



HEART TO HOME HOMECARE SERVICE

AWAKE OVERNIGHT / NO SLEEP POLICY

Effective Date: _____

Reviewed/Revised: _____

Approved By: _____

Purpose

Heart to Home Homecare Service is committed to protecting the health, safety, and well-being of participants receiving authorized awake overnight services. Caregivers assigned to an Awake Overnight shift must remain awake, alert, attentive, and available to respond to the participant's needs throughout the entire scheduled shift.

Policy

Sleeping or napping while assigned to an Awake Overnight shift is prohibited. The caregiver must remain available to perform all authorized services identified in the participant's Plan of Care/Person-Centered Service Plan and respond promptly to participant needs. A caregiver who becomes ill, excessively fatigued, or otherwise unable to safely complete the assignment must contact the agency immediately and may not simply sleep while remaining responsible for the participant.

Overnight Caregiver Duties

Caregivers must perform only the duties authorized and applicable to the participant's Plan of Care. Duties may include safety and supervision monitoring; toileting and incontinence assistance; transfers; turning and repositioning; mobility or ambulation assistance; fall-prevention measures; fluids or hydration assistance; medication reminders or prompting when authorized; responding to participant requests; monitoring and reporting changes in condition; participant-related light tasks; maintaining a safe environment; and documenting services, incidents, emergencies, hospitalizations, or other concerns as required.

Maintaining Alertness

Caregivers are expected to take reasonable steps to remain alert. When participant needs permit, appropriate quiet activities may be used to support alertness, provided those activities do not interfere with supervision, responsiveness, or assigned duties. The caregiver must remain able to immediately respond to the participant throughout the shift.

HHAeXchange Documentation and End-of-Shift Certification

HHAeXchange is the agency's official electronic record for the Awake Overnight end-of-shift certification. Each caregiver assigned to an Awake Overnight shift must complete all applicable authorized duties and service documentation in HHAeXchange and complete the Overnight Awake Certification at the conclusion of the shift.

Time-Stamped Certification Requirement

The HHAeXchange certification is electronically date- and time-stamped. The certification may not be completed, submitted, or attested to before the caregiver's Awake Overnight shift has ended. Pre-completing the certification is prohibited. The caregiver must provide services for the full scheduled shift before making the end-of-shift certification. A certification showing a completion time before the end of the shift, or other documentation that appears inconsistent with the scheduled or actual visit, may be referred for supervisory review.

Required HHAeXchange Certification

At the end of each Awake Overnight shift, the caregiver must certify that: (1) the caregiver remained awake, alert, attentive, and available to the participant throughout the shift; (2) all applicable authorized duties required by the participant's Plan of Care were completed; (3) the caregiver responded to the participant's needs during the shift; (4) required service documentation was completed accurately; and (5) changes in condition, incidents, unusual occurrences, or concerns were documented and reported according to agency policy.

Accuracy of Duties and Service Documentation

Only services and duties actually performed may be documented as completed. Caregivers must not check off, certify, or otherwise document a task that was not performed. Documentation must accurately reflect the care provided during the visit.

Agency Monitoring and Review

Heart to Home may monitor compliance through HHAeXchange clock-in and clock-out records, the electronic date/time of the end-of-shift certification, completed duties and service documentation, service notes, incident or change-in-condition reporting, participant/family feedback, supervisory contact, quality reviews, and other appropriate monitoring methods. Missing, early, inconsistent, or questionable documentation may be reviewed by agency management.

Failure to Comply / Falsification

Sleeping during an Awake Overnight shift, pre-completing the end-of-shift certification, falsely certifying that the caregiver remained awake, documenting duties that were not performed, falsifying EVV or service records, or knowingly submitting inaccurate information is prohibited. Depending on the circumstances, violations may result in retraining, corrective action, removal from overnight assignments, or disciplinary action up to and including termination. Allegations involving participant harm, neglect, abandonment, or another reportable event will be handled according to applicable agency incident-management and reporting procedures.

Suggested HHAeXchange End-of-Shift Certification Statement

I certify that I remained awake, alert, attentive, and available to the participant throughout my entire Awake Overnight shift. I certify that I completed all applicable authorized duties and services required by the participant's Plan of Care and accurately documented the services provided in HHAeXchange. I have documented and reported any changes in condition, incidents, unusual occurrences, or concerns as required. I understand that this certification is electronically date- and time-stamped, may not be completed before the end of my shift, and that false or inaccurate documentation may result in corrective or disciplinary action.