

CORDOVA CONSULTING

1 2 2 2 7 P H I L A D E L P H I A S T R E E T .
W H I T T I E R , C A 9 0 6 0 1

RESPIRE SERVICE PROGRAM

Consumer Handout

562-946-4959 office

562-946-4858 fax

Email: Office@ccrespitem.com

Website: ccrespitem.com

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Business Model

Agency Description

Cordova Consulting will hire parent referred employees, keep all documents, insurance, perform payroll functions and make all necessary payments to state and federal agencies on behalf of the parents receiving respite services as employer of record.

Statement of Need

Giving parents respite services that are affordable and flexible. Some of the parent's biggest concerns are:

1. Other agencies require minimum number of hours worked per shift, scheduling is not flexible enough.
2. Parents are unable or unwilling to take on formal business function, insurance, workers compensation, payroll functions to comply with Federal guidelines.
3. Parents will have direct access to their employees, will manage and schedule employee hours.
4. Other agencies do not have a regular pay schedule and or pay the employee as an independent contractor.

Mission Statement/Service Philosophy

Giving consumers respite services that are affordable and flexible.

Definitions

“Agency” for the purpose of respite, is Cordova Consulting who is to provide employment services at the request of the consumer. We provide service to hire, pay and maintain payroll records on behalf of the consumer requesting respite services from their Regional Center. We do not provide oversight, supervision, or work schedule, these responsibilities remain with the consumer and family being served.

“Caretaking” for the purpose of respite, is the use of a Cordova Consulting employee for the general care of the consumer. If hours of work performed are not authorized by Regional Center, exceed the daily or weekly maximums that Cordova Consulting is authorized to pay, or an individual employee works over 40 hours per Sunday- Saturday week, these hours constitute caretaking. Payment for caretaking is the sole responsibility of the parent. Rates and terms of caretaking are between the caretaker and the parent.

“Consumer” for the purpose of respite services, is any individual receiving services through a Regional Center within the state of California.

“Employee” for the purpose of respite services, means any person 18 years or older, legally authorized to work in the USA. Employees must hold at the minimum a valid First Aid/CPR AED Card, complete any state and federal requirements, and be willing and able to provide respite services to a specific consumer.

“Employment” for the purpose of respite, is the co-employment of respite workers under the parent’s request to which Cordova Consulting has limited liability to the nature of the employment relationship. Cordova Consulting is responsible for payroll, employment qualifications, and record keeping services only. The parent has the day to day management responsibility of the respite worker. Both parent and Cordova Consulting have the right to terminate any employee and both the parent and Cordova Consulting must agree to hire the employee.

“Family” for the purpose of respite, is the individuals that reside, live with the consumer.

“Home-Based” for the purpose of respite, is the ability for a consumer to achieve the least restrictive environment during In-Home-Respite. Consumer can participate in home-based activities such as taking walks around the block, walking to a local park for play, or any other activity that is in proximity of the consumers home.

“Community-Based” for the purpose of respite, is any activity in the community such as going grocery shopping, going to the movies, going to a restraint, to which the consumer is traveling away from home to attend.

“Parent” for the purpose of respite, is the parent(s) or legal guardian(s) of the consumer.

“Respite” is the intermittent or regularly scheduled, temporary, non-medical care of a Regional Center consumer.

“Respite Worker” for the purpose of respite, is the employee used to perform respite services.

Program Plan

1. Purpose of the Program:
 - a. The respite program is designed to allow parent of disabled individuals to have time for themselves.
 - b. This program will provide intermittent or regularly scheduled, temporary, non-medical care and supervision.
2. Goals:
 - a. Relieve parent from the constantly demanding responsibility of caring for a consumer.
3. Objectives:
 - a. Assist the parent in maintaining the consumer at home.
 - b. Provide appropriate care and supervision to protect the consumer's safety in the absence of parent.
 - c. Attend to the consumer's basic self-help needs and other activities of daily living.
4. Methods:
 - a. By allowing the consumer's parent to select and manage their respite worker, we provide the parent with personal power, freedom, and the ability to utilize their personal knowledge of their unique situation and consumers needs.
5. By keeping the consumer out of an institution and in a familiar and comfortable environment we hope to foster a stronger sense of family, and community awareness and belonging.

Consumer Descriptors

Cordova Consulting will accept any family with a person in the Regional Center system that qualifies for respite services pursuant to the determination by the ID team in a California Regional Center Area which meets the following criteria...

1. The Consumer resides with a family member(s) as described in Title 17, section 54302 (a) (22) and the need for the services is agreed by the family member(s) and the ID team.
2. The consumer's IPP includes an objective which can be met by an in-home respite service agency.
3. The Regional Center concurs that the agency's services are appropriate.
4. The consumer meets the service criteria pursuant to section 56784 of title 17 regulations.
 - a. At a minimum the client must be willing to cooperate with the respite service caretaker in self-care tasks or complete tasks independently.
 - b. Client must have physical and medical conditions that do not require in home medical treatment by a medical professional unless the medical professional is present during respite services.
 - c. Client must exhibit non-violent activity for at least three months prior to respite services being provided. Violent activities include – kicking, biting, hitting, banging one's self or others to the point of bruising greater than 2 inches, punctures or lacerations to the skin.
5. The consumer seeking services must provide candidates for respite services that are approved and managed by the consumer and will be hired by Cordova Consulting for payroll, employment qualification, and record keeping purposes.
6. The consumer may provide, as many or as few candidates as they feel are necessary to perform respite services without limitation of time or frequency.
7. The consumer's family must be able to communicate in English or Spanish.
8. The consumer's parent must provide emergency forms and consent for medical services.

The consumer will exit the program when Regional Center, Consumer, or Cordova Consulting deem this situation to be beneficial to the needs of one or more the parties involved.

1. Regional Center issues a determination that continued receipt of services from the agency jeopardizes the consumer's health or safety.
2. The consumer or authorized consumer representative makes a written or oral request to the Regional Center to discontinue receipt of the Agency's services.
3. The consumer moves to an area outside the vendor's service area.
4. The ID team determines that the in-home respite services are no longer required to meet the consumer's needs.
5. The vendor determines that its agency no longer meets the consumer's needs.
 - a. When the vendor has made a determination to terminate in-home respite services because the consumer represents a threat to the health and welfare of the consumer, other individuals in the home, or the vendor agency's staff, the basis of such determination shall be documented within three days by the vendor in the consumer case file maintained pursuant to section 56798 of title 17 regulations.

Terms of Service

Cordova Consulting and parent will jointly hire and terminate employment of respite workers. Cordova consulting will pay and maintain employment records on behalf of the consumer for respite service only. Parent will manage the day to day activity and hours worked of the respite worker. Respite service is the temporary or regularly scheduled, non-medical care of a Regional Center Consumer. It is not tutoring, housekeeping, or any other personal services. Respite workers may take the consumer into the community to the extent that the parent would allow a caretaker to go into the community for home-based excursions only. Walks around the block, and a trip to the local public park are some examples of acceptable excursions from the consumer's home. Community-Based trips to a movie theater, grocery store, respite worker errands are some examples of excursions that are not allowed. Regional Center provides other vendors for Community-Based Services, ask your caseworker about those services. Any excursions from the home or duties performed outside of the scope of respite to which the parent has instructed the employee to perform and the employee agrees to perform become non-respite domestic jobs. Domestic job rate of pay, terms of employment, and payment to the employee become the sole responsibility of the parent. Any excursions from the home or activities performed outside of the scope of respite performed by the respite worker without direct consent of the parent or Cordova Consulting is immediate grounds for termination of employment.

Hiring Respite Service Provider

Cordova Consulting will provide the consumer's parent with employment applications upon request of the parent. The consumer's parent will distribute the application to potential employees or instruct the employee to report to our office to complete and submit the employment application. The Consumer's parent will individually train each new respite worker prior to their first day of service with regards to their consumer's specific needs. Cordova Consulting will have the respite worker fill out and verify all required documents before the respite service is paid to that employee.

Emergency services will be allowed at the parents discretion however the new employee must comply with all orientation and training prior to their second day of service. The Parent is required to notify Cordova Consulting prior to any emergency respite services being rendered. All new employees are subject to orientation regardless of experience and qualifications.

1. Federal forms filled out, I9, W4
2. Copy of Drivers License, Social Security Card, First Aid/CPR AED certificate
3. Review and sign off on client service application
4. Review and sign off on approved emergency procedures
5. Sign off on approved time card and reporting/documenting procedures.
6. Sign off on pay-rate, pay period, and pay day for each pay period.
7. Sign off on consumers privacy rights.

Training Respite Service Provider

Cordova Consulting will encourage but not require additional training unless stipulated by the client, Regional Center and/or government agencies. Cordova Consulting will provide opportunities to take or renew their First Aid/CPR AED card through our classes at a shared expense, employee will purchase the required book Cordova Consulting will provide and pay for the instruction. Employee is allowed to obtain their First Aid/CPR AED card outside of our program but will not be reimbursed for such expense and any outside course must be "Hands On Training," no internet classes are accepted. Employee agrees to obtain or renew their First Aid/CPR AED card within 30 days of expiration for face termination of employment until the card is renewed.

Paying Respite Service Provider

Starting wage is currently minimum wage. Wage increases are subject to availability of funds, employee performance, not guaranteed and have no regularly scheduled timeframes. Employment as a respite worker is part-time has no guaranteed benefits and has no guarantee of hours or continued employment. Employment is subject to the continued request of the parent to use services by the employee.

There is no overtime authorized and an employee is only allowed to work a maximum of 40 hours per Sunday - Saturday week. Any work performed beyond the stated maximums is the responsibility of the consumer's parent to be paid as caretaker. When the consumer is authorized beyond 40 hours per week then the consumer must have in place the necessary staff to accommodate those hours without exceeding the maximum hours per employee. Consumers may make special arrangements with Cordova Consulting to authorize the use of overtime on an event by event basis.

Cordova Consulting pay period is monthly. Payments are issued between the 1st and the 5th of each month. Checks will be held for pick-up or distributed via direct deposit. Employees picking up their check must present their ID to receive their check.

Cordova Consulting is not required to mail the employee a paycheck. If we need you to come into the office you will receive a call or email to that effect. If employee is picking up their check their identification must be presented to receive the check. If an employee is sending someone else to pick up their check a hand written note stating, "Date, I (employees first and last name) give permission for (authorized persons first and last name) to pick up my check. Employees signature"

If the employee has lost their check multiple times or has multiple uncashed checks disciplinary action can/will be taken.

Employees are required to use the EVVCompliance website app to record their hours in real-time as they are worked. Errors on logged-in Shifts may be corrected using the Time Sheet tab. If a shift is worked but not logged-in, the employee must call the office as soon as possible to obtaining assistance in recording the shift.

Employees will receive a per diem of \$1.00 per hour up to \$40.00 per month for using the EVVCompliance app. Any hours called into the office will forfeit the per diem.

Any hours corrected at the office and turned in after the 4th of the month will be processed and paid until the 1st of the next month. Payment of late hours is subject to the ability of Cordova Consulting to invoice the hours back to Regional Center. In the event that Cordova Consulting cannot invoice the hours submitted, the parent is responsible to pay for work performed as caretaking not respite. Any unauthorized hours on the timesheet including any hours over 40 hours per week that are not paid by Cordova will be the responsibility of the parent to pay as caretaking not respite, unless other arrangements have been made prior to the work being performed.

Office hours are 9:00am through 5:00pm Monday through Friday except holidays. In the event that a payday falls on Saturday or a holiday, Cordova Consulting will issue checks on the previous business day for pickups only, and on the next business day for mailed checks. In the event that a payday falls on Sunday Cordova Consulting will issue checks on the next business day.

Amendment to payroll policy

Cordova Consulting encourages employees to enroll in direct deposit. Otherwise employees will need to come into the office to pick up their check. For the purpose of facilitating check pick up for the first 5 business days (Monday-Friday) of the month the office will have extended office hours, the office will remain open until 6:00 pm for picking up paychecks only. Effective March 1st 2024 all payments for authorized hours will be processed by the 5th business day of the month. Any shift corrections after the 4th business day of the month will be paid the following month. Any unauthorized hours will be paid the next available payroll period after Regional Center authorizes those hours.

Respite Service Provider and Consumers Privacy Rights

Respite worker will at no time communicate with any individual the disability, medical history, services, medications, treatments being rendered to the consumer except when necessary to maintain the health and wellness of the consumer. Violation of the consumer's privacy can result in immediate termination of employment.

Consumers Protection Policy

Regional Center Zero Tolerance Policy: Anyone seeing abuse of their consumer is required to notify us immediately at 562-946-4959. If you get an answering machine leave your name, the consumer's name, date and time of the abuse and your phone number.

Grievances

The director will take grievances by employees or clients. Verbal grievances will be listened and responded to within 72 hours of the complaint. Written grievances will be read and responded to within 48 hours of receipt. All grievances will be documented and placed into the client and or employee's file. After the initial response to any grievance Cordova Consulting will have three weeks to develop and put into place an action plan to correct or prevent said grievance from occurring again if such action is warranted.

Parent agrees to resolve legal matters in binding arbitration where Cordova Consulting will select the arbitrator. Jurisdiction shall be Los Angeles County, California.

Incident Reporting

Cordova Consulting complies with all of Cal-OSHA standards and practices and will use the “Vendor Special Incident Report” form provided by Regional Center. Employees are required to report verbally to the Administrator or Director at the earliest opportunity in the event of a recordable incident. The Administrator or Director will notify Regional Center and other authorities as required, verbally within 24 hours and written within 48 hours.

In the event an emergency occur the respite worker will follow the written procedures posted at the worksite. These procedures include but may not be limited to...

1. Assess the severity of emergency.
2. If a medical emergency call 911. **DO NOT TRANSPORT CLIENT IN YOUR PERSONAL VEHICLE.** Call 911.
 - a. Call 911 for emergency services.
 - b. Call parents, family member or authorized consumers representative at _____
 - c. Call office at **562-716-1305**, 562-946-4959, or **562-201-6180**.
 - d. Call client’s service coordinator at _____
 - e. Fill out injury report.
3. If in-home first aid is required inform parents as marked below and make notes on your time sheet including date, time and description of incident.
 - [] Call parents at _____
 - [] Inform parents when they return home.

Accounting/Billing/Office Hours

Cordova Consulting is on a cash accounting system beginning January 1st and ending December 31st. Cordova Consulting will pay salaried employees on a monthly basis on or before the 5th business day of every month. Cordova Consulting will pay hourly employees on or before the 5th business day of every month for hours clocked in and hours authorized.

Administrative hours, Monday through Friday, are 9:00am to 5:00pm. Contact phone numbers are 562-946-4959 office, English after hour's 562-716-1305 cell phone and Spanish after hour's 562-201-6180 cell phone. Calling cell phones after hours is for consultation and information purposes only we cannot help you resolve specific administrative issues after hours.

Cordova Consulting is closed on weekends and the following holidays. New Year's Day, 4th of July, Thanksgiving Weekend, Christmas Eve, Christmas Day, Day after Christmas when that day is a Friday.

Point of Service Process

1. Cordova Consulting is contacted by a regional center service coordinator and provided with a contact name, case number and phone number of a perspective client.
2. Cordova Consulting will contact client or client representative and explain the program, how it works, and the necessary forms to fill out.
3. Client will come into our office to fill out necessary forms.
4. Cordova Consulting will call service coordinator and determine mutually agreeable start date for services.

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EMERGENCY PROCEDURES

- 1) Assess the severity of emergency.
- 2) If a medical emergency call 911. DO NOT TRANSPORT CLIENT IN YOUR PERSONAL VEHICLE. Call 911.
 - a) Call 911 for emergency services.
 - b) Call parents/guardian, family member or authorized consumers representative at _____
 - c) Call office at 562-946-4959, or 562-201-6180 or 562-716-1305.
 - d) Call client's service coordinator at _____
 - e) Fill out injury report.
- 3) If in-home first aid is required inform parents as marked below and make notes on your time sheet including date, time and description of incident.
 - (a) Call parents at _____
 - (b) Inform parents when they return home.

Copy of Consumer Contract

Respite Service Contract

Fill out and return in envelope provided

Client Name _____ Birth date _____

Address _____

City _____ State _____ Zip _____

Phone _____ Cell phone _____

email _____

Parent/Guardian _____ Relationship _____ Contact Number _____

Parent/Guardian/Other _____ Relationship _____ Contact Number _____

Other _____ Relationship _____ Contact Number _____

Regional Center _____ Caseworker name and phone _____

Respite Service Contract

- Parent(s)/Guardian(s), hereafter referenced as parent, will provide candidates for hire and Cordova Consulting will hire them so long as they meet or exceed the minimum requirements to perform the respite service.
- Parent agrees to assume all responsibility as to the character, integrity, and qualifications of respite worker(s) hired.
- Parent may hire as many respite workers as needed to perform the respite service.
- Parent release Cordova Consulting and Regional Center from any liability due to misconduct or criminal activity performed by the respite worker(s).
- Parent will provide respite workers with monthly time sheets and during their first month of service an employment package to be filled out and returned to our office prior to the employee's first paycheck.
- Total hours turned in by all employees must not exceed the authorized hours provided by Regional Center.
- Parent can choose to give respite worker more hours than authorized by Regional Center or allow more than 40 hours per week however, they will be responsible to pay the employee directly for those hours as caretaking not respite.
- Parent understands and agrees that Cordova Consulting does not allow or pay overtime. Parent agrees to pay employee for all hours that exceed 8 hours per day or 40 hours per week directly to employee as a caretaker and not a respite worker per the terms and agreement between parent and the caretaker.
- Parent has been given, read, understands, and agrees with definitions, program plan, consumer descriptors, and terms of service contained within the Consumers Handout.
- Parent has been given, read, understands, and agrees with hiring, training, paying, and terminating employment of respite workers as contained within the Consumers Handout.
- Parent has been given, read, understands, and agrees with the grievance procedures and remedies as provided within the Consumers Handout.
- Parent has been given, read, understands, and agrees with all other aspects not specifically stated here but present within the Consumers Handout with regards to respite services.
- Parent understands that by having services rendered constitutes acceptance of all of the terms of this contract even if such acceptance is passive in nature. If this form is not signed and turned in when service is rendered then acceptance of this contract is passive.

Parents signature

Date

Copy of Emergency Consent Form

Emergency Consent Form

Client Name	Birth date	

Address		

City	State	Zip

Phone	Cell phone	

Insurance Company	Medical ID	

Doctors Name	Phone	

Doctors Address		

Doctors City	State	Zip code

I, _____, as parent or legal guardian of the above named person do hereby authorize and consent to any x-ray, examination, anesthetic, medication, or surgical procedure or treatment and hospitalization care which is deemed advisable by, and is to be rendered under the general or special supervision of any physician or surgeon licensed under the provisions of the Medical Practice act, in the event of an emergency when personal authorization cannot be obtained immediately pursuant to section 25.8 of the Civil Code of California.

Signature	Date

Emergency Consent Form

Please describe any medical concerns that the medical professional may need to know. Attach on separate page if needed.

Medical Disabilities:

Allergies:

Medications:

Infectious, contagious or communicable conditions:

Special Nutritional Needs

Special care needs:

Other viable information:



EVV COMPLIANCE Quick Guide

For Step-by- Step instructions go to www.ccrespite.com

Cordova.evvcompliance.org

Log in - **Employee Email**

Default Password: **CCEVV2020**

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Downloading The App


On a Smart Phone, Tablet or Computer use the default web browser (Safari, Google, etc..) In the Address Bar (not the search bar) Type:

Cordova.evvcompliance.org

Or go to the Cordova consulting Website ccrespite.com. A pop-up window EvvCompliance will display. Choose Learn more. Choose the **Get the App** button. This will open the above website.

If the Learn More window does not display, go to EVVCOMPLIANCE in the menu. Choose the **Get the App** button. This will open the above website.

iPhone Procedures – Default Browser is SAFARI

1. When the main page displays, Scroll Up to reveal the symbols at the bottom of the screen.
2. After scrolling up, the icons on the bottom of the screen will appear.
3. Press the Share Button 
4. When the page changes scroll up to reveal a list of options
5. Look for and choose “[Add to Home Screen](#)”.
6. A screen titled “Add to Home Page” will display Choose [Add](#)
7. Scroll through the device’s pages and search for the App Icon. The app icon will have a picture of a blue person and a pink person in a Hi-5 action. The background may be different depending on the particular phone setting.

Android Procedures- Default Browser is often Chrome

1. When the main page displays touch the 3 dots in the top right corner.
2. A list will display. Depending on the device the list may have the option to use Chrome – Choose this option. If this option is not offered move on to #3 below.
3. Touch the 3 dots again. When the menu list displays, choose [Add to Home screen or Download App](#)
4. A small screen will pop up. Press [Add](#).
5. Scroll through the device pages and search for the app icon. The app icon will have a picture of a blue person and a pink person in a Hi-5 action. The background may be different depending on the particular phone/device setting. Tap the Icon to open the app.



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Using the App

Log In


1. Scroll sideways in the device pages and search for the App Icon. The app icon will have a picture of a blue person and a pink person in a Hi-5 action. The background may be different depending on the particular phone setting. Select the app by pressing the icon.
2. Sign-In by typing your email address in the Email* box. (This will be the employee email on file with the employer's office).
3. In the Password* box type in all capital letters **CCEVV2020** (for first time log-in). If the password was changed, type in the password you created.
 - a. To see the password, touch the eye icon.
 - b. Optional: Touch the box next to "Keep me signed in" This will reveal a check mark .
 - c. Touch [Sign In](#)
4. When the screen asking, "allow Cordova to access your location?" displays, **Allow** must be chosen or the app will not work!

Beginning a New Shift

1. Begin a New Shift by choosing **New Shift**.
2. On the **New Shift** screen select the *Service Type* by touching the black, down arrow.
3. Select the service being provided for this shift.
4. Next select the client you are working with this shift.
5. In the *Estimated Shift Time* box type the number of hours you expect to work for the shift.
6. Press Start Shift.

Location

When the **Start Shift** map screen displays, type in a note about your current location in the *Description** box (for example: "Home," "Client's house," etc...)

1. GPS will ping your location and place a red marker  on the map.
2. When finished typing the description choose **Check In**.
3. If a warning "Geolocation Error," "**Getting Location Access Denied**" displays, access will need to be allowed in the device settings. See Trouble Shooting, page for instructions.

Main Screen

This Screen has the service type and client name displayed at the top. There are many options available on this page. It is the apps main page. When reaching this page:

1. The App may be closed.



EVVCOMPLIANCE Quick Guide

2. Put the device away and begin working with the client.
3. Other functions on the device may be used while the App is running in the background.

End Shift

At the end of your shift, re-open the app and touch the **End Shift** icon.

1. When the end location screen displays type a note about your current location in the *Description** box (e.g... "Home," "Client's House" etc.).
2. When finished typing, Touch **Check Out**.

Time Difference Reason

1. If this page displays, read the list and pick a reason for the difference between the estimated time and the actual time.
2. Touch the white dot next to the reason that best fits your situation.
3. Touch the blue check mark in the upper right-hand corner to submit this page.
4. On the Shift Duration page type in the correct number of hours for your shift in the white box. Touch the blue Check mark to submit the change.
5. On the next page choose **Ok** to confirm the change.

Review Shift

The **Review Shift Details** page has 3 sections. Both the Employee and the Parent/Guardian should review these sections.

1. The *Shift Details* icon goes over Logged-in Locations and Receipts.
2. The *Notes* icon will review any notes the employee made during the visit.
3. The *Signature* icon opens a screen for the worker/caretaker and the guardian/consumer to sign. **Signatures must be completed to end the shift.**

Signatures

1. When the Signature page is displayed, touch the appropriate box for yourself (Guardian/Consumer or Caretaker).
2. The page will change to a larger box. Turn the device sideways (landscape) for signing.
3. Use your finger or device tool to write your signature.
4. Touch Confirm when finished.
5. Pass the device to the other person for their signature.

Submit Shift/Log Out

1. Once both signatures are complete. Press Submit Shift.
2. When the Submit Confirmation page displays, choose **OK**.
3. When the Shift Submitted page displays, choose **OK**.
4. When the home screen page displays, choose **Log Out**.



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More Functions

Recording Sick Hours

1. On the **New Shift** screen select the *Service Type* by touching the black, down arrow.
2. Choose **Sick**
3. The client box will turn grey and will be locked – leave blank. No client will display for sick pay.
4. Place the number of hours being claimed as sick pay for this day.
5. The screen **Sick Hours Request** will display. Confirm or correct the number of hours you are requesting as sick time.
6. Touch **Submit Shift**
7. When the **Sick Hours Request** page displays, read the information and confirm the hours are correct.
8. Touch **Submit Shift.**
9. Log-out.

Time Sheet Tab

Touch the Time Sheet tab to view the Time Sheet Calendar.

Time Sheet Calendar

1. The current month, **Time Sheet** calendar will display.
2. Towards the top will be the client's name.
3. To view multiple clients, touch the arrow next to the **CLIENT Name** box.
4. Information regarding the client's and employee's hours related to this client will be displayed.
5. On the calendar grid:
 - Grey boxes are dates with no hours recorded.
 - White boxes with a number inside are dates and hours recorded.
 - Blue boxes at the end of each week show the total hours worked in the week for the identified client.
6. To view different months, use the side arrows at the top of the calendar.

Remember, employees may NOT exceed 40 hours each week. If families have more hours, multiple employees should be used.

View Shift

1. To view the details of a shift and make corrections, touch the box with the shift hours indicated.
2. A window will display with the shifts worked on the selected date. Touch the shift you would like to correct.

Corrections can only be made to shifts that have been logged into the app. If the app does not show hours for a date worked, call the office for support.



EVVCOMPLIANCE Quick Guide

Edit Shift

1. The Edit Shift page provides the Estimated Shift Time, Recorded Shift Time, and Time I Actually Worked which is the hours to be paid.
2. To make a correction change the hours in the box labeled “Time I Actually Worked.”
3. Touch **Update**.

Notes

Notes Must be added:

1. When the client sustains an injury.
2. When there is an incident that effects the client’s, employee’s, or other’s health and safety.

Notes Should be added:

1. When family requests information to be noted.
2. When anything unusual happens.
3. When employee has concerns or questions about the client/activities/meals/etc... that the employee wants to remember to discuss with the family.

Notes Could be added:

1. To share about the client’s day.
2. To assist the employee in remembering something important or interesting.

Logging notes

1. To begin logging a note into the app, choose the **Notes** Icon on the top menu line.
2. When the notes page is displayed, touch the white box to begin typing.
3. When finished typing the note, touch the check mark in the upper right-hand corner to save and submit the note.
4. The Main page will return.
5. If more notes need to be added later, just touch the Notes Icon again.
6. When the notes page displays, touch the white box and write another note on the same page as the previous note.
7. Touch the check mark to save and submit the note.
8. To exit out of the page without saving information, touch the X in the top left-hand corner.

Language Options

The app can be displayed in both English and Spanish.

1. To Change the language setting log-in as usual then choose the My Account icon.
2. On the My Account page, in the *Language** box, touch the down arrow to choose English or Spanish.
3. Touch the X in the upper left-hand corner to exit out of the page.



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Trouble Shooting

For Personal Assistance with using the App, Please Come in-person to the office as many phones are different and staff will need to see the particular phone to best support your needs.

Log-in not working:

1. Are you on the correct website? cordova.evvcompliance.org
 - i. The picture should look like the one below with a picture of the two people touching hands.



2. The log-in information is the EMPLOYEE'S Email.
3. Check that there are No Typos. Touch the little grey eye shape in the Password box to see the password typed.
4. Try writing the email in all lowercase.
5. Try writing the email with the first letter upper case and the rest of the email lowercase.
6. The Default Password must be in all Capital letters, one continuous string **CCEVV2020**
7. If the default password was changed and you cannot remember your new password tap Forgot Password and have instructions sent to your email to make a new Password.
8. Call the office for further support.

Forgot to log-in

1. Same day - Long in immediately and complete the process.
2. Hours may be corrected at a later time for logged-in shifts by using the Time Sheet tab.
3. Different day – Call the office as soon as possible for notification of the unrecorded shift.

Forgot to log-out

1. Log out as soon as you notice. Use the reason for change page to correct the hours.
2. You may log-out of an old shift and start a new shift on the same day.

No internet/cell service/airplane mode

1. Check all settings are correct.
2. Connect phone to home internet server if possible.



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3. Log in on another device Tablet/Laptop/desktop/ that has internet connection.
4. Complete the process at a later time when service is connected and use “reason for time difference” page to document the issue and log the correct time.
5. Correct the time on the Time Sheet calendar
6. Call the office for Support

Frozen App

After logging-in on another device the app is frozen on the phone. Close the app on the phone and log-in again.

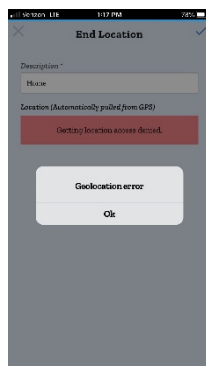
TypeError

If a “**TypeError**” message displays when trying to do the map location, then the phone/device may be blocking or unable to use too the geolocation. See below to correct the geolocation, or try using a different device (different phone, laptop, desktop, tablet).



Geolocation Error

If a geolocation error message, “Getting location access denied” displays, the location services for the phone’s/device’s websites is turned off or blocked.



Allowing Geolocation:

When the device’s location service is off or blocked, follow the steps to correct this setting:



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Please be advised that both Android and Apple will update where these settings are located on a fairly frequent basis. We will do our best to keep the steps below up to date, but if you find these steps to no longer be accurate, searching for "reset (device type) location settings" should provide you with the most recent reset path.

iPHONE:

To change the geolocation settings for an iPhone try the following options:

Option 1

- I. Settings
- II. Privacy
- III. Location services
- IV. Turn on
- V. Scroll to find SAFARI or Safari websites
- VI. Allow, or allow while using the app.
- VII. Close the app and re-open.
- VIII. Choose Location at the bottom of the page and try the geolocation again.

Option 2

- I. Settings
- II. Scroll down to **Safari**, Touch Safari
- III. Scroll down to **Location**, touch location
- IV. Choose **Ask or Allow**
- V. Close the app and re-open.
- VI. Choose Location at the bottom of the page and try the geolocation again.

Option 3

- I. Settings
- II. General
- III. Reset
- IV. Reset Location and Privacy – this option will reset ALL the location and privacy settings for all the apps on the device.

ANDROID:

Androids have many different instructions depending on the particular phone:
Try the different options below:



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Option 1

- I. Settings
- II. Location or Security and Location
- III. Add Permissions
- IV. Google or Chrome
- V. Choose Allow while using the App.
- VI. Close the app and re-open.
- VII. Choose Location at the bottom of the page and try the geolocation again.

Option 2

- I. Open Chrome
- II. Tap Settings (usually 3 dots in the top right corner of the browser)
- III. Tap Site Settings
- IV. Check to make sure Location says "Ask First," if not, change it to "Ask First"
- V. Tap Location
- VI. Tap Blocked
- VII. Look for **cordova.evvcompliance.org**, or **evvcompliance.org** in this list, it is alphabetical.
- VIII. Tap Clear and Reset, or Allow
- IX. Close the app and re-open.
- X. Choose Location at the bottom of the page and try the geolocation again.

Option 3

- I. Open Chrome
- II. Tap Settings (usually 3 dots in the top right corner of the browser)
- III. Tap Site Settings
- IV. Check to make sure Location says "Ask First," if not change it to "Ask First"
- V. Tap Location
- VI. Tap All Sites up top
- VII. Look for EVVCompliance in this list, it is alphabetical
- VIII. Tap Clear and Reset
- IX. Close the app and re-open.
- X. Choose Location at the bottom of the page and try the geolocation again.

Option 4 – Other issues - These steps may vary slight depending on the Android device version.

- I. Solution 1: Toggle the GPS
 - Turn off the device's GPS for some time (30 secs) then turn it on and allow it to search for the location again.
- II. Solution 2: Toggle Airplane Mode



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- Switch it On and wait for 15-20 seconds before switching it Off again.
- III. Solution 3: Remove the Phone Case
 - There have been some instances where the phone's case can cause an obstruction for the GPS.
- IV. Solution 4: Power Saving Mode
 - Power Saving Mode disables some important functions like Wi-Fi and GPS. In order to use the EVVCompliance app and use the GPS feature, Power Saving mode must be disabled.
- V. Solution 5: Restart the Android Device
 - Restart the Android device and try using the GPS again. The GPS problem may fix itself with a simple restart.
- VI. Solution 6: Tweak the GPS Settings
 - To check the GPS settings of the phone/device, follow these steps:
 - Go to the settings menu of the device
 - Scroll to check for Location and tap on it
 - Under Location, tap on Mode
 - "High Accuracy Mode" should be set.
- VII. Solution 7: Enable Location Permission for EVVCompliance
 - Make sure that EVVCompliance has permission to use your location. This setting can be reached by going to [Settings] > [Applications] > EVVCompliance
- VIII. Solution 8: Clear Cache and Data for Maps to fix GPS issues on Android
 - Go to the Settings menu of the device.
 - Scroll down to find Application Manager and tap on it
 - Under the Downloaded Apps tab, look for Maps and tap on it
 - Now tap on Clear Cache and confirm it on the pop-up box.
 - Once the cache files are cleared, tap on Clear Data.

Signature Box

When the signature page does not lock in place and allow you to sign the box on your phone:

1. Try rotating the phone the other direction. If you turned it to the right to get landscape mode then turn it to the left to get landscape mode, or vice versa.
2. In landscape mode tip the phone so it is straight up and down and see if it locks the rotation in place.
3. Unlock the device's screen lock setting.

iPHONE

- a. Swipe up from the bottom, or down from top.
- b. Locate the icon that looks like a lock.
- c. Tap this icon and unlock the screen lock.



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ANDROID

- a. Swipe down from the top of the screen to see the notification drawer.
 - b. Find the phone symbol (tilted to the side) Titled "Auto Rotate".
 - c. Tap this icon to turn On/Off.
 - d. Or Ask the phone manufacturer how to turn on/off the Screen Rotation.
4. It may be necessary to:
- a. Completely turn off the app by swiping it off the screen:
 - I. Restart the app. It will open to the main page.
 - II. Touch Location and retry getting the map location.
 - b. Delete the app completely off the phone/device and reinstall it.
 - I. Log-in
 - II. App will open to the main Respite page.
 - III. Touch **Location** and retry getting the map location.

Contact the Office

Cordova Consulting: 12227 Philadelphia Street, Whittier, CA 90601

Phone: (562)-946-4959 Email: timesheets@ccrespite.com Website: ccrespite.com

Hours: Monday – Friday: 9:00 AM – 5:00 PM: Closed on weekends and major holidays.

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