. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.**
- 2. Admission to such conduct is made explicitly or implicitly a term or condition of an individual's employment.**
- 3. Submission of or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.**

Consumers of RTFHC are acting as employers or supervisors of their attendants. It is the aim of the program to make all consumers and attendants aware of the definitions of sexual harassment.



Minimum Qualifications for Attendants

Because of the need to protect the health and welfare of the consumer, the following minimum standards for the employment of personal care attendants are required under PA Code 611.51 – Hiring or rostering of direct care workers.

1. Be 18 years of age or older
2. Have the required skills to perform attendant care services as specified in the consumer's service plan
3. Possess basic math, reading and writing skills
4. Possess a valid social security number
5. Be willing to submit to a criminal record checks and child abuse check
6. Be a legal alien
7. Complete required training through RTFHC with an 80% or better
8. Conduct a face to face interview
9. Submit two satisfactory references

Submit and be screened for active mycobacterium tuberculosis



Maintenance of Worksite Conditions

RTFHC subscribes to the belief that a worksite should provide a safe and sanitary work environment that is free of illegal drugs and other illegal activities. Agency staff will not be required to work in unsafe and unhealthy conditions, specifically:

- Worksites where illegal activities appear to be occurring
- Worksites where illegal drugs are present, utilized or are sold
- Worksites where consumers or their family members are verbally or physically abusive
- Worksites where unsanitary conditions exist

An agency or consumer employee is responsible for immediately reporting the occurrence of the above conditions **to the RTFHC Director who will investigate each reported incident and submit a report to the Compliance Officer in a timely fashion.** The involved parties will meet and develop a plan to address the identified problem. RTFHC may suspend services until corrective action can be taken. RTFHC will not permit attendants to work in an unsafe, unhealthy, or illegal work environment. RTFHC may terminate services under the above circumstances and authorities may be contacted with situation necessitate.



CAREGIVER SAFETY

Bed Bugs/Other Infestations: In the event that bed bugs, head lice, rodents, insects or other infestations are found in the home; it is RTFHC's policy that Attendants and Consumers must notify the agency immediately. RTFHC Attendants will continue to provide services with safe guards in place such as protective gear. Attendants will continue with safe guards in place until completion of treatment and proper documentation stating that the infestation has been eradicated is received by RTFHC Director.

Dress Code: Attendants are not required to wear scrubs but are encouraged to if they feel comfortable doing so. Open toed shoes are not permitted, sneakers or nurse's shoes are preferred. Attendants should be a representation of RTFHC and look presentable upon entering a consumer's home. A consumer reserves the right to inform RTFHC staff of an attendant's dress that is distracting, uncomfortable or otherwise interferes with the way that the consumer is cared for. Heavy scents including perfume, nicotine, lotions or oils are also discouraged due to sensitivities and allergies.

Gifts: Attendants are not permitted to receive or accept gifts from consumers of any kind. Gift giving and receiving creates a whole new dimension of the caregiver / consumer relationship and is better avoided. If attendants are found to have accepted gifts from a consumer or family members of the consumer, they are subject to review by the Director of RTFHC.

Maintaining Professional Boundaries: Self-Disclosure means avoiding unnecessary disclosure of personal information about yourself. This includes information about your own personal problems or work issues. Giving a consumer your home phone number, address, email, Facebook, Twitter, other social media/contact info is ill advised. Revealing your personal attraction to a consumer (also known as Countertransference) or having a FAVORITE consumer and keeping secrets with the consumer. Business dealings with current or former patients (includes services like plumbing or landscaping, as well as direct marketing selling or purchasing of cosmetics, health/wellness products, jewelry, home/cooking products, etc.) are all common practices amongst caregivers but Roads To Freedom Home Care strongly urges you to maintain professional boundaries with ALL consumers regardless of previous or current relationships.



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My signature verifies I have reviewed Roads To Freedom Home Care Consumer Handbook and received a copy for my records.

Consumer Signature _____ **Date** ____/____/____

Representative Signature _____ **Date** ____/____/____