

# Employee Policy Handbook

for

◆ **KPI, Inc.** ◆

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# **POLICIES**

## **PHILOSOPHY AND MISSION STATEMENT**

### **OUR PHILOSOPHY**

We believe that health care providers should offer cost-effective, intelligent, compassionate care. We will follow these principles as we offer our services to the community. The care we provide will enable our clients to live with as much independence and dignity as their condition permits, providing peace of mind to clients and families.

In addition, all of our employees deserve our respect for their efforts in bringing aid and comfort to our clients.

### **OUR MISSION**

Our agency is committed to providing cost-effective, intelligent and compassionate care to clients in many settings, including homes, nursing homes, personal care homes and hospitals.

Dear Employee:

Welcome to our agency! You have joined a team of highly-respected home care staff in our community.

Our business is people, both clients and our home care staff. As in any company, we have people who issue orders and people who execute orders. But, the “real bosses” are our clients. We must please them to stay in business. We are counting on you to make a good impression on our clients - good grooming habits, clean uniforms, good manners, and courteous language show respect to our clients and create a positive image of our agency both to our clients and the public at large.

*Home Health Care Services*

In order to function effectively, we must have solid policies and rules of conduct designed to assure the well-being of all, to be consistent in our actions and to provide fair and impartial treatment for everyone. These rules and policies are not the basis for any contractual obligation between the employees and the agency. The agency reserves the right to modify, add or rescind any contents as required.

Our growth and reputation depend on you and the care you provide. We strive to assure that you, our health care provider, have the ability and knowledge to give our clients the best care available. If you ever have questions, or need supervisory assistance, please call the office.

Sincerely,

Kathi Papa RN  
President

KPI, Inc.

# GENERAL BUSINESS POLICIES

## KPI, Inc. (KPI)

### DISCLAIMER OF CONTRACT OF EMPLOYMENT

Employment is at the will of either the Associate or the Company. The associate may terminate his/her employment at any time. Similarly, the Company may terminate the associate's employment at any time, with or without cause. Termination of employment by the Company may occur without prior notice and without following any system of progressive discipline. No contract of employment is created by any statement, policy or procedure in this handbook or any other Company policy statement, policy book, handbook, guideline, practice or procedure. No oral statements by any agent of this Company create a binding contract of employment.

The policies and procedures described in this Handbook , and in Company booklets and communications, are intended as guides and are not a contract or promise of continued employment or any other type of promise, and are not binding on the Company.

KPI reserves the right at any time without notice, revoke, suspend, terminate or change any and all the terms of this Handbook, or any other plan, policy, guide or procedure in whole or in part without having to consult or reach agreement with anyone.

#### **Equal Opportunity Employment**

This agency is committed to the principle of equal employment opportunity for all applicants including qualified disabled veterans and veterans of the Vietnam Era. We recruit, hire, train and promote employees without regard to race, color, religion, sex, age, national origin or disability except where there is a bona fide occupational qualification. We will make reasonable accommodations as long as compliance does not impose an undue hardship on the agency or safety risk to our clients.

This agency will not tolerate unlawful harassment in any form by any agency employee, client or client's family. All incidents should be reported immediately to your supervisor. This agency will promptly investigate all reports of violation of this policy and take appropriate action if necessary.

#### **Sexual Harassment**

This agency will not tolerate or excuse sexual harassment in any form –verbal, physical, written, etc. by any agency employee, client or client's family members. Any individual who feels victimized by sexual harassment should report the incident(s) immediately to their supervisor, human resource manager or the agency director. All claims will be promptly investigated and appropriate action taken.

Employees will not be discriminated against for reporting unlawful incidents of sexual harassment.

## **Smoking Policy**

In keeping with this agency's leadership role in the health care community, and the growing body of evidence that indicates smoking and exposure to second hand tobacco smoke is hazardous to smokers and non-smokers, we strongly urge our employees not to smoke. We will not discriminate against any employee who chooses to smoke, however, our employees are not permitted to smoke cigarettes or any other tobacco products, or consume any tobacco products while on agency property or in a client's home.

For the purposes of this policy, "smoking" means all use of tobacco and smoking products including cigarettes, cigars, pipes, chewing tobacco and snuff.

## **Political and Religious Activities**

Employees of this agency shall not circulate or seek signatures for themselves or for any other individual on a nominating petition or any other petition for partisan public office or political party office while representing this agency. Employees shall not engage in partisan political management or partisan political campaigns while representing this agency on any assignment.

Likewise, employees shall not engage in any religious activity or discussion unless specifically requested by the client.

No employee of this agency shall solicit or accept any monetary contribution for any political or religious purpose from a client.

## **Confidentiality**

The care of our clients is, by its very nature, personal. Home care staff must keep absolutely confidential any and all information about our clients; addresses, problems, health issues, financial status, relationships, etc.. Perhaps our most important policy, we insist our home care staff respect this policy both in spirit and in fact. Divulging information about our clients, during and after employment is considered a gross violation of our company policy, and we will take disciplinary action.

## **Emergency Situations (Regarding Resuscitation)**

Employees may face an emergency situation while caring for a client. The care plan developed by an agency staff member, and placed in the client's home, has specific, written instructions regarding the client's wishes for resuscitation, which we call Code Status. Employees should follow the written instructions, not verbal instructions of family members.

Emergencies should be handled as follows:

### Extreme Emergency (life-threatening):

If a client stops breathing, has difficulty breathing for any reason, has a sudden onset of unexpected pain, becomes unconscious or in any way becomes severely physically distressed, he/she may be in a life-threatening situation.

1. If no instructions are present in the home or if the instructions indicate life support in all situations, DIAL 911, then call the agency as soon as reasonably possible.
2. If the instructions are DNR (Do Not Resuscitate), immediately call the agency. DO NOT CALL 911.

### Client Health Related (not life-threatening):

Home care staff may have questions or need health care directions for the client's care. Routine questions should be addressed during regular office hours.

1. During office hours: Call the office. A member of the office staff will answer your questions or have the appropriate staff member respond to your concern.
2. After office hours: Call the office. The on-call person will return your call and answer your question, refer you to the nursing supervisor or take appropriate action.

Incident reports are to be filled out after any life-threatening or non life-threatening situation. Please contact KPI office for the form.

If a client's condition changes, the client's physician will be notified.

# OFFICE STRUCTURE

1. Kathi Papa RN, is the agency **President / Director**. She is accountable for all areas of the agency including personnel, fiscal, policy and business development issues. All employees are important to the continuing success of the agency. If any home care employee has a problem the office staff cannot resolve, ask to see the President / Director.
2. The **Nursing Supervisor** or **Case Manager**. This person(s) initially visits each client to assess his/her condition and to develop a care plan. The Nursing Supervisor or Case Manager then periodically visits the client to monitor their care and update the care plan to be sure the client continues to receive appropriate care. This person also evaluates the work performance of all home care staff, participate in scheduling, and provides in-service training.
3. The **Client Service Representative** or **Scheduling Coordinator**. This person schedules appropriate home care staff to meet each client's needs. Therefore, you must inform this person of your availability, limitations, additional training and any changes of address or telephone number. If you find you are available for additional hours, call the CSR or Scheduling Coordinator immediately.
4. Kathi Papa RN is the **On-Call Coordinator**. This person is available during the hours the office is closed by calling the office phone number. The On-Call Coordinator is capable of handling emergency schedule changes, changes in client conditions or urgent client concerns. This person may or may not be a member of the daily office staff, therefore routine problems should not be addressed after regular office hours.
5. The **Human Resource Manager**. This person recruits, hires and orients new employees and maintains all personnel records. He/she also schedules in-service training programs.
6. Melissa Papa is the **Account Manager** or **Payroll Manager**. This person transfers the information you record on your time slip to the clients billing account and to the payroll. If you have questions regarding any aspect of your paycheck, this is the person to contact.

## Scheduling Assignments

Scheduling assignments is a cooperative effort between the office staff and the home care staff and is vital to our efficiency. The following guidelines will assure smooth operation.

1. Routine Scheduling: This is done on a case by case basis, any questions should be directed to Kathi Papa.
2. Transportation: All employees must have a reliable means of transportation.
3. Telephone: All employees must have a telephone in their home or a cellular phone.
4. Availability: Employees must communicate their availability to the office staff.
5. Assignment Acceptance: Employees must consider each assignment carefully before accepting or rejecting it. This agency strives to limit the number of home care staff assigned to a client in order

to provide continuity of care. Therefore, when an employee accepts an assignment, we expect them to fulfill their commitment in a professional manner for the agreed length of time.

6. Inability to Complete Assignment: If an employee is unable to complete an assignment due to illness or an urgent family crisis, the employee must call the client/emergency back up person immediately.
7. Cancellation: Employee late cancellation (call-offs) of assignments may be cause for disciplinary action. This also includes cancellation of assignments, with proper notice, if a pattern of cancellation exists. Employees who regularly accept, then cancel assignments, may be offered less work.
8. Short Notice Calls: Late notice (last minute) assignments sometimes occur. When an employee accepts an assignment on short notice or as a substitute, an opportunity for a long term assignment may develop.

## **Payroll Procedures**

An employee's Time/Flow Sheet is a vital record. It forms the basis for our billing and your paycheck. By following the proper procedure, your check will be direct deposited on the designated day. If the following procedures are not followed, your check could be delayed.

1. The payroll period runs each week. It starts at 12:00am Saturday morning and runs until 11:59pm Sunday night. You are paid weekly the following Friday if the Time/Flow Sheets are filled out correctly.
2. Time/Flow Sheets must be sent in through the US mail, and they must be received in KPI, Inc.'s office by Monday mornings in order to be paid that Friday. Any Time/Flow Sheets not received by Monday morning will be held and paid with the following payroll period. No faxed or e-mailed copies of Time/Flow Sheets can be processed with payroll. Only original forms can be used.
3. Correctly filled out Time/Flow Sheets that can be processed through payroll will have both the Employee Signature and Client Signature. They will also have the correct dates on the sheets and time periods. The boxes for skills performed must be marked indicating the frequency of how many times the specific skills were performed that day.
4. If an employee works more than one shift in one day, they must fill out separate Time/Flow Sheets indicating that.
5. You are to only work the hours you are scheduled. Unauthorized hours may not be paid. If you have questions about your hours, or if you stay late to wait for your relief person, please call the office.
6. The agency deducts all payroll deductions, such as social security and taxes from your paychecks.



# COMPENSATION AND BENEFITS

## Hourly Wage Program

Home care staff are classified as temporary, per diem or part-time employees. As such, employees are free to accept or reject any assignment offered to them. Keep in mind, however, the coordinators will regularly call those people who are reliable and likely to accept work.

The agency maintains compensation levels consistent with those prevailing in our service area in the same work categories. The human resource department monitors prevailing wage levels and periodically recommends to management adjustments to wage ranges. Each employee receives PRN reviews; however, the management does not guarantee wage increases at any particular time. The quality of work performed by our home care staff affects our competitive position in the home care business and enables our agency to keep compensation levels consistently high.

Each employee is assigned a pay rate based on education, training and experience. However, the agency's job classification plan determines the pay rate for specific assignments. Therefore, some assignments pay fixed rates not associated with the base hourly rate. These fixed rate assignments apply for all employees who qualify for and accept the assignment.

## Overtime Pay

Overtime (time and a half) is paid to employees who work for the agency more than forty (40) hours in a seven-day period. The overtime rate is paid for all hours worked after the first 40 hours and is based on the pay rate of the assignment(s) being worked during the overtime period. "Live-in" and "over-nights" are exempt from overtime pay.

Home care staff employees must inform the person making the assignment that accepting the additional work creates overtime. No one may work more than 40 hours in one week unless authorized by Kathi Papa RN.

## Holiday Pay

Most home care staff will not receive additional pay for "Holidays". Kathi Papa reserves the right to pay Holiday's at time and ½.

## Vacation Pay / Sick Leave Pay

Vacation Pay and Sick Leave Pay is not a benefit of KPI.

## Family Medical Leave

Home care staff employees may request up to 12 weeks job-protected, unpaid leave of absence for family medical leave for the following reasons:

- to care for employee's newborn child, adopted child or foster child;
- to care for employee's seriously ill spouse, child or parent;
- for employee's own serious health condition that makes his/her job performance impossible.

The employee's return to the same job assignment is contingent upon the client's approval, and therefore not guaranteed. However, the agency will offer the employee assignments with the same regularity as prior to the leave of absence. Offering varied assignments is normal business conduct for the agency. Please keep in mind that the new assignment may be at a location much further from your home than previously assigned.

## Workers Compensation Insurance

### Initial Injury:

This agency's employees are insured against loss of income and employment due to an on-the-job injury. If you are injured while working, you must notify the office *immediately*. Failure to do so could mean loss of benefits.

Employees must choose a physician from the physician list posted in the office. If you fail to initially visit a physician from this list, this agency may not be responsible for any of the medical bills incurred during the first thirty (30) days following your injury date.

After an employee notifies the office, and chooses their physician, a member of the agency office staff will make the appointment. DO NOT make the appointment independently.

Appropriate follow-up action will be taken on a case-by-case basis.

### Return to Work:

This agency believes an employee's return to work after a job related injury is important to the employee's rehabilitation. The agency will work cooperatively with the treating physician to return the employee to work as soon as the physician considers the injury medically sound.

This agency will strive to make appropriate arrangements to accommodate an employee's return to work. Some possible work alternatives include:

- Allowing the employee to return to work on a part time basis or under modified hours;
- Assigning defined modified duties to the employee based upon the medical capabilities of the employee; or
- Assigning the employee to a department or location different from the employee's original department or location if modified duties are not available in the original location.

## **Professional Liability Insurance**

Agency employees are insured for errors and omissions incurred while performing their duties. However, we encourage all employees to carry personal errors and omissions insurance.

## **Payroll Deductions**

This agency will deduct the employee's federal withholding taxes commensurate with the amount specified on the employee's W-4, social security and Medicare contribution, unemployment, state and local taxes. When required by law, we will also garnish wages and forward to the appropriate authority.

As a benefit to our employees, we will deduct other agency approved, employee payroll contributions and forward these deductions appropriately.

KPI, Inc.

Home Health Care Services

# EMPLOYMENT STANDARDS

## Hiring Process

All applicants for employment must personally and fully complete an application for employment. This agency conducts reference checks on each applicant to ascertain professional and technical skills, dependability and trustworthiness. We also conduct criminal history checks as required by law. We reserve the right to obtain a child abuse clearance and substance abuse testing. We also reserve the right to place on a permanent leave of absence any individual accused of a crime while in our employ.

All applicants must also undergo a pre-employment physical examination at their own expense. This exam must include a tuberculosis screening test. If the test is positive, the applicant must obtain a chest x-ray. If cleared for hiring, the employee must then obtain subsequent x-rays every three years.

New employees receive orientation prior to their first day of employment with this agency. Orientation includes, but is not limited to, instruction on agency philosophy, policies and procedures, rules for lifting, universal precautions, fire safety, and documentation.

## In Case of Criminal Charges

All employees are required to immediately report certain pending criminal charges, criminal convictions or investigations that may incur while actively employed before the start of the Team Employee's next scheduled work time.

Employees must report to management if:

1. They have been convicted of any crime.
2. They have been or are being investigated by any governmental agency for an act, offense, or omission, including an investigation related to the abuse or neglect of, or threat of abuse or neglect to a child or other consumer, or an investigation related to misappropriation of a consumer's property.
3. They have had a governmental finding substantiated against them of abuse or neglect of a consumer or misappropriation of a consumer's property.

At the time an employee is the subject of a pending criminal charge or any criminal conviction, they are to immediately report to management.

1. Management is required to immediately research the charge or conviction to determine if it is in a list of "barred crimes and offenses". This list is located in the Chapter HFS 12 Offenses Affecting Caregiver Eligibility form, which is available online.
2. Certain pending criminal charges or criminal convictions will affect employment status, as well as certain employment privileges due to liability insurance reasons.

If an employee chooses to not report immediately, as specified above, the employee will be interpreted as withholding vital information.

## **Probationary Period**

The purpose of the three-month probationary period at the beginning of your employment is for both you and the office staff to determine that you are able to perform the duties of the job satisfactorily. We expect you to carefully evaluate whether your employment needs are being met and you want to continue working with this agency. We expect employees to demonstrate their best ability, cooperation and attendance. At the completion of the probationary period, employees will be expected to know and abide by the standards and policies of this agency. We reserve the right to extend the probationary period if necessary.

During and after the probationary period the “Employment At-Will” principle and the agency’s standards and policies continue to govern all employees.

A violation of company policy may warrant a supervisory decision to place an employee on probation. The agency will carefully scrutinize an employee’s performance during this probationary period and may terminate employment if the employee commits the same or another violation.

## **Employee Conduct**

This agency is a temporary service employer, and as such cannot and does not guarantee a specific number of hours of employment in any given week. Assignments depend upon the demand we receive from our clients. We maintain a roster of employees with varied professional and technical skills. We show no partiality. We try to provide an employee with as much work as he/she wants, but the employee’s skills, behavior, and attitude often influence a client’s desire to have them return and the scheduler’s ability to offer assignments.

## **Dress Code**

This agency considers all home care staff, licensed or non-licensed, to be home care professionals. Neatness and cleanliness command greater respect from clients, their family and the observing public. We do not require uniforms on a daily basis, but your clothing must reflect professionalism.

## **Absenteeism and Tardiness**

Home care staff employees may not be absent or tardy more than two times per month for any reason. If you are scheduled and are absent more than two days in a row due to illness or injury, you are required to furnish a doctor’s excuse before you may return to work. Frequent absences or tardiness may result in probation, suspension or termination.

## **Suspected Abuse/Neglect**

KPI, Inc. will not tolerate “Caregiver Misconduct” from any employee, in any form.

When employees learn of possible Caregiver Misconduct, they are required to IMMEDIATELY report the facts and evidence that they are aware of to their direct supervisor, management, and/or the Director of Operations, as appropriate.

When direct supervisors, management, and/or the Director of Operations are made aware of possible Caregiver Misconduct, they are required to immediately report to the Administrative Team.

**RESPONSIBILITY TO PROTECT CONSUMERS INVOLVED:**

1. All Team Employees, regardless of position, are required to assure that any Consumer who is the subject of alleged Caregiver Misconduct is protected from possible subsequent incidents of misconduct before and during the investigation of such alleged misconduct.
2. The issue of preventing a repeat situation of the possible misconduct is imperative. If there is “reasonable cause to believe” an employee is the source of misconduct, this could mean the temporary removal (suspension) of that employee from their work duties. This may be done as a preventative measure.

**RESPONSIBILITY TO INVESTIGATE:**

1. KPI, Inc. is required to investigate any allegation of misconduct thoroughly.

**Substance Abuse**

The management of this agency is vitally concerned about the well being of its employees and its clients. We are equally concerned that our agency’s hard-earned reputation and positive image not be compromised in any way.

Alcohol and drug abuse have an adverse effect on job performance, create dangerous situations, and serve to undermine our client’s and the community’s confidence in our company.

Our policy concerning drug and alcohol abuse is as follows:

1. The agency will not hire anyone who is known to currently abuse substances.
2. Employees must report to work in a fit condition to perform their duties. Being under the influence of drugs or alcohol is not acceptable.
3. Any employee on company business is prohibited from purchasing, transferring, using or possessing illicit drugs or using alcohol or prescription drugs in any way that is illegal.
4. Employees will not be terminated for voluntarily seeking assistance for a substance abuse problem; however, continued performance, attendance, or behavioral problems may result in loss of a job.
5. Employees taking physician-prescribed medication must notify a supervisor if there is likelihood that the medication could affect job performance and safety.
6. Employees tested for off-the-job drug or alcohol involvement may be considered to be in violation of the agency’s substance abuse policy. KPI Inc. does not require drug screening before hiring; however, if at any time KPI, Inc. feels an employee is mis-using drugs, KPI, Inc. holds the right to send an employee for drug screening. Failure of drug test or refusal to complete drug screening will result in immediate termination.
7. Where available evidence warrants, the agency will bring matters of illegal drug or alcohol use to the attention of appropriate law enforcement authorities.

## **TERMINATION OF EMPLOYMENT**

1. Since employment with KPI, Inc. is at-will, both the Employee and KPI, Inc. have the right to terminate employment at-will, with or without cause, at any time.
2. Types of termination:
  - Resignation- Voluntary employment termination initiated by KPI
  - Resignation- Voluntary act initiated by the employee to terminate employment with KPI. A minimum of a 2 week written notice is required.
  - Discharge- Involuntary employment termination initiated by KPI.
  - Layoff- Involuntary employment termination initiated by KPI for non-disciplinary reasons.
3. Employees who resign are required to submit a written notice of resignation with signature to KPI at least 2 weeks prior to last day worked.
4. Employees are responsible to return property, materials or written documentation in their possession or control on or before their last day of work. Where permitted by applicable laws, KPI may possibly withhold from the Employee's final paycheck the cost of any items that are not returned when requested. KPI may also take legal action if deemed appropriate to recover or protect its property.

In order to insure proper continuation of care for our clients, employees must submit a written resignation two weeks prior to the effective date. You may request transfer from one particular client yet continue to accept assignments from the agency. We will replace you as quickly as possible, however, we expect you to continue with that client until a replacement is found. If you fail to give sufficient notice, you will be ineligible for rehire.

An employee who resigns in lieu of disciplinary action, or while under suspension, forfeits the right to an appeal.

### **Involuntary Separation of Employment**

This agency takes seriously our policies and standards. They are based on the law, respect for the agency, respect for the clients, respect for our employees and common sense. Violation of a policy or standard may result in disciplinary action and termination. Disciplinary action can include a verbal or written warning and probation of a specified length. An employee's failure to correct his/her actions may result in termination.

An employee who disagrees with any disciplinary action has the right to appeal the decision or action. A written copy of the appeals process can be obtained from the scheduling coordinator.

An employee accused of a serious allegation or incident may be suspended without pay during a period of time necessary to investigate the occurrence. Proper authorities will be notified if the situation warrants further investigation.

An employee will not be terminated without just cause, however termination can occur following disciplinary action or without notice depending upon each situation. We will terminate without notice only when the event or events are deemed so serious that no prior warning is necessary.

### **Reinstatement**

Reinstatement is a privilege granted to former employees who maintained a satisfactory work record and terminated in good standing from this agency.

### **Conflict of Interest Employment**

This agency management understands an employees need to occasionally accept work outside the agency. However, we fully expect you to report to your assignment refreshed and ready to fulfill your duties. We also expect your assignment with our agency to be your priority commitment.

When working with another agency, we expect you to keep confidential any information regarding this agency and our clients. You are not to discuss our policies or activities with our competitors. Violation of this policy is a violation of our company policy, and we will take disciplinary action.





# POLICIES FOR CAREGIVERS

## (Relating to Clients)

The following policies have been established for the benefit of the home care staff to prevent potential conflicts between our clients, their family, the agency and you, the direct care staff.

Often a number of family members or friends are involved with the client, each concerned with the care and welfare of that individual, and the home care staff employee is placed in the sensitive position of caring for a vulnerable and dependent person. Therefore, the family could become suspicious of any employee action that appears questionable. If an employee conducts himself/herself in accordance with these policies a misunderstanding that could lead to claims of abuse, neglect, theft, or any type of criminal conduct can be limited.

The management of this agency will cooperate fully with police or any investigating agency concerning allegations by a client or a client's family with regard to the misdeed of an agency employee.

1. Do not solicit money from clients for any school, social, church, volunteer or charitable organization.
2. Do not accept money from a client. This includes, but is not limited to, gifts or loans for any purpose. NOTE: This policy includes any form of payment for services. All payments must follow the agency's normal billing procedure.
3. Do not accept any gifts from a client. The agency does recognize, however, that on some occasions (birthdays or holidays) a client may want to express appreciation or good wishes with a gift. If so, please inform the client that he/she must contact the office before you can accept any gift.
4. Do not assist the patient with financial matters such as paying bills or writing checks. You may provide this assistance only if it is arranged through the office and documented in the client's file by a member of the office staff. To avoid potential conflict, we will inform family members that you are providing this assistance.
5. In this state, it is illegal for anyone other than licensed professionals - RNs or LPNs - to administer medication or injection. You may not, under any circumstances, dispense or administer medication (including over the counter or prescription) to any client that is not able to "self-direct" his/her medications. If you have any questions regarding this policy, please call Kathi Papa RN or the covering RN on duty.
6. Do not discuss matters relating to a client's Last Will and Testament with the client or anyone. If a client asks you for advice, encourage the client to consult an attorney. Employees may NOT sign or witness any documents for the client such as checks or wills.
7. Never accept private employment from a client for whom you have provided services through this agency during the preceding 90 days. Accepting work within the 90 day period will place you in violation of this policy and may be grounds for termination.
8. Do not accept any keys, including house, car, safe deposit box, etc. from a client unless you notify the scheduling coordinator or nursing supervisor and have received approval.

9. Do not bring any unauthorized individual into the client's home. This means you may not bring your children, family members, friends or pets into the client's home during a scheduled assignment or when you are off duty.
10. Do not drive the client's car or drive the client in your car. The agency discourages client transport by an employee. However, we do recognize the need for transportation, and we will grant permission for an employee to transport a client only after we have received a signed Release from Liability from the client. Safety belts must be worn at all times.
11. Do not use the client's telephone for any personal calls unless an emergency arises.
12. Under absolutely no circumstances are you to give out a client's telephone number. If your family needs to reach you, they can contact the agency office and a member of the office staff will contact you at the client's home.
13. Do not give your home telephone number or address to any client or institution for whom you may work. You may give your cellular number if indicated.
14. If you are required, in the course of your duties, to make purchases for the client, and the client provides you with cash for those purchases, you must obtain receipts to account for all money spent. You must return these receipts to the client. If it is necessary for the client to write a check, the client must, in their own handwriting, make notation of the transaction on the face of the check (Example: groceries, medicine, etc.). We keep records of all money exchanged in some homes.
15. Do not use the client's credit or charge privileges for any purpose. The unauthorized use of another person's charge account is illegal and could result in criminal charges.
16. Do not consume or use alcoholic beverages or drugs prior to your shift or while on duty. Violation of this policy will result in your immediate termination. The client's medication is for their use only. Do not take any prescription or non-prescription medication belonging to the client.
17. You are to perform only the duties or provide only the care included in your job description or designated in the care plan or task sheet for the client to whom you are assigned. Call the office if you have any questions regarding your responsibilities.
18. Do not leave a client's home during your scheduled hours without notifying the office before you leave. You may leave only if you are doing so at the request of the client, and the health and safety of the client will not be jeopardized if you leave.
19. You must immediately report to the office any incident in a home or institution involving an accident or injury to the client or yourself. You must also report missing or lost personal property belonging to the client or yourself. Filing the proper reports can protect your interests as well as the client.
20. You must provide your own food and beverage while you are working in a client's home. The client's food is not for your consumption. The only exception to this policy is employees working as a Live-in, in which case, the client provides the meals.

21. Employees are NOT PERMITTED TO SMOKE cigarettes or any other tobacco products while on duty in a client's home. If you are working in an institutional setting, you must abide by the regulations of that institution.
22. Employees are not permitted to cut client's fingernails or toenails.
23. You are expected to arrive on time for your scheduled shift. A client's welfare may depend on your promptness. If you are unable to be on time, you must contact the client.
24. All scheduling is done through the office. Do not alter any schedules without first notifying the office.
25. All clients and their families are, at all times, to be treated in a courteous and respectful manner. Always be tactful, diplomatic, polite and cheerful when dealing with a client and their family. If you have a problem with a client or their family, call the office.
26. You must keep the client's affairs confidential and respect the client's privacy. Do not disclose or discuss with anyone (including the client's family members, unless they are responsible for the client) any personal or financial information regarding the client that you have learned through your position in his/her home. If you are not sure whether or not to disclose certain information to a responsible family member, contact the office.
27. Our policy regarding attendance is as follows:
  - No Show is grounds for disciplinary action, possibly termination.
  - Two Call-Offs, with or without proper notice, is grounds for termination.
28. You are never allowed to sleep on any assignment – unless you are assigned to a sleep-over or live-in case. Sleeping while on duty will result in disciplinary action.
29. Do not discuss your personal problems with the client or their family. A health care worker should never develop a social relationship with the client or their family. Try to maintain a friendly, but professional relationship.
30. Do not discuss your hourly wage with clients or fellow employees.
31. If you choose to no longer accept assignments from the agency, you must notify the office in writing two weeks prior to the last day you wish to work.

**KPI, INC.**  
**(herein referred to as "KPI")**  
**PATIENT RIGHTS AND RESPONSIBILITIES**

Patients of KPI have the right to be informed of and to exercise the following rights. In the event that the patient has been judged incompetent, the family or guardian may, to the extent so authorized by the patient or otherwise, exercise these rights on behalf of the patient.

**Patient Rights**

*Home Health Care Services*

- To not be discriminated against due to race, color, national origin or ancestry, creed, sex, age, handicap, sexual preference, marital status, appearance or presence/absence of an advance directive.
- To be treated with consideration, respect, and full recognition of dignity and individuality, including privacy in treatment and in care for personal needs.
- To have your property treated with respect.
- To confidential treatment of all individually identifiable health information contained in the medical record.
- To approve or refuse the release of individually identifiable health information, except in the case of transfer to another health facility or as required by law or third-party payment contract.
- To access your clinical record upon written request in accordance with established policy.
- To be informed in advance about the services available and the disciplines, frequency and care to be furnished, as well as any changes in the care and/or services to be furnished as they occur.
- To be advised, before care is initiated, of KPI's charges and the extent to which payment for KPI's services may be expected from Medicare or other sources, and the extent to which payment may be required from the patient.
- To be advised of any changes to the preceding information within a reasonable time after they occur.
- To be fully informed of one's own health condition unless medically contraindicated and to be afforded the opportunity to participate in the planning of health services, including referral to health care institutions or other agencies, and to refuse to participate in experimental research.
- To be taught, and have your family taught, the treatment required so that you can, to the extent possible, help yourself, and so that your family or other party designated by you can, to the extent possible and desired by you, understand and help you, as well.
- To voice grievances regarding treatment or care that is (or fails to be) furnished, or regarding the lack of respect for property by anyone who is furnishing services, and not be subjected to discrimination or reprisal for doing so.

- To use Wisconsin's Home Health Hotline to lodge complaints concerning the implementation of the advance directive requirements.
- To make decisions regarding medical care, including to accept or to refuse treatment to the extent permitted by law; to be informed of the medical consequences of such refusal; and to formulate advance directives.
- To make complaints without discrimination with respect to treatment or care, including, without limitation, by contacting:
  - Home Health Administrator at 262-593-5715
  - Bureau of Quality Compliance, Room 118, Division of Health, P.O. Box 309, Madison, WI 53701.
  - Wisconsin's HH Hotline to submit complaints or receive information regarding KPI at 1-800-642-6552 (open 24 hours per day, seven days per week).
  - If you have Medicare coverage, you may also contact the WI Peer Review Organization (WIPRO), 2909 Landmark Place, Madison, WI 53713. 1-800-362-2320.
- To be informed of all rules and regulations governing patient responsibilities.
- To receive Notice of KPI's compliance with privacy practices required under Privacy Regulations created as a result of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

### **Patient Responsibilities**

KPI has the right to expect you to meet the following responsibilities:

- To be under medical supervision.
- To supply accurate and complete health history information.
- To cooperate in giving full and honest information about financial and environmental factors which may affect your health status.
- To be informed of any changes in health status and to make it known if you do not understand or cannot follow instructions.
- To cooperate in making adequate physical arrangements in your home to help allow for safe care.
- To attempt to have available a family member or substitute who is able and willing to participate in care.
- To be reasonably considerate and cooperative with all KPI personnel.
- To avoid discrimination against health workers because of race, religion, color, gender, national or ethnic origin.

# NOTICE OF KPI, INC.'S PRIVACY PRACTICES

**In Compliance with and as Required by the Privacy Regulations Created as a Result of the Health Insurance Portability and Accountability Act of 1996 (HIPAA)**

**THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU AS A PATIENT MAY BE USED AND DISCLOSED, AND HOW YOU CAN GAIN ACCESS TO YOUR INDIVIDUALLY IDENTIFIABLE HEALTH INFORMATION.**

**PLEASE REVIEW THIS NOTICE CAREFULLY.**

*Home Health Care Services*

**KPI, INC.'S COMMITMENT TO YOUR PRIVACY**

KPI, Inc. ("KPI") is dedicated to maintaining the privacy of your individually identifiable health information (IIHI). In conducting business, employees of KPI who are providing skilled nursing care to you, and their supervisor, may create records regarding you and the treatment and services that KPI provides. KPI is required by law to maintain the confidentiality of health information that identifies you. KPI is required by law to provide you with this Notice of the legal duties and the privacy practices that are maintained in the practice concerning your IIHI. By federal and state law, KPI must follow the terms of the Notice of Privacy Practices that are in effect at the time.

This Notice will provide you with the following important information:

- How KPI may use and disclose your IIHI
- Your privacy rights regarding your IIHI
- KPI's obligations concerning the use and disclosure of your IIHI

The terms of this Notice apply to all records containing your IIHI that are created or retained by KPI and its employees in conjunction with such company's provision of skilled nursing care to you. KPI reserves the right to revise or amend this Notice of Privacy Practices at any time. Any revision or amendment to this Notice will be effective for all of your records that are created or maintained by KPI in the course of providing skilled nursing care at present, in the past, and for any of your records that may be created or maintained in the future. KPI will keep a copy of its current Notice in its office and will inform you of any changes.

IF YOU HAVE QUESTIONS ABOUT THIS NOTICE, PLEASE CONTACT KPI AT 414-333-3984

KPI MAY USE AND DISCLOSE YOUR INDIVIDUALLY IDENTIFIABLE HEALTH INFORMATION (IIHI) IN REGARD TO THE FOLLOWING, STATED CATEGORIES, IN THE FOLLOWING WAYS:

1. **Treatment.** KPI may use your IIHI to provide care to you. KPI may disclose your IIHI to others who may assist in your care, such as your other nurses, doctors, pharmacists, your spouse, children or parents. In addition, KPI may also disclose your IIHI to others such as school personnel, transportation providers, discharge planners, durable medical equipment companies, potential staff being recruited for your case, and home care agencies.

2. **Payment.** KPI may use and disclose your IIHI in order to bill and collect payment for the skilled nursing services being provided to you by KPI. For example, KPI may contact your health insurer to certify that you are eligible for benefits (and for what range of benefits), and KPI may provide your insurer with details regarding your treatment to determine if your insurer will pay for services, including receiving prior authorization. KPI may disclose your IIHI to other health care providers and entities to assist in their billing and collection efforts.
3. **Health Care Operations.** KPI may use and disclose your IIHI in conjunction with the operation of its business. As examples of some of the ways in which KPI may use and disclose your IIHI, KPI may use your IIHI for:
  - Evaluating the quality of care you received from KPI or assisting state agencies in doing the same.
  - Review and audit or assisting governmental agencies in performing reviews or audits.
  - Legal and accounting services or medical reviews
  - Certification, accreditation, training, licensing and credentialing activities
  - Conducting cost-management and business planning activities
  - Case management and care coordination activities

KPI may also disclose your IIHI to other health care providers and entities to assist in their health care operations.

## USE AND DISCLOSURE OF YOUR IIHI IN CERTAIN SPECIAL CIRCUMSTANCES

1. **Treatment Options.** KPI may use and disclose your IIHI to inform you of potential treatment options or alternatives that your physician has ordered or may order.
2. **Disclosures Required by Law.** KPI will use and disclose your IIHI when required to do so by federal, state or local law.
3. **Health-Related Benefits and Services.** KPI may use and disclose your IIHI to inform you of health-related benefits or services that may be of interest to you.
4. **Release of Information to Family/Friends.** KPI may release your IIHI to your family, friends or others involved in the delivery or payment of your care. KPI may share information with these people that is directly related to their involvement in your care or the payment of your care. KPI may also share your IIHI with these people to notify them of your location, general condition, or death. You may limit to whom your IIHI may be disclosed by providing a list of such entities or persons to KPI, in writing.
5. **Public Health Risks.** KPI may disclose your IIHI to public health authorities that are authorized by law to collect information for the purpose of:
  - Maintaining vital records, such as births and deaths
  - Reporting child abuse or neglect
  - Preventing or controlling disease, injury or disability

- Notifying a person regarding potential exposure to a communicable disease
- Notifying a person regarding a potential risk for spreading or contracting a disease or condition
- Reporting reactions to drugs or problems with products or devices
- Notifying individuals if a product or device they may be using has been recalled
- Notifying appropriate government agencies and authorities regarding the potential abuse or neglect of an adult patient (including domestic violence).

KPI will disclose such information if you, as the patient, agree or if KPI is required or authorized by law to do so.

*Home Health Care Services*

6. **Health Oversight Activities.** KPI may disclose your IIHI to a health oversight agency for activities authorized by law. Oversight activities can include, for example: investigations, inspections, audits, surveys, licensure and disciplinary actions, civil, administrative, and criminal procedures or actions, or other activities necessary for the government to monitor government programs, compliance with civil rights laws and the health care system in general.
7. **Lawsuits and Similar Proceedings.** KPI may use and disclose your IIHI in response to a court or administrative order, if you are involved in a lawsuit or similar proceeding. KPI may also disclose your IIHI in response to a discovery request, subpoena, or other lawful process by another party involved in the dispute, but only if KPI has made an effort to inform you of the request or to obtain an order protecting the information the party has requested.
8. **Law Enforcement.** KPI may release IIHI if asked to do so by a law enforcement official:
  - If you are a victim of a crime or a KPI employee is the victim of a crime while providing services to you
  - To report a death KPI believes has resulted from criminal conduct
  - In response to a warrant, summons, court order, subpoena or similar legal process
  - To identify/locate a suspect, material witness, fugitive or missing person
  - In an emergency to report a crime (including the location or victim(s) of the crime, or the description, identity or location of the perpetrator)
9. **Activities Related to Death.** KPI may release IIHI to a medical examiner or coroner to identify a deceased individual or to identify the cause of death. If necessary, KPI may also release information to funeral directors in order to enable them to perform their jobs.
10. **Serious Threats to Health or Safety.** KPI may use and disclose your IIHI when necessary to reduce or prevent a serious threat to your health and safety or the health and safety of another individual or the public. Under these circumstances, KPI will only make disclosures to a person or organization able to help prevent such threat.
11. **Military.** KPI may disclose your IIHI if you are a member of U.S. or foreign military forces (including veterans) and if required by the appropriate authorities.



12. **National Security.** KPI may disclose your IIHI to federal officials for intelligence and national security activities authorized by law. KPI also may disclose your IIHI to federal officials in order to protect the President, other officials or foreign heads of state, or to conduct investigations.
13. **Workers' Compensation.** KPI may release your IIHI for workers' compensation and similar programs to comply with the laws.
14. **Research.** KPI may release your IIHI if you choose to participate in a research study.
15. **Organ or Tissue Donation.** KPI may release your IIHI to organ procurement organizations or other entities engaged in the procurement, banking or transplanting of organs, eyes or other body tissues for the purpose of facilitating donation or transplant.
16. **Abuse, Neglect or Domestic Violence.** KPI may release your IIHI to notify government authorities if KPI believes a patient is the victim of abuse, neglect, or domestic violence. KPI will make this disclosure only when specifically required by law, authorized by law or when you or your representative agrees to the disclosure.

## YOUR RIGHTS REGARDING YOUR IIHI

You have the following rights regarding your IIHI:

1. **Confidential Communications.** You have the right to request that KPI communicate with you about your health and related issues in a particular manner or at a certain location. For instance, you may ask that KPI contact you at home, rather than at work. KPI will attempt to accommodate **reasonable** requests. You do not need to give a reason for your request.
2. **Requesting Restrictions.** You have the right to request a restriction in KPI's disclosure of your IIHI for treatment, payment or health care operations. Additionally, you have the right to request that KPI restrict disclosure of your IIHI to only certain individuals involved in your care or the payment for your care, such as family members and friends. KPI is not required to agree to your request; however, if KPI does agree, KPI is bound by the agreement, except when otherwise required by law, in emergencies, or when the information is necessary to treat you. In order to request a restriction in KPI's use or disclosure of your IIHI, you must make your request in writing to KPI. Your request must describe, in a clear and concise fashion, the information you wish restricted, whether you are requesting to limit KPI's use, disclosure or both, and to whom you want the limits to apply.
3. **Inspection and Copies.** You have the right to inspect and obtain a copy of the IIHI that may be used to make decisions about you, including patient medical records and billing records. Information, such as psychotherapy notes or judicial proceedings, may not be available to you. You must submit your request to KPI, in writing, and you can expect a response to your request within thirty (30) days. KPI may charge a fee for the costs of copying, mailing, labor and supplies associated with your request. You have the right to

know these costs beforehand. KPI may deny your request to inspect and/or copy in certain limited circumstances; however, you may request a review of KPI's denial.

4. **Amendment.** You may ask KPI to amend your health information, if you believe it is incorrect or incomplete, and you may request an amendment for as long as the information is maintained by KPI. To request an amendment, your request must be made in writing and submitted to KPI. You must provide KPI with a reason that supports your request for amendment. KPI may deny your request if you ask to amend information that is, in KPI's opinion: (a) accurate and complete, (b) not part of the IIHI kept by or available to KPI, (c) not part of the IIHI which you would be permitted to inspect and copy, or (d) not created by KPI, unless the individual or entity that created the information is not available to amend the information. If KPI denies your request, KPI will deny the request, in writing, and state the reason for the denial. You may ask that the request, along with any denial, be placed in your records.
5. **Accounting of Disclosures.** You have the right to request an "accounting of disclosures". An "accounting of disclosures" is a list of certain non-routine disclosures KPI has made of your IIHI for non-treatment, non-payment or non-operations purposes. Use of your IIHI for routine patient care provided by KPI is not required to be documented (for example, KPI's sharing of such information with your doctor or an insurance company). In order to obtain an accounting of disclosures, you must submit your request to KPI, in writing. All requests for an "accounting of disclosures" must state a time period which may not be longer than six (6) years from the date of disclosure and may not include dates before April 14, 2003. KPI will respond to your written requests within sixty (60) days. The first list you request within a twelve (12) month period is free of charge, but KPI may charge you for additional lists within the same twelve (12) month period. KPI will notify you of the costs involved with additional requests, and you may withdraw your request before you incur any costs.
6. **Right to a Paper Copy of This Notice.** You or your representative is entitled to receive a paper copy of KPI's Notice of Privacy Practices. You may ask KPI to give you an additional or updated copy of this Notice at any time. To obtain another paper copy of this Notice, contact KPI.
7. **Right to File a Complaint.** If you believe your privacy rights have been violated, you may file a complaint with KPI directly. KPI's mailing address is: W347 S4850 Waterville Road, Dousman, WI 53118-9727. KPI will notify you if this address changes. KPI will take any complaint seriously and take steps to rectify the problem. Complaints must be made in writing. You may also file a written complaint with the Secretary of the Department of Health and Human Services at 200 Independence Avenue, S.W., Washington, DC 20201. The complaint must be filed within one hundred eighty (180) days of when you became aware of or should have known of the violation. You will suffer no recrimination as a result of a complaint.
8. **Right to Provide an Authorization for Other Uses and Disclosures.** KPI will obtain your written authorization for uses and disclosures that are not identified by this Notice or permitted by applicable law. Any authorization you provide to KPI regarding the use and disclosure of your IIHI may be revoked at any time. KPI must receive any such revocation in writing. After you revoke your authorization, KPI will no longer use or disclose your IIHI for the reasons described in the authorization.

Again, if you have any questions regarding this Notice or KPI's Privacy Policies, please contact KPI.



KPI, Inc.

Home Health Care Services

# GUIDELINES FOR JOB PERFORMANCE

1. Read the care plan or instructions for care carefully at the start of your first shift on duty. Then, review the care plan or instructions for care at the beginning of each additional shift to note changes and updates.
2. Make sure the client's name is on each page of every record.
3. Document properly all you do for the client. This may be a task check-off form or written documentation.
4. Call the office to speak with the nursing supervisor or a case manager before performing any functions for which you feel inadequately trained.
5. IMMEDIATELY notify the office of any change in your client's condition. The nursing supervisor will contact you.
6. IMMEDIATELY notify the office if your client falls or is injured. Document the incident clearly in your notes and fill out an Incident Report Form.
7. Death is usually expected, and specific issues regarding care of the client during and after death have been addressed ahead of time. If you have any questions concerning your client, call the office. If death occurs suddenly, call 911 and notify the office.
8. Call the office if you have any problems meeting your job responsibilities.

# GUIDELINES FOR WORKING WITH ELDERLY CLIENTS

Everyone involved in planning and caring for our clients wants your relationship with your client to be successful. The following practical tips will help you make the client more comfortable.

1. Respect the individual. Cultural and environmental differences between employees and clients sometimes exist. However, you can discover shared interests, values and understanding common to you and your client.
2. Be friendly and positive. A smile and a friendly attitude go a long way toward developing and keeping a good relationship.
3. Put household objects in designated places. Clients with impaired vision may have trouble locating items if they are in unfamiliar places. Misplaced objects can also be a safety hazard.
4. Communication tips for the hearing impaired:
  - Communicate face to face. Clients will take advantage of visual cues, such as facial and body gestures.
  - Never cover your mouth, mumble or eat while speaking.
  - Speak naturally. Speak slightly louder and a little more slowly, but avoid shouting which will distort the message.
  - Never speak directly into a person's ear. This may distort your speech and will hide all visual cues.
  - Position yourself to speak toward the person's better ear.
5. Be a patient listener. Many older persons enjoy reminiscing. You will bring them pleasure if you are willing to listen.
6. Respect the confidentiality of your communication. This forms a basis for trust, and many older persons place a great deal of value on respecting confidences.
7. Be patient and understanding. You are caring for the client because of an illness or disability. You must be sensitive to their needs.

# UNIVERSAL PRECAUTIONS FOR HOME CARE STAFF

Universal infection control precautions protect our clients and you, our employee. When universal precautions are used with everyone, then no judgments have to be made about who might have an infection.

## Guidelines:

1. Assume that all blood and body fluids from all patients are potential infections.
2. Hands **MUST** be washed before and after contact with each patient, and before preparing food. Hands should be washed under a steady stream of warm water with soap or antibacterial fluid for at least one minute. Dry hands completely.
3. **GLOVES** must be worn when coming in contact with blood or body fluids. These include but are not limited to:
  - \* feces    \* vomitus    \* urine    \* oral secretions
  - \* respiratory secretions    \* secretions from open wounds

When gloves are removed, hands should be thoroughly washed again. Gloves do not take the place of hand washing. Remove gloves by grasping the top and peeling them off, folding the fingers into the glove and turning the glove inside out. Discard the gloves. **Never reuse gloves.**

4. Bed linens, towels, and clothing soiled with urine, stool, or any body fluid should be placed in a plastic bag and tied shut until ready to be laundered. Wash all soiled items in hot, soapy water. Dry on high heat.
5. Dispose of urine, stool, and vomitus by flushing in toilet.
6. Clean bedpan or commode bucket and rinse with a 1:10 bleach solution. (Mix 1/4 cup bleach and 2 1/4 cups water.) Use a fresh solution daily.
7. Dispose of gloves and incontinent padding in a sealed plastic bag. Place this bag inside household trash bag.
8. Wash all eating utensils in hot soapy water.
9. Needles, syringes, and sharps are not to be recapped, bent, broken or clipped. Place intact into a puncture resistant container. A coffee can with a hard plastic lid may be used. Tape lid securely in place when ready for disposal with household trash.

# EMPLOYEE SAFETY POLICES

## Safety

1. At all times, Employees are expected to exhibit a personal commitment to be proactive, sensitive and alert with safety-related issues, as well as make personal choices during work time that are safety-based and safety conscious.
2. To assist in providing a safe and healthful work environment for Employees. Client and visitors KPI have established a company safety program.
3. KPI Companies provides information to Employees about work-related safety and health issues through internal communication channels such as meetings involving direct supervision & Employees Meetings, bulletin board postings, memos, or other written communications.
4. Employees, regardless of position, are to participate in any safety trainings when they are offered.
5. Employees with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their direct supervisor, or with another supervisor or manager, or bring them to the attention of the KPI, Inc. Risk, Safety & business Manager and/or the Administrative Team.
6. Reports and concerns about the work-related safety issues must be brought to the attention of the Employees direct supervisor, management and/or their Director or Operations. (These reports may be made anonymously if the Employee wishes.) All reports may be made without fear or reprisal.
  - Employees must immediately report any unsafe conditions.
7. Each Employee is expected to obey safety rules and to exercise caution in all work activities.
8. In the case of accidents that result in injury, regardless of how insignificant the injury may appear. Employees should immediately notify KPI Human Resources Coordinator.

## Body Mechanics

1. All employees are required to apply body mechanics (listed in #2 below) BEFORE AND DURING the involvement of the following tasks:
  - Lifting objects (with or without assistive devices)
  - Transferring any client (with or without assistive devices)
  - Reaching for anything
  - Pushing anything
  - Pulling anything
  - Climbing, stooping, crouching, kneeling, crawling and/or sitting.
  - Any other task requiring use of the body
2. The following body mechanics PROCEUDRES listed below must be followed by all Employees. Please understand that as time and technologies advance, this list is subject to change. As such, Employees are expected to apply any body mechanics techniques that will be taught in the future:
  - Good posture should be maintained at all times. This includes: head erect, buttocks pulled in, stomach muscles tight, chest high, chest high and shoulders pulled back.
  - Use a wide base of support by moving feet apart about the width of shoulders. The broader the base of support, the lower the center of gravity and the easier it is to maintain balance.

- Keep the back straight and the knees and hips flexed.
  - Work at waist level if possible.
    - Adjust the height of the working surface when possible. This will prevent unnecessary bending, reaching or lifting.
  - Turn with the feet and not the waist.
  - If reaching is involved/required, use of a step stool (or ladder if necessary) is required to minimize injury. When reaching, slide the object close to the body, while keeping a solid footing and a firm grasp. Let the arms and legs do all the work.
  - Employees are encouraged to change strategies, whenever possible, to less physically demanding ways of accomplishing the same task. It is preferable for a job to require lowering rather than lifting, to require pulling rather than carrying, and to require pushing rather than pulling.
  - In all cases, Employees need to plan movements and observe any applicable safety precautions.
3. All Employees are encouraged, during off times, to maintain a person exercise regiment to maintain a healthy physical state and prevention of injury to themselves.
  4. Related to body mechanics, Employees are to follow the following policies when applicable:
    - Lifting object
    - Transferring objects
  5. Disability and/or death benefits (relating to workers compensation insurance) can be decreased if an injury is cause by the Employee's failure to abide by any mechanics-related policies & procedures in this handbook. Compensation can also be reduced if the injury is caused by the Employees failure to obey a reasonable safety rule/policy adopted and enforced by KPI of which notice was given.

## Lifting Object

1. Before lifting anything, all Employees are required to practice polices and procedures outlined in (body mechanics) section.
2. At all times, all Employees are to lift suing the following techniques.
  - **PLAN THE LIFT BEFORE LIFTING:**  
Assess the situation to see if problems can be avoided before unnecessary injury takes place. Employees are to: check to see if object is too heavy or too bulky to lift alone, move any other object that my get in the way of the lift, check to see if the weight to be lifted can be minimized through emptying certain contents, and/or make two trips instead of one. If the objects is too bulky to lift alone AND there is no one around to help, **make two or more trips or wait until assistance arrives**. If the object is too heavy to lift, get help or use a special lifting device. Employees are not to jeopardize their back/health for the sake of saving a little at a time.
  - **STAND CLOSE TO THE OBJECT WITH FEET THAT ARE SHOULDER WIDTH APART**  
A wide base of support will make an employee more stable on their feet. Feet should be spread apart; the employee will then be able to lift by utilizing a weight shift rather than a dead lift.
  - **SQUAT DOWN, BENDING AT THE HIPS AND KNEES**  
An Employee is to bend at their knees rather than their back. This allows the legs do the work instead of the back



- **AS A TEAM EMPLOYEE GRABS THE OBJECT, THEY ARE TO TIGHT THEIR STOMACH MUSCLES WHILE PULLING SHOULDER BACK AND STICKING THEIR CHEST OUT TO ALLOW THE LOWER BACK TO ARCH**

An Employee must keep their back in its natural curve to minimize the risk of the injury. Muscles that support the back work optimally in this position. Postures that compromise the natural curvature and muscular balance of the spine place strain and tension on the supporting muscles and ligament, weakening them. Without proper support, the joints of the vertebrae are forced to carry weight they are not mean to carry.

- **BRING THE OBJECT CLOSE TO THE BODY**

Weight that is held close to the body is easier to carry – there is less load on the back and less stress on the back muscles. *Health Care Services*

- **LIFT WITH LEGS**

The muscles of the legs are strong and should be used for lifting. By using the legs it will be easier to maintain a straight back and reduce the risk of injury. Remember to bend the knees when lifting.

- **TO TURN, MOVE FEET RATHER THAN TWISTING THE WAIST**

Undesired and debilitating twisting can result if a Employee turns without moving their feet. This causes wear and tear on their back, thereby increasing the risk of injury.

- **PUTTING THE OBJECT DOWN**

When the Employee sets an object down, they are to squat down bending at the hips and knees, keep their lower back arched in, and lowering their body WITH the object

- **IF APPLICABLE: MAKE USE OF ANY SPECIAL LIFTING DEVICE AND/OR SAFETY EQUIPMENT**

If available, use cart dollies, hand trucks, straps, hoists and safety belts when appropriate.

3. When lifting oversized or heavy loads, employees are either to use a two-person lift or place a maintenance work order with the local KPI office to have the object(s) lifted.
  - If a two-person lift takes place, both Employees will agree on one person to direct the lift, and cue the other employees when to begin the lift so that the lift is conducted at the same time. The object should be level and moved smoothly. Lowering the object is to be cued by the directing Employee and done at the same time, making sure that fingers are kept away from the bottom of the object.
4. When lifting longer object, be especially careful that the ends do not hit anyone or anything. Unless object is too heavy, it should be carried over the shoulder.
5. When lifting bags or sacks:
  - Pay attention to the weight of the bag(s) being lifted.
  - Do not overload any bags or sacks.
  - Carry them in a safe manner, using good body mechanics.
  - Carry one bag/sack at a time, if necessary.
  - Use carts or other lifting devices, if available.
  - Ask for help, if available.
  - Employees are not to jeopardize their back/health for the sake of saving a little time.
6. Disability and/or death benefits (relating to Workers Compensation Insurance) can be decreased if an injury is caused by the Employees failure to abide by the policies and procedures listed above, including the use of safety devices that are provided in accordance with a statute or KPI companies policy. Compensation can also be reduced if the injury is caused by the Employees failure to obey a reasonable safety rule/policy adopted and enforced by KPI of which notice was given.

## Transferring Clients

1. All transfers, regardless of method or devices used, must involve the following techniques:
  - **THE FOLLOWING TECHNIQUES MUST BE INCORPORATED INTO ALL TRANSFER METHOD:**
    - When transferring any client, give only the level of assistance that is necessary to aid the transfer.
    - Because of liability for injury to client and Employees, Employees are to transfer in a manner that eliminates or significantly reduces risk of injury.
    - Clients requiring total transfer assistance (that is, cannot bear weight or help) must have some kind of prescribed hydraulic lifting equipment or a second trained Employee for a 2-person transfer.
      - A single Employee must not lift (bear all or most of a client weight) during any transfer, unless explicit written permission is obtained from KPI risk, Safety & business Manager (608-326-5536)
    - Employees are to ensure that there is no “hug-type” transfers performed. These transfers allow for client to grab around a transferring employees neck.
    - Employees must be confident in their ability & physical strength before performing any client transfer. They are not to jeopardize their back/health for the sake of saving a little time.
    - Employees must be sensitive to protecting any tubes or other attachments extending from the client.
    - Always transfer across the shortest distance
    - If applicable, adjust bed to a convenient height.
    - For stand pivot transfers have the client wear rubber soled shoes or snug rubber soled slippers.
    - For standing pivot transfers move client towards their strong side, and assist at their weak side.
    - If necessary, use a gait belt on the client to get a firm grip for the stand pivot transfers. Refer to the section below labeled (c)(ii)(1), listed on the following page.
    - Secure the client after transfer to make comfortable and prevent falling.
    - Use hydraulic lifting equipment when available and when prescribed by a physician.
    - No one transfer method can fit all client abilities. Use a transfer method prescribed for AND appropriate for each client.
    - **If there are areas of concern before the transfer takes place, the employee is required to either adjust their strategy or stop request assistance from another trained employee.**
  - **PLAN BEFORE TRANSFERING** Assess the situation to see if problems can be avoided before unnecessary injury takes place. Assess the client ability to participate in the transfer, taking note of the following:
    - **Physiological Condition:** learn how to reliable client basic body functions are (circulation, posture, and so on)
    - **Mobility:** Become aware of the client ability to move freely. Assess if joint motions are restricted.
    - **Strength/Endurance:** assess whether the client possesses the strength to be of assistance or not. Employees are to do their best to find out if fatigue may prevent the completion of the transfer.

- **Balance:** Assess if the client has a tendency to fall or lean to one side, have muscle spasms, have seizures or other factors that would affect the Client's balance.
- **Understanding:** Make it clear to the client, and fellow Employees if applicable, exactly what is being attempted. Give short, simple commands – then work together. Misunderstandings are a big cause of injury because each person will proceed forward with a different plan in mind.
- **Motivation:** Determine if the client is eager and willing, or reluctant/unmotivated, if unmotivated, is pain or fear of something a factor?
- **SELECT THE APPROPRIATE TRANSFER METHOD**
  - **Dependent Transfers:** Transfers requiring minimal or no active participation by a client. Dependent transfers include any hydraulic lifting equipment, such as Hoyer and Sarah lifts, the 2-person transferring techniques and they like.
    - Hydraulic lifting equipment are mechanical devices that provide a method for one person to transfer a client. Hydraulic lifting equipment are to be used for the client prescribed and according to the manufacturer's operating instructions and after receiving training from a qualified Employee.
    - For the 2 person transfer technique, employees must receive training specific to the client requiring this technique. This is a mandatory task to be completed during Employee On-The-Job training.
  - **Assisted Transfers:** transfers requiring some client participation. Assisted transfers can include the sliding board transfer and assisted standing pivot transfer using techniques/devices, including a gait belt.
    - Gait belts should be used to help provide control of the client during assisted transfers. They are to be used as a method of purpose of lifting the client.
    - Please note that when performing dependent standing pivot transfers, the hug-type transfer method is not allowed due to risk of neck/back injury, and the like.
- **STAND CLOSE TO THE CLIENT OR THE HYDRAULIC LIFTING EQUIPMENT WITH FEET THAT ARE SHOULDER WIDTH APART/ BEND AT THE HIPS AND KNEES, PREPARE THE CLIENT FOR TRANSFERRING, TIGHTEN THE STOMACH MUSCLES WHILE PULLING SHOULDERS BACK AND STICKING THE CHEST OUT TO ALLOW THE LOWER BACK TO ARCH:**
  - A wide base of support will make an employee more stable on their feet. Feet should be spread apart during transfers. Bend at the knees to allow the legs to do the work instead of the back. The Employee will be able to transfer the standing client while maintaining good body mechanics or be in a position to maneuver hydraulic lift devices in a safe manner.
  - Employee must keep their back in its natural curve to minimize the risk of injury. Muscles that support the back work optimally in this position. Postures that compromise the natural curvature and muscular balance of the spine place strain and tension on the supporting muscles and ligaments, weakening them. Without proper support the joints of the vertebrae are forced to carry weight they are not meant to carry.
- **EXPLAIN TO THE CLIENT WHAT WILL BE TAKING PLACE**
  - Always take the time to explain to the client what will be taking place during the transfer. This allows the Employee and Client to mentally prepare for the move.

No matter what the cognitive level of the client no matter what the disability, the Employee must take the time to explain to the client.

- An explanation should include:
  - Informing the Client about the transfer using language that is understandable to them.
  - Letting the Client know what they are expected to do.
  - Using commands or counting to synchronize the actions of all involved in the transfer.
- **ENSURE THAT ALL EQUIPMENT IS STABILIZED AND READY:**
  - Make sure all lift pads, slings and other devices are properly placed on the client.
  - Make sure all chains, hooks, Velcro straps, and other attaching devices are securely attached.
  - Make sure that any wheel brakes are locked/engaged, that footrest and related equipment will not interfere, and that any lifts are in a transfer-ready position.
- **COMPLETING THE TRANSFER:**
  - A transfer is not considered complete until the client is safe in the new position.
  - Before any client safety devices are securely fastened or in place.
  - Return all transfer equipment to their proper storage area.

7. Disability and/or death benefits (relating to Workers Compensation Insurance) can be decreased if an injury is caused by the Employees failure to abide by the policies and procedures listed above, including the use of safety devices that are provided in accordance with a statute or KPI policy. Compensation can also be reduced if the injury is caused by the Employees failure to obey a reasonable safety rule/policy adopted/enforced by the KPI of which notice was given.

KPI, Inc.

Home Health Care Services

# AUTHORIZATION TO PREFORM CRIMINAL BACKGROUND CHECK

I authorize KPI, Inc. to perform a Criminal Background Check on me for purposes of employment only.

I understand that KPI, Inc. waits to hire until the results come back.

KPI, Inc.

*Home Health Care Services*

## WISCONSIN ACT 172

Wisconsin Statute section 50.065 (as amended by 2007 Wis. Act 172) requires KPI, Inc. to disclose certain information from caregiver background checks to consumers and guardians of those consumers. The purpose behind this form is to notify you of this requirement and to document your acknowledgement of this authority.

“By my signature below, I acknowledge that by law, KPI, Inc. can release certain conviction information to consumers under my care and the guardians of such consumers as required by Wisconsin Statute section 50.065 (as amended by 2007 Wis. Act 172).”

“In accordance with Wisconsin law, I authorize release of this information to any and all consumers for whom I may potentially provide personal care services and the guardians of such consumers.”

KPI, Inc.

# **KPI, INC.**

## **EMPLOYMENT POLICIES**

### **EQUAL EMPLOYMENT OPPORTUNITY**

KPI, Inc. provides equal employment opportunities to all employees and job applicants without regard to race, creed, religion, marital status, sex, national origin, ancestry, age, sexual orientation, disability, arrest or conviction records (unless substantially related to job), membership in the national guard or reserves, status as a Vietnam era or a special disabled veteran. This applies to all aspects of employment, including hiring, placement, promotion, termination, layoff, transfer, leaves of absence, compensation, and training. KPI, Inc. does not discriminate against any of their employees or clients, and KPI, Inc. will not tolerate any form of discrimination from any of its staff or employees. Any form of discrimination will be grounds for immediate termination of employment with KPI, Inc.

### **AMERICANS WITH DISABILITIES ACT**

KPI, Inc. complies with all aspects of the Americans with Disabilities Act (ADA) and state handicap laws. This means that we will not discriminate against qualified individuals with a disability in any phase of the employment relationship, including application for employment hiring, promotions and/or advancement opportunities, termination, compensation, training, and any other terms, conditions or privileges of employment.

### **PERSONAL FILES**

KPI, Inc. maintains personnel files on each of our employees. These files contain such things as tax election forms and training and education certificates of completion. It is important that these files be kept up to date at all times. Employees must notify KPI, Inc. of any changes in any such information, such as changes in name, address, telephone number, marital status, tax elections, etc.

### **ABSENTEEISM AND TARDINESS**

Attendance and a commitment to an agreed-upon schedule is essential to the efficient delivery of quality home health services. It is also a measure of an Employee's overall performance. If you are unable to keep a shift because of illness or family emergency, you must notify your Employer a minimum of two (2) hours before the start of your shift. Earlier notification of more than two (2) hours would be desirable and appreciated. Please understand that you may be asked to supply a doctor's statement if absenteeism is due to an extended spell of illness. The statement must tell us when you are able to return to work. Leaving a message on a voicemail is acceptable. One (1) failure to notify KPI, Inc. prior to absence or two (2) tardinesses could result in discharge of employment for misconduct.

### **ALCOHOL AND DRUG POLICY**

KPI, Inc. prohibits its Employees from using, possessing, distributing, selling, or being under the influence of any illegal drugs during working hours, including lunch or other break periods. Federal law

requires Employees to notify KPI, Inc. of any criminal drug statute conviction for a drug violation occurring in the workplace no later than five (5) days after the conviction. An Employee experiencing a problem with alcohol or drug use is encouraged to seek counseling and may contact KPI, Inc. for referral information.

### **PERSONAL APPEARANCE**

Casual dress is acceptable in the home health care setting. Examples of casual dress may include khakis, jeans, slacks, polo shirts, golf shirts, walking shorts. Inappropriate attire, such as bike shorts, spandex, caps, articles that have offensive language, ripped or torn clothing, articles that are too tight, too revealing, too short, etc., are not acceptable. Clothing should be neat and clean and communicate professionalism.

### **CONFIDENTIALITY**

Any business transacted by KPI, Inc. or any of its Employees with a provider or subscriber is confidential and must be treated as such. Information between a health care provider and a client is confidential, both by the medical code of ethics and by law. The confidential nature of the medical relationship extends not only to the diagnosis, treatment, or conversation between provider and client, but even to the fact that a visit to a physician or other provider was made. All of a client's individually identifiable health information (IIHI), whether contained in the medical records or otherwise, is confidential.

### **EMPLOYEE CODE OF ETHICAL CONDUCT**

As an Employee of KPI, Inc., I can help maintain the integrity of the company and agree to promote an atmosphere conducive to the delivery of quality health care services. In that regard, I hereby agree, as further conditions of my employment:

1. To observe company policy and guidelines and laws governing KPI, Inc. and its Employees.
2. To put forth my finest efforts and pledge the highest levels of integrity and quality I am capable of achieving, making sincere effort to be present for work and using my work time productively.
3. To maintain my own physical and mental health, avoiding drugs, alcohol and other substances in kind and amount that would impair my physical or mental well-being and my ability to perform my assigned duties.
4. To comply with the company's policy on confidential information, unless specific disclosure is fully authorized.
5. To refrain from discussing any employment-related or Employee/Employer relationship issues with any client or other Employee of the company.
6. Not to accept anything of value (gifts, favors, meals, entertainment, hospitality, transportation, discounts, etc.) if it could reasonably be expected to influence my actions or judgment, or could reasonably appear to influence my actions or judgment as an Employee of the company.

7. To maintain the integrity (validity, accuracy, and completeness) of all company information and communications to which I become privy or which I am involved in creating, processing or recording, avoiding exaggerations and overstatements and false information in all personnel and business-related communications. This includes accurate reporting of start and end times on assigned shifts.

## **TERMINATION**

KPI, Inc. may immediately terminate an Employee for no reason or for any legally permissible reason, including (without limitation) as a result of any of the following:

Upon the revocation, suspension, or restriction of the Employee's license to practice or certification to practice.

Upon a finding of a court of law or an agency of the federal or any state government that an Employee is guilty of fraud, dishonesty, or other acts of misconduct in his/her rendering of professional services.

Frequent lateness, insubordination, intoxication/drug use, theft, unexcused absence, soliciting tips or gifts.

Fourteen (14) days advance notice of termination shall be given by the Employee.

## **STATE LICENSURE/CERTIFICATION**

RN and LPN Employees providing care on behalf of KPI, Inc. must maintain current state licensure, CPR certification, and be comfortable and skilled with the ventilator. Each such Employee shall furnish the company with a copy of these licensures and/or certifications prior to employment.

## **INSURANCE**

Each Employee is responsible for his or her own malpractice and health insurance coverage.

## **WORK ASSIGNMENTS**

Clients of KPI, Inc. may receive skilled nursing services or supportive homecare services anywhere from zero to twenty-four (0-24) hours a day, up to seven (7) days a week. All Employees will be required to share weekend coverage consisting of Saturday and Sunday day shifts and Friday and Saturday night shifts. From time to time, there may be Employees who prefer to work weekend shifts. When this is the case, the weekend requirement for each other Employee will be reduced. It will be each Employee's responsibility to provide the company with such employee's weekend scheduling preference and any other schedule request a minimum of four (4) weeks prior to the following month. If there is a conflict with weekend coverage due to requests from several Employees to be off the same weekend, these requests will be honored in the order they were submitted (and the company's



determination thereof will be definitive). Every attempt will be made to maintain a weekly set schedule to ensure continuity and consistency in meeting the needs of the client. No hours are guaranteed to any Employee providing services on behalf of KPI, Inc. This is due to the nature of home care services in that medical conditions, hospitalizations, death, or other circumstances can vary and change abruptly. Holidays shall be treated in a manner similar to weekends for scheduling purposes. Every effort will be made to accommodate location requests, however, you may be expected to travel beyond your requested area.



KPI, Inc.

Home Health Care Services

# AGREEMENT TO STANDARDS

I understand that KPI, Inc. is a temporary employment service and cannot guarantee any number of hours in any given week. Even if I work a full week, I cannot expect the same number of hours in the following weeks or months. I have been fully advised that after I am employed, I will be terminated if I violate any of the following standards:

1. Verbal and/or physical abuse of any client or employer.
2. Accept an assignment and not notify KPI, Inc. that I will not be going to work or not appearing for work on a current assignment without notifying this agency.
3. Excessive lateness or absenteeism; that is, more than two (2) times within a one-month period.
4. Sleep on assignment, unless assignment is a Sleep-Over or a Live-In.
5. Violation of the Confidentiality Policy.
6. Misrepresent reference sources.
7. Misrepresent time worked on an assignment.
8. Take any object or money that belongs to a client of KPI, Inc., accept money or gifts from clients, or make long-distance phone calls without permission.
9. Work directly for a client whose services originated with KPI, Inc.
10. Use of alcohol or drugs of any kind before or during work schedule.
11. Refusal to comply with assigned duties or dress code on assignment; unsatisfactory job performance.
12. Appear for work accompanied by any other person, i.e. take children to work with you.
13. Leave an assignment before scheduled time unless approved by the supervisor.
14. Lack of cooperation.
15. Violation of "Policies for Caregivers" in the Employee Policy Handbook.
16. If I am currently not working on an assignment for KPI, Inc. I will call this agency each week with the times I am available for assignment. I understand that if I do not call with my availability each week, I will be considered voluntarily unavailable for assignment effective the day following my last assignment.

I hereby agree that, for a period of 90 days after termination of my employment for any reason, I will not accept employment, directly or indirectly, by or from any client of KPI, Inc. for whom I performed services while working for this agency.

I hereby acknowledge that I understand this agency's *Agreement to Standards*, and I received a copy of KPI, Inc.'s *Agreement to Standards* which states grounds for termination.

# EMPLOYEE APPEAL PROCESS

Every employee of KPI, Inc. has the right to request a review of a disciplinary action within fifteen days of the written notification of such action by KPI, Inc.

1. KPI, Inc. office personnel will complete an Incident/Counseling Report (ICR).
2. The employee named in the ICR will have the opportunity to review the complete written report.
3. The employee should respond in writing on the ICR under the “Employee Response to Incident.” The employee may request more paper if she/he cannot complete their account in the allocated space.
4. If the employee does not agree with the proposed action to be taken by KPI, Inc., the employee may appeal the action to the counselor's supervisor.
5. The chain of command is as follows: Accounts Manager to Office Supervisor to RN Supervisor to President/Director.
6. The decision of the President/Director/Administrator is final.
7. This agency reserves the right to suspend an employee without pay during the appeal process if the safety of the client is an issue.

## **JOB DESCRIPTION**

### **Personal Care Workers**

#### Position Description:

A Personal Care Worker (PCW) is a non-licensed member of the home health care team who assists the client with the tasks of daily living as outlined in a written care plan that is established by a Registered Nurse Supervisor and is kept in the client's home. PCWs are supervised by the RN Supervisor at this agency and receive scheduling direction from KPI, Inc. staffing Coordinator.

#### Qualifications:

1. Must complete KPI, Inc.'s employment and certification process.
2. Must be at least 16 years of age.
3. Must be physically able to perform the duties of the position.
4. Must exhibit mature responsible behavior, and understand the need for patient confidentiality.
5. Must be able to read, write and speak English.
6. Must be able to follow direction and accurately report to the RN Supervisor any changes in client's condition.
7. Must have available reliable transportation to and from assignments.

#### Duties:

The duties of a PCW may include, but are not limited to the following:

1. Recording pertinent information pertaining to the client's care.
2. Reminding clients to take medication at the appropriate time.
3. Planning and preparing meals according to specific dietary requirements of the client, and if necessary, feeding the client.
4. Assisting the client with therapy exercises under the direction of a Registered Therapist.
5. Assisting or performing personal care including hair care, oral hygiene, bathing, grooming, and dressing.
6. Assisting with ambulation with or without mechanical aids.
7. Assisting with routine bodily functions: Example, toileting.
8. Maintaining a safe, clean and healthy environment through light housekeeping including changing bed linens, dusting and vacuuming, cleaning kitchen and bathroom, and laundry.
9. Providing companionship and stimulation for the client including reading, walks, etc.; and accompanying the client to doctors or other appointments.
10. Grocery shopping or other errands when needed.
11. Performing other housekeeping tasks as indicated in the care plan.
12. Taking client's vital signs and recording input and output.
13. Observing and reporting changes in client's condition to this agency's RN Supervisor.
14. Accurately preparing daily records and submitting them to the office by date due.
15. Participating in in-service education programs.

#### Employee May Not:

1. Cut the nails of any patient unless authorized by RN Supervisor.
2. Perform any type of heavy housework such as cleaning stoves with oven cleaners, moving heavy furniture or appliances, etc.

**JOB DESCRIPTION**  
**Registered Nurse (Field Staff)**

Position Description:

A Registered Nurse is a professional member of the health care team who provides skilled nursing care to clients under an established Physician Plan of Treatment, in compliance with the Nurse Practice Act, and adheres to the policies and procedures of KPI, Inc. This position reports to the Nursing Supervisor. In an institutional setting this person reports to the designated person.

Qualifications:

1. Must possess a valid current nursing license under the State Board of Nursing.
2. Must have a minimum of one-year experience in an acute care setting.
3. Must possess and maintain current cardiopulmonary resuscitation certification.
4. Must be of mature and responsible character.
5. Must possess current knowledge of the disease process; emergency interventions and health care measures pertinent for each individual client.
6. Must possess good observational nursing judgment and effective communication skills.
7. Must be of good physical and mental health.
8. Must complete KPI, Inc. employment process.

Duties:

The duties and responsibilities include, but are not limited to:

1. Provide specialized nursing care.
2. Observe and provide ongoing assessment of client and family circumstances.
3. Communicate client changes and needs to the physician and Nursing Supervisor.
4. Initiation of preventive, rehabilitative and therapeutic measures.
5. Teach safety precautions; medication actions and interactions; appropriate health care measures.
6. Administration of medications, treatments and other modalities as ordered by the attending physician.
7. Maintain current skills, knowledge and information by continued education programs.
8. Document accurately and submit timely the nursing notes, according to KPI, Inc. standards.
9. Work in cooperation with facility administration and personnel.

Performance:

Performance is deemed competent when the Registered Nurse:

1. Demonstrates ability to provide nursing care within the parameters of the State Nurse Practice Act and the policies and procedures of KPI, Inc.
2. Demonstrates ability to initiate and implement a realistic care plan.
3. Demonstrates ability to continually assess a client's changing physical, emotional and social condition.
4. Demonstrates effective communication skills.
5. Demonstrates ability to document pertinent information and submit records in accordance with KPI, Inc. policies.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Agency Authorized Signature: \_\_\_\_\_

**JOB DESCRIPTION**  
**LICENSED PRACTICAL NURSE**

Position Description:

A Licensed Practical Nurse (LPN) is a professional member of the health care team whose primary responsibility is providing direct nursing care under the supervision of a physician and registered nurse in accordance with the Nurse Practice Act regulations of the State Board of Nursing. This position reports to the Nursing Supervisor. In an institutional setting this position reports to the designated person.

Qualifications:

1. Must possess valid current license under the State Board of Nursing.
2. Must be of mature and responsible character.
3. Must possess general knowledge of the disease process and medication action.
4. Must possess knowledge of necessary actions in emergency situations.
5. Must be able to effectively communicate with the client, their significant others and the Nursing Supervisor.
6. Must be in good physical and mental health.
7. Must complete KPI, Inc.'s employment process.

Duties:

The duties and responsibilities include, but are not limited to:

1. Provide direct nursing care of sub-acute, chronically ill and convalescent clients.
2. Administer medications and therapeutic treatments according to a prescribed regimen.
3. Monitor client's condition including effectiveness of treatments and medications.
4. Notify supervisor of changes in client's condition.
5. Teach the client appropriate self-care techniques.
6. Document accurately and submit timely the nursing notes, according to agency standards.
7. Work in cooperation with facility administration and personnel.
8. Participate in continuing educational programs.

Performance:

Performance is deemed competent when the LPN:

1. Demonstrates ability to provide nursing care within the parameters of the State Nurse Practice Act and the policies and procedures of KPI, Inc.
2. Demonstrates ability to implement a client's care plan.
3. Demonstrates ability to accurately monitor a client's condition.
4. Demonstrates effective communication skills.
5. Demonstrates ability to document pertinent information and submit records in accordance with KPI, Inc. policy.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Agency Authorized Signature: \_\_\_\_\_