

Carter's Caring Caregivers

Policies & Procedures Manual

This manual outlines the standard operating procedures and policies for Carter's Caring Caregivers, a non-medical home care agency operating in the State of Georgia. These procedures ensure that all services are delivered with professionalism, compassion, and in compliance with state regulations.

1. Client Intake & Service Planning

- Initial assessments are conducted by a trained administrator to determine service needs.
- Each client will have a written service plan including type, frequency, and scope of services.
- Service plans will be reviewed every 90 days or when a client's needs change.

2. Scope of Services Provided

- Only non-medical services are provided (e.g., personal care, companionship, meal prep, light housekeeping).
- No medication administration, wound care, or other skilled tasks will be performed.

3. Caregiver Qualifications & Hiring

- All staff must pass a fingerprint-based criminal background check and TB screening.
- References will be verified prior to hire.

4. Training & Supervision

- All caregivers will complete at least 8 hours of orientation training.
- Supervisors will conduct in-home visits at least every 92 days.

5. Client Rights & Grievances

- Clients have the right to respectful, safe, and confidential services.
- Grievances will be addressed within 5 business days.

6. Emergency & Incident Reporting

- All incidents must be reported to the supervisor immediately and documented within 24 hours.
- Caregivers must be trained to handle basic emergencies and call 911 when needed.

7. Infection Control & Safety

- Standard precautions must be followed (e.g., hand hygiene, use of gloves).
- Home safety checks will be conducted regularly.

8. Code of Conduct

- Caregivers must maintain professional boundaries at all times.
- Any suspected abuse or neglect must be reported immediately.
- There should be no photos or videos of clients with or without their consent!

9. Confidentiality

- All client information is confidential and protected under HIPAA guidelines.

10. Service Termination

- Services may be discontinued by the client or agency with appropriate notice.
- Unsafe conditions or unmet service needs may result in service termination.

Acknowledgment of Receipt

I acknowledge that I have received, read, and understand the Policies and Procedures Manual for Carter's Caring Caregivers. I agree to abide by the guidelines and expectations outlined within.

Caregiver Name (Printed): _____

Signature: _____

Date: _____