

Phree Space Inc. Non-Medical Chore Care Provider Handbook

Professional Policies & Procedures for Home Help and Holistic Care

Serving with Dignity - Safety - Compassion - Universal Care

Table of Contents

- 1. Introduction & Mission
- 2. Organizational Overview
- 3. Code of Conduct & Ethics
- 4. Client Rights & Responsibilities
- 5. Non-Discrimination Policy
- 6. Scope of Services
- 7. Caregiver Requirements & Conduct
- 8. Background Checks & Screening
- 9. Training & Continuing Education
- 10. Confidentiality & HIPAA Compliance
- 11. Workplace Safety & Incident Reporting
- 12. Infection Control & Cleanliness Standards
- 13. Documentation & Record Keeping
- 14. Emergency Preparedness & Procedures

15. Client Grievances & Complaint Resolution

16. Service Plan Development & Review

17. Quality Assurance & Monitoring

18. Cultural & Holistic Care Integration

19. Acknowledgment of Handbook

1. Introduction & Mission

Phree Space Inc. is a Michigan-based, non-profit organization providing holistic, non-medical home care and chore assistance to eligible individuals. Our mission is to enhance the dignity, independence, and daily well-being of those we serve, blending professional standards with spiritual

2. Organizational Overview

Business Structure: 501(c)(3) Non-Profit

respect and care.

Services Provided:

- Light Housekeeping

- Meal Preparation

- Laundry & Linen Changes

- Errands & Grocery Assistance

- Holistic Space Cleansing (upon request)

- Compassionate Check-Ins & Wellness Support

3. Code of Conduct & Ethics

Caregivers and staff must:

- Treat all clients with dignity, respect, and compassion

- Uphold honesty, professionalism, and boundaries

- Maintain confidentiality of all client information
- Report concerns or hazards immediately
- Abstain from discrimination or exploitation
- 4. Client Rights & Responsibilities

Clients have the right to:

- Receive respectful, safe, and quality services
- Be informed of their service plan
- Refuse services without retaliation
- File complaints or grievances

Clients are responsible for:

- Providing accurate health & household information
- Treating caregivers respectfully
- Following agreed-upon safety protocols