

# EMPLOYEE HANDBOOK



HANFORD HOME HEALTH  
VERSION 2.0 – OCTOBER 2024

# WELCOME TO HANFORD HOME HEALTH!

Welcome to our team! We are truly grateful to have you join our remarkable group of nurses who are dedicated to providing the highest level of care to our patients.

A little about us: We are a mother-daughter team who started this business in April 2020, right at the beginning of the COVID-19 lockdown. We have carefully selected you to be part of our team because you were either highly recommended by an exceptional nurse or have demonstrated to us that you are one yourself.

We specialize in providing in-home healthcare to a unique group of patients, some of whom are our family members or close friends. What unites all of our patients is their possession of the Department of Labor (DOL) "White Card," also known as the EEOICPA Medical Reimbursement Card. These individuals have worked at "The Area" and have been exposed to toxins or radiation, which have resulted in life-long and, in some cases, life-threatening conditions. Our role is to help manage those conditions and provide comfort, making their lives as meaningful and unique as possible.

This employee handbook is designed to inform you about the company's philosophy, employment practices, policies, and benefits, as well as the expectations we have for conduct. While this handbook is not a contract, it does contain important guidelines that you are expected to understand and follow.

Please note that, aside from the at-will employment provision, the handbook may be updated at any time. Only authorized management has the ability to modify or alter policies in the handbook. If you hear something from management that conflicts with the handbook, please bring it to the attention of Human Resources immediately.

In the event any part of this handbook is deemed invalid or unenforceable, the remainder will remain intact. Nothing in this handbook is intended to infringe upon your rights under the National Labor Relations Act.

We ask that you take the time to read this guide carefully, familiarize yourself with the policies, and refer to it whenever questions arise. Should you need further clarification or have questions not covered in the handbook, feel free to approach your manager or Human Resources.

Additionally, you'll find a resource book containing our FAQs for your reference.

If you have any questions or need clarification, please don't hesitate to reach out!

## IMPORTANT CONTACT INFO:

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Kyli Placke, RN  
Director of Clinical Services  
E: [Kyli@hanfordhomehealth.com](mailto:Kyli@hanfordhomehealth.com)

General Office  
E: [Office@hanfordhomehealth.com](mailto:Office@hanfordhomehealth.com)  
1950 Keene Rd. Bldg M  
Richland, WA 99352  
P: (509) 302-5770 F: (855) 395-0854

Charmine Faulkner, RN  
Administrator  
E: [Charmine@hanfordhomehealth.com](mailto:Charmine@hanfordhomehealth.com)

Emergency Line:  
P: (509) 302-5770

Office Hours:  
Monday – Friday 0900-1700 Excluding Major Holidays

## ABOUT US

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Hanford Home Health, located in Tri-Cities, Washington was founded in 2020. Hanford Home Health offers a full range of services provided by their professional staff such as skilled nursing services, Home Health Aide, homemaker, companion, Physical Therapist, Occupational Therapist, Speech Therapist, and respite care aide.

## MISSION STATEMENT

At Hanford Home Health, we believe our mission is to enrich the lives of our patients, our employees, and our community by delivering compassionate, kind, quality, personal, physician directed in-home healthcare while ensuring dignity, comfort, excellence, and respect to all our multicultural clients and those that love them.

## VISION

Hanford Home Health will set the standard in nursing and rehabilitative care through clinical excellence and responsiveness to the unique needs of every patient we care for. We will be the recognized leader in clinical quality and customer satisfaction in every market we serve to better our patients' lives and our community.

## CORE VALUES

Always provide quality care & compassion for every life we touch.

Respect & appreciate each other.

Teamwork and enjoyment in working together for our clients and community.

Improve the quality of life for those we serve through the delivery of clinical excellence, extraordinary service, and compassionate care, while being recognized by our patients and their loved ones, our employees, our providers, and our community as the trusted leader in home health care and be:

1. The best place to work.
2. The best place to provide services to our patients and their families.
3. The best home health company to receive care from.

## EMERGENCY PREPAREDNESS

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Emergency Preparedness guidelines can be found on the back of your badge by scanning the QR code, on SmartCare (Aaniie), or in the patient's admission folder.

In the event of an emergency, the following procedures must be followed to ensure the safety and well-being of both patients and staff:

1. **Call 911 Immediately:** If an emergency occurs, your first action should always be to contact emergency services by dialing 911.
2. **Patient Care Protocol:** Hanford Home Health adheres to the patient's POLST (Physician Orders for Life-Sustaining Treatment) form, which is typically located on the refrigerator (green form). Based on the POLST form, only **American Heart Association (AHA) Basic Life Support (BLS)** measures should be performed, such as CPR (if appropriate) or the Heimlich maneuver.
3. **Assisting Others in an Emergency:** If another person, aside from your assigned patient, requires emergency medical attention, **ensure your patient's safety** first. Once you have confirmed your patient is safe, you may offer assistance to others as a good Samaritan within your scope of practice. All AHA BLS procedures should be followed in these situations. However, your priority remains with your assigned patient, and you must continue to reassess their safety throughout the emergency.
4. **Reassessment and Continuation of Care:** During the emergency, continually reassess your patient to ensure they remain safe and stable until additional medical personnel or emergency response teams arrive and take over care.
5. **Reporting:** Any emergency care provided must be reported to the **RN Case Manager (RNCM)**. Hanford Home Health is not responsible for care provided outside of the assigned patient setting. Registered Nurses (RNs) are expected to use their clinical judgment when assessing safety and determining appropriate actions during an emergency.

By following these guidelines, we ensure the safety of our patients while adhering to professional standards of emergency response.

## COMMUNICATION TREE

Our office hours are Monday through Friday, 9:00 AM to 5:00 PM. For **emergencies**, especially outside of regular office hours, please call immediately. For all non-urgent communication or concerns, use the **SmartCare (Aaniie)** messaging system.

Keep in mind that if you send a message late on a Friday, it may not be addressed until Monday. Please anticipate a longer response time outside our regular operating hours of Monday through Friday, 9:00 AM to 5:00 PM.

Outside of office hours, you should contact the RN Case Manager (RNCM) only for emergencies or matters that require higher authorization. For example, issues such as medication questions or refills should be directed to the appropriate pharmacy or ordering physician. All other questions should be sent via SmartCare (Aaniie) messaging system.

In the event of a local emergency, the RNCM or Director will contact you for instructions on how to proceed.

Following these guidelines helps ensure efficient communication and prioritization of urgent matters.

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## HAZARDOUS WASTE DISPOSAL

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### CONTROLLED MEDICATION DISPOSAL

To find safe medication disposal locations visit: <https://med-project.org/locations/washington/find-a-location/> and notify RNCM.

### SHARPS DISPOSAL

According to WA state ordinances, sharps are to be placed in a sharps container or plastic bottle and then placed in the regular garbage, not recycling! For new instances of sharps use within the patient's home, please contact the local waste collection company before disposal to ensure compliance.

Ed's Disposal: 509-547-2476  
Basin Disposal: 509-547-2476  
City of Richland: 509-942-7498  
Sanitary Disposal: 541-567-8842  
Waste Management: 509-586-7555

### SPILLS

The caregiver will be responsible for monitoring use of chemicals and maintaining proper PPE with household chemical use according to manufacturer standards in well-ventilated areas.

## SAFETY AND HOUSEHOLD CARE GUIDELINES

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### GENERAL SAFETY

- Ensure that doors are always locked and windows are closed at night when appropriate.
- Verify that garages are closed and gates are locked to maintain a secure environment.
- Follow proper oven and microwave safety practices according to manufacturer guidelines to prevent accidents.

### SMOKE ALARMS

If a smoke alarm begins beeping, caregivers are responsible for replacing the batteries according to the manufacturer's guidelines. Additionally, annual compliance checks will be conducted by the RN Case Manager (RNCM) in accordance with Washington State policy.

Please note that it is **not the responsibility of Hanford Home Health** to supply batteries for smoke alarms in patients' homes. Caregivers should ensure that patients or their families are aware of the need to provide replacement batteries as needed.

### LAUNDRY

- Ask the patient when they would like you to do their laundry. If there is no set schedule, laundry (including bed sheets) should be done every **Tuesday** or when the laundry bin is half full or begins to smell.
- Laundry is a shared responsibility and can be done on any shift; it is **\*\*not solely the responsibility\*\*** of the day shift.

### TRASH

- Indoor trash should be emptied when it is half full, has an odor, or is likely to develop an odor before the end of your shift.

- Familiarize yourself with the patient's trash pickup day and assist with placing and retrieving outdoor trash cans. If the patient insists on moving the trash can themselves, please provide **standby assistance** to ensure their safety while moving to and from the receptacle.

## CLEANING

- Maintaining a clean, hygienic environment is crucial for patient care. Caregivers are expected to perform light housekeeping tasks, which include:
  - Wiping down all surfaces with disinfectant.
  - Scrubbing and putting away dishes.
  - Cleaning up spills or mishaps promptly.
  - Clearing walkways of clothing or debris to ensure safe passage.
  - Keeping the caregiver's designated area **organized and clutter-free**.
- If the patient lives in an unassisted home, additional responsibilities include:
  - Vacuuming as needed.
  - Sanitizing bathroom areas.
  - Ensuring the kitchen and sleeping areas are clean and usable.

The Department of Labor provides some cleaning supplies to sanitize frequently touched surfaces and equipment related to Department of Labor-covered conditions. If you believe your patient should have specific cleaning supplies, please contact the DME (Durable Medical Equipment) company to verify if they meet the criteria.

**Note:** The responsibility for providing general household cleaning supplies beyond those offered by the Department of Labor lies with the patient or their family.

## GENERAL EMPLOYEE STANDARDS

### CHARTING ORIENTATION

- All employees are required to complete an "Orientation Shift," which may occur before or on the day of their first scheduled shift.
- Compensation for the Orientation Shift will be included in the employee's first paycheck after completing their first scheduled shift.
- These shifts are typically 1 hour long unless additional time is necessary; if you anticipate needing more time, please notify management.

### EMERGENCY CALL- OUTS

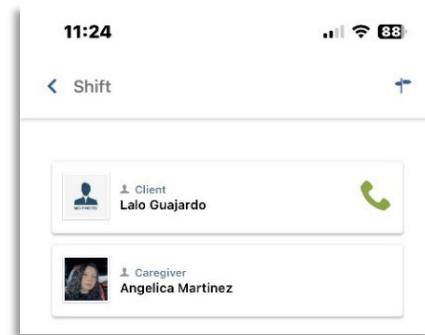
- For call-outs with less than 24 hours' notice, you may be required to provide a doctor's note or proof of significant reason for the call-out.
- All emergency call-outs must be made by **phone** at (509) 302-5770. **Do not use text messages or SmartCare (Aaniie) for emergency call-outs.**
- Documentation of all call-outs will be kept, and excessive call-outs may result in disciplinary action, including possible termination.

## TARDINESS

- Employees are expected to arrive on time for each scheduled shift. If you anticipate being more than 5 minutes late, notify the patient and the shift nurse by calling the patient's home phone.
- If you expect to be more than 15 minutes late, notify the office at (509) 302-5770.
- Ensure that you are ready to begin your shift on time and to receive a report for shift change promptly at the start of your shift.
- Excessive tardiness will result in disciplinary action, which could include termination.

### Steps to Notify the Patient (via SmartCare (Aaniie)):

1. Open the SmartCare (Aaniie) App.
2. Click "Menu" on the left-hand side.
3. Click "Schedule."
4. Click into your shift.
5. Click the green phone icon to call the patient.



## CLOCKING IN

- While logging into SmartCare (Aaniie) and using your punch card is necessary for completing tasks, **your time-in and time-out in the charting system (e.g., "Skilled Nursing Assessment" or "CNA/NAR Shift Log") will serve as your official timecard.**
- Time entries in the charting system should be confirmed for accuracy at the end of your shift.
- The Department of Labor only reimburses in 15-minute increments. Please consider this when documenting time-in and time-out to avoid lost time.

## COMPUTER AND PERSONAL PHONE USE

### Computer Use

- Computers are available at each patient's home for charting and should only be used for approved business purposes. Search and download history may be tracked.

### Do Not:

- Remove computers from the patient's home.
- Eat or drink near the computer.
- Save or change passwords on the computer.
- Download anything unrelated to patient care.

### Personal Phone Use

- You may use your personal phone or computer for charting, following these guidelines:
  - o Your device must have a PIN/password.
  - o Do not save SmartCare (Aaniie) logins.
  - o Do not download patient information to your personal device.
  - o Log out after each use.

The SmartCare (Aaniie) App is HIPAA-compliant and follows all regulations.

## DRESS CODE

- Full-time staff may request one pair of Hanford Home Health scrubs. When attending a patient's appointment, please try to wear your Hanford Home Health scrubs.
- Employees should wear scrubs or business casual attire with their Hanford Home Health badge visible. Ensure a professional appearance, avoiding graphic tees, political statements, profanity, or drug/alcohol-related attire.

- Consider keeping a spare set of scrubs in your car for emergencies.

## RECOMMENDATIONS FOR IMPROVING OPERATIONS

- Employees are encouraged to provide suggestions or recommendations to improve safety, compliance, quality assurance, or overall business operations. Use SmartCare (Aaniie) to submit your suggestions from the home screen.

## CONFIDENTIALITY AND UNAUTHORIZED DISCLOSURE

- All patient information and business data (collectively, "Information") are considered confidential and valuable assets of Hanford Home Health. Employees are prohibited from disclosing this information without written consent from Hanford Home Health.
- Any unauthorized disclosure of confidential information is a violation of this contract and may result in legal action.

## UNAUTHORIZED DISCLOSURE OF INFORMATION

- If Hanford Home Health suspects an employee has disclosed confidential information in violation of HIPAA, the company may seek an injunction to prevent further disclosure and may pursue other legal remedies, including claims for losses and damages.

## CERTIFICATION REQUIREMENTS

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### DRIVER'S LICENSE

Keep up to date. Email updated documents to [office@hanfordhomehealth.com](mailto:office@hanfordhomehealth.com). Any violation while on the job or any violation outside the job that may result in legal action must immediately be reported to Kyli Placke, Director of Clinical Services.

### DRIVER'S INSURANCE

Keep up to date. Email a copy to [office@hanfordhomehealth.com](mailto:office@hanfordhomehealth.com) each time you receive a new card.

### FOOD WORKER'S CARD

- Every 2 years, you are responsible for renewing your Food Worker's Card at the \*\*Washington State Department of Health\*\* approved website: <https://www.foodworkercard.wa.gov/>

### BLS RENEWAL

- Hanford Home Health recommends **Columbia Safety** for BLS renewal. Full-time employees with one year of service may be reimbursed for BLS renewal fees by emailing the receipt to [office@hanfordhomehealth.com](mailto:office@hanfordhomehealth.com).

## PROFESSIONAL LICENSURE/CERTIFICATIONS

It is your responsibility to make sure your RN/LPN or CAN/NAR certification does not lapse and that you are completing continuing education required by the Washington State Department of Health.

**If certifications lapse, you will not be permitted to return to work until they are renewed.**

## UPDATING EMPLOYEE DEMOGRAPHICS

### Address and Name Changes

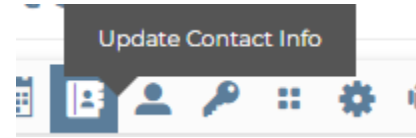
- Update your contact information in **SmartCare (Aaniie)** and the **Payroll System** as soon as



- possible.
- Upload a copy of your updated driver's license to office@hanfordhomehealth.com.

#### SmartCare (Aaniie) Contact Information Update Process:

1. Visit [https://hanfordhh.SmartCare \(Aaniie\)software.com](https://hanfordhh.SmartCare (Aaniie)software.com)
2. Log in.
3. Click "Update Contact Info" from the upper left quick bar.



#### Payroll System (ADP):

- Log in to ADP app
  - o Update Tax withholding
  - o Update Profile
  - o Update Direct Deposit

## CLIENT RELATIONS EXPECTATIONS

### MEDICATION

#### Storage

Medications must be stored in a dry, cool place, out of direct sunlight, and in accordance with manufacturer's instructions.

RNs are not to combine medications from a new bottle into an old one, even if they are the same prescription.

#### Refills

- RNs must review the patient's Medication Administration Record (MAR), verifying the dose, route, time, and ensuring an adequate medication supply.
- Caregivers are responsible for requesting medication refills when there are 10 days or fewer left in the bottle, either by phone or through the pharmacy's online refill system.

#### Disposal

- For non-controlled medications, once completed, remove the patient label from the bottle and use a black marker to obscure patient identifiers. Dispose of both the label and bottle properly.

#### Controlled Medication Count

- Patients with narcotics or controlled substances require a narcotic count at the **beginning and end** of each shift.
- Controlled medications for hospice clients must be kept in a locked safe provided by Hanford Home Health. To access these medications, caregivers must call RNCM for the safe code or key at any time (day or night).
- Any discrepancies in narcotic counts must be reported to RNCM immediately via SmartCare (Aaniie).

#### Durable Medical Equipment (DME) and Recurring Shipments

- **DME** includes monthly shipments of medical supplies such as briefs, gloves, suction equipment, and catheters, covered by the Department of Labor (DOL). Non-covered supplies will be the patient's financial responsibility.

- **Please notify the RNCM if supplies are running low or if you suspect an up-and-coming need. Certain DME require a prior authorization and can take up to 6-months for approval.**
- DME Orders are managed by Energy Workers Medical Services. Caregivers may place orders using the following contact details:
  - o Call: (801) 841-4490 (Ensure patient information is ready.)
  - o Online Ordering: <https://www.ewmsmedical.com/order-guide>

## GROOMING

- Ensure clients are dressed appropriately for meals and common areas (e.g., no pajamas during meals).
- If the client's hair is unkempt, coordinate with the client's Power of Attorney (POA) to create a grooming plan. Caregivers are responsible for basic grooming at home but not for transportation to hair appointments.

## FEEDING

- It is the collective responsibility of the home health staff to ensure the patient is eating in accordance with their care plan.
- Assist with meal preparation and feeding as necessary. Ensure the patient's appearance is clean and presentable during and after meals, with no food on the face or clothing.

## TRANSPORTATION

- When transporting a patient, use the patient's car if available. If not, the caregiver's car may be used provided the caregiver has valid insurance, an unencumbered driver's license, and the vehicle can safely accommodate the patient and necessary items.
- **Important:** Caregivers should never ride in a vehicle driven by a patient. If the patient insists on driving, the caregiver must follow in their own car and document that the patient refused transportation.

## NURSE DELEGATION

- Hanford Home Health follows the American Nurses Association (ANA) and internal policies on nurse delegation (HH 445 & HH 450).
- **RN Accountability:** Registered Nurses (RNs) are responsible for determining the level of supervision required and for overseeing delegated tasks. RNs retain accountability for patient outcomes and must ensure that delegated tasks are performed as instructed.

## COMMUNICATION WITH MEDICAL PROVIDERS

- It is within the RN's scope of practice to communicate directly with medical providers. Staff nurses are expected to assist in managing client care through the following actions:
  1. Calling in medication refill requests before the supply runs out.
  2. Scheduling necessary appointments and informing the RN Case Manager or family of these appointments.
  3. Updating treatment plans as required.
  4. Coordinating care with a multidisciplinary team.
  5. Taking verbal or telephone orders and relaying these to physicians, RN Case Managers, and staff.
  6. Updating the MAR and Care Plan with any changes.
  7. Performing other tasks within the nursing scope to support client care.

This section ensures patient safety, proper medication management, and professional coordination of care as part of Hanford Home Health's commitment to high-quality client services.

## COMPENSATION

- All overtime will be calculated based on this base pay with applicable shift differentials included.
- Payments are issued weekly on Mondays, no later than nine days after the payroll period that ends on the preceding Saturday, and are subject to applicable federal, state, and local withholdings.
- Payroll dates and schedules are subject to change with prior notice (e.g., weekly to bi-weekly pay).
- Upon termination, payments will cease; however, The Employee will be entitled to any payments for work completed prior to the termination date, provided that all equipment, uniforms, and name badges have been returned to Hanford Home Health. Additionally, any earned commissions will be paid in accordance with the company's policies and procedures.
- Please note that changes to payroll information (e.g., bank account or tax withholding updates) may take 1-2 weeks to process after a payroll period is issued.

## PAY PERIOD

- Pay periods run from Sunday through Saturday.
- Payday occurs every Monday. If a holiday falls on a Monday, payday will be the following business day.

## TIMECARD PROCEDURES

- Effective as of 03/05/23, employees must clock in and out using the SmartCare (Aaniie) app's punch card system to accurately track their hours and ensure proper compensation.
- If you forget to clock in or out, your shift's scheduled start and end times will be used by default.
- **Your time-in and time-out in the charting system (e.g., "Skilled Nursing Assessment" or "CNA/NAR Shift Log") will serve as your official timecard. Please make sure this is changed. At the end of the pay week, we will change your punch card to reflect this.**
- Timecard corrections should be submitted promptly to avoid payroll delays. Any timecard issues must be sent to "All Accountants" via SmartCare (Aaniie) by Sunday at 10:00 AM to be processed for that week's payroll. Late submissions may not be accommodated, potentially resulting in discrepancies that will be corrected in the following pay period.

### Clocking In and Out Instructions

#### Scheduled Shifts:

1. Log in to SmartCare (Aaniie).
2. Click "Menu" on the upper right-hand side.
3. Hover over the "clock" icon (punch card).
4. Select the patient assigned to your shift.
5. Click "Clock In."

#### Unscheduled Shifts:

1. Log in to SmartCare (Aaniie).
2. Click "Menu" on the upper right-hand side.
3. Hover over the "clock" icon (punch card).
4. Select "Clock In Unscheduled."
5. Choose the patient for whom you are clocking in.
6. Click "Clock In."

Employees are expected to clock in and out at the scheduled times. Accurate timekeeping is essential to ensure timely and correct payment for all hours worked.

Not letting you log in and saying that you denied geolocation?

Apple iPhone: Settings -> Privacy -> Location Services -> Safari Websites (or whichever browser you use) -> While Using the App

Android: Slide down menu and ensure location is turned on

## CHANGING TAX WITHHOLDING (UPDATING W4)

This can be done on payroll system by using your personal login and going to your profile. There will be an option for tax withholdings. As employers, we have no control over the amount withheld on taxes and it is your responsibility to consult with a tax specialist to ensure proper withholding.

Current payroll system: ADP

## EXPENSE REIMBURSEMENT

### Out-of-Pocket Expenses

Hanford Home Health will reimburse employees for pre-approved, out-of-pocket expenses incurred in accordance with company policies. All reimbursements must be authorized in advance by Hanford Home Health's administrative staff. Any expenses not pre-approved will not be eligible for reimbursement.

### Mileage

It is company policy that, when available, caregivers transport clients using the client's vehicle. In rare circumstances where the caregiver must use their own vehicle, mileage can be reported for reimbursement. To report mileage, it must be accurately logged on the Punch Card section in SmartCare (Aaniie). Mileage reimbursement is at the IRS standard reimbursement rate.

### Vehicle Damage

If any vehicle damage occurs during your shift while transporting a client or during work-related tasks, you must report the incident within 24 hours to Hanford Home Health. Please note, any damage incurred outside of your shift or outside of Hanford Home Health-related duties will not be the responsibility of Hanford Home Health.

## SCHEDULING AND SHIFT MANAGEMENT

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### VIEWING YOUR SCHEDULE

To view your schedule, you can use either the SmartCare (Aaniie) app or website:

#### On the App:

1. Open the app.
2. Click on the **Menu** icon in the upper left-hand corner.
3. Select **Schedule**.
4. Scheduled shifts will appear with a **green** calendar and a checkmark next to the date.
5. Scroll down to view your weekly shifts.

You can filter your schedule to view only scheduled or open shifts:

1. Click on the **Menu** icon in the upper right-hand corner.
2. Click on the section with an eye icon and select your preferred option.
3. Save your selection by clicking the **Save** (floppy disk) icon in the upper right-hand corner.

### On the Website:

1. Visit [https://hanfordhh.SmartCare \(Aaniie\)software.com](https://hanfordhh.SmartCare (Aaniie)software.com) and log in.
2. From the home page, hover over the **Calendar** icon in the upper left-hand corner to reveal **My Schedule**.
3. Scheduled shifts will appear in **Grey** and open shifts in **Purple**.

You can filter shifts to only view the ones you are scheduled for by selecting the drop-down menu in the upper left-hand corner, changing "show open" to "hide open."

## REQUESTING AN OPEN SHIFT

Shifts are assigned based on the following priority:

1. **Priority 1:** Full-Time Staff
2. **Priority 2:** Part-Time Staff
3. **Priority 3:** Per Diem Staff

If two employees request the same shift at the same time, the shift will be awarded based on seniority.

### On the App:

1. From the home page, click on **Menu**.
2. Select **Open Shifts**.
3. Swipe left on the shift you want to request.
4. Click the **Purple Heart** icon to complete the request.

### On the Website:

1. Visit [https://hanfordhh.SmartCare \(Aaniie\)software.com](https://hanfordhh.SmartCare (Aaniie)software.com) and log in.
2. From the home page, hover over the **Calendar** icon to reveal **My Schedule**.
3. Open shifts will appear in **Purple**.
4. Click on the shift you want to request.
5. Click **Request Shift**.

## REQUESTING TIME OFF

Time-off requests must be submitted by the last day of the month prior to the month of your requested time off. For example, time-off requests for October are due by August 31st. Since we do not have a "float team," it's essential to allow sufficient time for coverage.

- Late time-off requests will be your responsibility to fill.
- **Do not text** time-off requests; they must be submitted through **SmartCare (Aaniie)** (either via the app or website).

If SmartCare (Aaniie) does not allow you to request time off, it means that the shift/schedule has already been posted. In this case, you will need to find coverage. If you're unable to find coverage, contact the Office Manager via SmartCare (Aaniie).

### Requesting Time Off Using SmartCare (Aaniie):

#### On the App:

1. Log in and click the **Menu** in the top left-hand corner.
2. Go to **Schedule**.
3. In the top right corner, click the (+) icon.

4. Select **Time Request Off**.

#### On the Website:

1. Visit [https://hanfordhh.SmartCare \(Aaniiie\)software.com](https://hanfordhh.SmartCare (Aaniiie)software.com)
2. Log in.
3. Click **Schedule** on the homepage.
4. Select **Time Request Off** or **Paid Time Requests Off**, complete the form, and submit.

**Note:** SmartCare (Aaniiie) is the **only** platform for submitting time-off requests.

### TIME OFF REQUEST SCHEDULE

Month	Schedule Posted & Per Diem Requests Approved By	Time Off Request Due Date
January	1 <sup>st</sup> week of December	November 30th
February	1 <sup>st</sup> week of January	December 31
March	1 <sup>st</sup> week of February	January 31
April	1 <sup>st</sup> week of March	February 28/29
May	1 <sup>st</sup> week of April	March 31
<b>Prime Time: June</b>	1 <sup>st</sup> week of May	April 30
<b>Prime Time: July</b>	1 <sup>st</sup> week of June	April 30
<b>Prime Time: August</b>	1 <sup>st</sup> week of July	April 30
September	1 <sup>st</sup> week of August	July 31
October	1 <sup>st</sup> week of September	August 31
<b>Holiday Prime Time: November</b>	1 <sup>st</sup> week of October	September 30
<b>Holiday Prime Time: December</b>	1 <sup>st</sup> week of November	September 30

### SUMMER "PRIME TIME" VACATION (June 1 - September 1)

Regularly scheduled part-time and full-time staff must submit time-off requests for this period by **May 1**. While we strive to accommodate requests, **time off is not guaranteed during this period**. Per diem staff should also submit their availability to help anticipate any potential staffing shortages.

### HOLIDAYS

All regularly scheduled staff are required to work one (1) major holiday and one (1) minor holiday each year. Major holidays include New Year's Eve, New Year's Day, Thanksgiving, Christmas Eve, and Christmas Day. Minor holidays include Memorial Day, Independence Day, and Labor Day. These holidays will be rotated and assigned based on the **Holiday Prioritization List**. Staff may negotiate holiday shifts or split major holidays between agreeing team members. **Holiday shifts are paid at time and a half** if the shift starts on the holiday itself (e.g., Thanksgiving Day or Thanksgiving Night Shift).

Holiday preferences will be evaluated based on staff requests.

If a full-time or part-time employee is scheduled to work a major holiday and their shift is reassigned to another employee less than one week before the holiday, the originally scheduled employee will still receive credit for having worked the holiday.

Upon accepting a full-time or part-time position, previous holidays worked as a per diem employee will reset.

## SHIFT COVERAGE AND DROP SHIFTS

If your shift has already been scheduled and you are unable to work, Hanford Home Health will make every effort to assist in finding coverage. However, coverage is not guaranteed. \*\*You remain responsible for the shift until coverage is found\*\*, even if only partially covered. We encourage flexibility with scheduling and willingness to be assigned to other patients' homes as needed. Failure to find coverage may result in disciplinary action.

You may contact other staff for shift coverage through SmartCare (Aaniiie).

## CHARTING STANDARDS

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### ASSESSMENTS

- Complete assessments as soon as possible at the start of each shift. Vitals should be documented according to parameters set by the physician, which can be found in the "Priority Info" tab on SmartCare (Aaniiie).
- Conduct a head-to-toe assessment, which includes but is not limited to: neurological, integumentary, cardiovascular, genitourinary, mental health, gastrointestinal, endocrine, musculoskeletal, and respiratory systems. This includes checking vitals and pain levels.
- **Vitals and Skilled Nursing Assessments** must be completed at least once per shift and as needed (PRN).
- Document all care by the end of the shift and as close to the time care was provided as possible.
- Your charting is your timecard and must be accurate and complete. Ensure your signature is clear to avoid issues with billing and reimbursement.

### RECOMMENDED START OF SHIFT DAILY ROUTINE

1. Clock in.
2. Review the **Priority Change of Care**.
3. Check **Tasks**, including medication and scheduled tasks.
4. Review **Appointments** (found in tasks).
5. Check the **Notes** section on the punch card.
6. Review any **Messages**.
7. If applicable, check the patient's personal calendar.

### END OF SHIFT NOTE

Complete a note at the end of each shift using the format below, even if the shift was uneventful:

- **Summary of Shift:** Describe the shift, including any events.
- **Doctor's Appointments:** Document upcoming appointments or changes.
- **Plan of Care Changes:** Note any updates to the care plan.
- **Shift-to-Shift Communication:** Provide any essential information for the next shift.

#### Example:

- **Summary of Shift:** The patient experienced one episode of bowel incontinence. Due to back pain (7/10), he was unable to clean up and took Norco at 1100, reporting pain relief afterward. Spent most of the day napping. Ate well.
- **Doctor's Appointments:** Appointment with Dr. Zhuo on 10/01/23.
- **Plan of Care Changes:** Jardiance discontinued, and new lab orders placed. Medication removed from Mediset with a reminder sticker on the bottle.

- **Shift-to-Shift Communication:** Contacted pharmacy regarding lisinopril coverage issue. They will call the patient tomorrow with more information.

## TIME STANDARDS FOR CHARTING

- **Use Military Time** for all charting (e.g., 1400 for 2:00 PM).
- Begin each shift with a new form, clearly stating the start and end times in military time. For split shifts (if you leave and return), start a new form for the second part of the shift.

Examples:

- 0800 - Start of Shift: "Arrived at client's home, client resting in recliner, feet up, without obvious distress."
- 1600 - End of Shift: "Client denies any needs at this time. Client resting on couch and in care of wife."

Use the table below as a reference for military time:

Regular Time	Military Time	Regular Time	Military Time
12:00 AM (midnight)	0000	12:00 PM	1200
1:00 AM	0100	1:00 PM	1300
2:00 AM	0200	2:00 PM	1400
3:00 AM	0300	3:00 PM	1500
4:00 AM	0400	4:00 PM	1600
5:00 AM	0500	5:00 PM	1700
6:00 AM	0600	6:00 PM	1800
7:00 AM	0700	7:00 PM	1900
8:00 AM	0800	8:00 PM	2000
9:00 AM	0900	9:00 PM	2100
10:00 AM	1000	10:00 PM	2200
11:00 AM	1100	11:00 PM	2300

## DEPARTMENT OF LABOR (DOL) SPECIFIC CHARTING

1. **Chart Only DOL-Covered Conditions:** Limit documentation to conditions covered by the Department of Labor, found in the care plan, priority care information, or at the top of skilled nursing shift reports.
2. **Describe Assistance with Ambulation/ADLs:** Clearly document how you assisted the patient with activities of daily living (ADLs) or ambulation.
  - o Example: "Assisted patient from sitting to standing using a front-wheeled walker (FWW) with supervision."
3. **Avoid Using "Independently":** Do not describe patient tasks as "independent." Instead, detail your assistance or observations.
4. **Medication Administration:** If the patient self-administers medications, simply state: "Medications administered at 1230" or "Provided medication reminder."
5. **Pain Assessment & Reassessment:** When documenting a pain score, ensure you also chart a reassessment to evaluate the effectiveness of interventions.
6. **Document Family/Spouse Assistance:** If family or a spouse assists with the patient's care, such as transfers, make sure to note their involvement.
7. **Visual Assessment During Tasks:** While performing tasks, observe and document the patient's condition.



- Example: "After ambulation, patient's respiratory rate was 18 with 92% oxygen saturation. Patient declined shortness of breath."
- 8. **Education and Documentation:** Always document any education you provide regarding the patient's DOL-covered condition.
  - Example: "Educated patient on safe insulin administration and signs of hyper/hypoglycemia related to pancreatic cancer."
- 9. **Exclusions from Charting:**
  - **Errands:** Instead of "running errands," document: "Drove patient to medical appointment."
  - **Pet Care:** Do not document activities related to pet care.
  - **Patient Left Alone:** Avoid documenting that the patient was left alone; instead, say the patient was resting.
  - **Private Conversations:** Do not include personal conversations unrelated to care in your charting.
  - **Watching TV:** Rather than documenting passive activities like watching TV, focus on care-related tasks.

## SMARTCARE (AANIIE) CHARTING

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### DOCTOR'S APPOINTMENT LOGS

It is expected of the caregiver after every doctor's appointment to fill out the doctor's appointment logs found in SmartCare (Aaniie). Please include any vitals, assessment findings, and future appointments scheduled. It is expected that the nurse puts any follow up appointments into the **patient's tasks** and patient's personal calendar (where applicable).

#### Where to find Doctor's Appointment Logs:

1. Visit [https://hanfordhh.SmartCare \(Aaniie\)software.com](https://hanfordhh.SmartCare(Aaniie)software.com).
2. Login
3. Client Manager
4. Select picture of client you wish to document on
5. Under purple "Caregivers" tab
6. Select "Doctor's Visit Report" and Create Visit Report.

\*Aides do not have access to creating tasks. Please email [office@hanfordhomehealth.com](mailto:office@hanfordhomehealth.com) with all new appointments.

### APPOINTMENTS

#### Add all appointments to tasks:

1. Select client you are scheduling for,
2. Scroll down to "Client Managers" then
3. Scheduled Tasks
4. Create Entry
5. For appointments that require patients to be transported, please use the task "Transportation: Fulfill."
6. When making the appointment the caregiver will ensure the proper date and time is selected, while ensuring the location and name of physician being seen is typed into the field box. The caregiver will also add this to the Client Activities calendar.

## PRIORITY CHANGE OF CARE

This shall be utilized for important care plan changes passed from shift-to-shift. **This includes, but not limited to, new medications, change of medications or a new treatment order.** Please update only important, **non-opinionated** information. Only RN's have the capability to update this.

1. Client then Client Manager
2. Select "Priority Change of Care"
3. Create Notice.

BEGIN DATE	END DATE	ISSUE	DETAILS	STATUS	ACTIONS
05/11/22	05/14/22	chemo	chemo	Active	[Edit] [Print] [Share] [Delete]
03/31/22		Buy him a big mac	Buy him a big mac	Active	[Edit] [Print] [Share] [Delete]

## MEDICATIONS MASTER SCHEDULE AND MAR

The nurse shall ensure all medications administered to the patient match the patient's MAR. Whenever a medication is changed, cancelled, or added, it is the nurse's responsibility to correct the MAR to reflect the changes.

## MEDICATIONS MASTER SCHEDULE

Nurses will use the Medication Tasks to change medication times and dosages per MD orders. If orders are handwritten, please scan the order and place it into "Patient Files" and label it as appropriate.

1. Client
2. Client Manager
3. "Medication Tasks"

When inputting a new medication, there may be a couple seconds to populate the system's recommended dosages. You will select the dosages reflected in the script and add in any other details. Please ensure that any medication with a completion date is correctly input as such. Medications without a completion date should be "open-ended", and as such PRNs should be marked as PRN.

## PATIENT INCIDENT REPORTS

Incident Reports are defined as any incident where patient safety is, or almost, impacted negatively. For example, if a patient falls this should be documented as an incident report. If a patient stumbles but is caught by the RN, this should be documented as an incident report. However, if a caregiver falls, a separate form called "Caregiver Safety Incident" should be filled out instead.

1. Client
2. Client Manager
3. "Caregivers"
4. Select "Incident Report"
5. Create Report.

Please, notify your RNCM with all Incidents via SmartCare (Aaniie) Message. If patient does have a

fall, assess patient for injury, Phone Call when appropriate.

## DOCUMENT SUBMISSION

The Employee understands that all documents and chart notes must be completed by the end of each scheduled shift. All chart notes must be submitted to management before leaving the residence. This means that he/she cannot take any paper chart notes containing the patient's information outside of the residence location as this is a violation of HIPAA. The Employee will be sure to proofread their chart notes prior to submission to ensure correct documentation of: Time In/Time Out, Date of Service Provided, Credentials following Signature (i.e., RN and CNA)

**"If it is not documented, it was not done."**

## HOW TO UPLOAD FILES ON SMARTCARE (AANIIE) TO PATIENT'S FILES

This must be done on the web version on your phone or a computer (it cannot be done on the App)–

1. From home screen
2. Click "Menu"
3. "Client Management"
4. Click the patient photo you wish to access
5. Upload photos to "Memories" and files to "Client Files"

## HOW TO SEND MESSAGES ON SMARTCARE (AANIIE)

To Create New Message or View Messages:

6. From home screen
7. Click "Menu"
8. Scroll down to "Communication"
9. Click "Message Center"

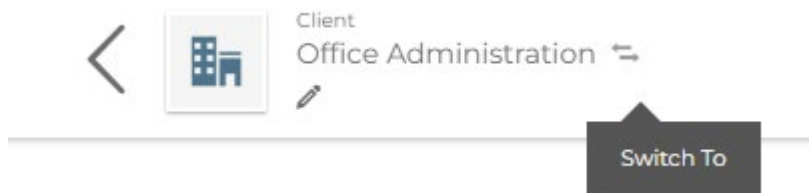
For Staff participants please put the SPECIFIC names of who you're sending the message to. If you would like a reply, please check "Enable replies" so whoever your messaging can reply to that message.

### Definitions

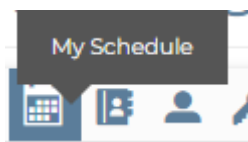
	RNs	CNAs	Payroll	Office	Kyli and Charmine
All Client Managers	✓				✓
All Staff		✓			✓
All Accountants			✓		✓
Office Manager				✓	✓
Staff Managers					✓

## HOW TO VIEW PATIENT'S SCHEDULES

1. Go to "Client Management" tab
2. Click on picture of patient you would like to view the schedule for
3. Click "Switch To"



4. Click "My Schedule"



## NARCOTIC COUNT PROCEDURE

Due to Washington State regulations, only Registered Nurses (RNs) and Licensed Practical Nurses (LPNs) are authorized to perform narcotic counts. Home health aides are not permitted to perform these counts under any circumstances.

All patients with narcotics and controlled substances are required to have a narcotic count completed for each medication. Narcotic counts must be conducted at the start and end of your shift.

For hospice clients, controlled medications will be secured in a locked safe provided by Hanford Home Health. When these medications are needed, a phone call should be made to the Director of Clinical Services to obtain the code and/or key for the safe, available 24/7. Any discrepancies in narcotic counts must be immediately reported to the Director of Clinical Services through a SmartCare (Aaniie) message.

**Paper Documentation:** To be used during SmartCare (Aaniie) downtime only.


### SmartCare (Aaniie) Procedures:

1. Log in to SmartCare (Aaniie).
2. Navigate to the "Caregivers" tab.
3. Access the "Controlled Medication Logs."




2 CONTROLLED MEDICATION LOGS						🔍	📄	⌕
CREATED BY	DRUG / STRENGTH	LOG STATUS	START DATE	COMPLETION DATE	ACTIONS			
Kylli Placke	Morphine	Current	06/08/22		⚙️ ✎️ 📄 📄 🔄 🗑️			
Charmine Faulkner	tramadol	Current	11/22/21		⚙️ ✎️ 📄 📄 🔄 🗑️			

**Please note there are two different types of documentation: Review and choose your correct type of documentation!**

### **Type 1: For all new or refilled controlled medications with a new prescription (Rx) number:**

- Select "Create Log" on the right-hand side. 
- Fill out the required information. The SIG should include both the instructions and the Rx number (e.g., "Take one tablet PO BID PRN / Rx #N3023854").
- Save the log.

### **Type 2: To document the narcotic count at shift change:**

- Click "Toggle Table Visibility" (F) to expand the controlled medication logs. 
- Click on "Add to Log" (three horizontal bars with a plus sign) to record the count for the specific medication. 
- Enter your name at the top of the list following the previous person (most recent at the top).
- Each RN or LPN must complete their own count using their individual SmartCare (Aaniie) login credentials.
- If necessary (such as completing a bottle), you may click the pencil icon to edit the core information. However, this should rarely be needed. 

Compliance with this policy is essential to ensure the safety and proper management of controlled substances.

## **SMARTCARE (AANIIE) OUTAGE**

### **PAPER CHARTING GUIDELINES**

- Black or permanent ink only. NO PENCIL!
- Must use military time on chart notes.
- Chart time in & out at the tip of chart note. When charting for time in/out. Must be hour increments. For example: If arrived on shift at 09010 must clock out at 1700. Or if late or arrived at 0857 must clock out at 1657.
- All entries should clearly document the patients condition at the of each assessment and include objective to support the entry.
- Document at the time of your interaction with the patient, or as soon as possible afterwards. "If it was not documented, it was not done."
- Your notes are legal documents. Please keep the content of clinical nature and ensure your notes are neat and legible. Avoid scratch outs and absolutely NO white out.
- Be sure when signing chart note at the bottom, you sign your name, date, and credentials. Example: Charmine Faulkner, RN 04/15/21.
- There are free apps for smartphones to scan and send documents, like Adobe scan, which has a PFD file option. Instructions for using Adobe scan are on page 3. Please do not send documents as a JPG/Picture. Must be PDF option only.
- Please make sure the email address is correct prior to sending the document as this is a violation of HIPAA. We recognize that some employees work for other companies so be sure to check that you're not sending to another company in error. If this were to happen, please contact us and let us know immediately.

### **ADOBE SCAN PHONE APP INSTRUCTIONS**

**Once you have downloaded the app, please follow the following steps below.**

1. Download app, open app and set up profile with name, email and desired password.
2. Now in the bottom right-hand corner there will be two icon options, one for **access to the**

- camera** and another for **access to photos** - you will then press the camera icon.
3. Once the camera is open, you will place your chart note on a flat and dark surface where you can scan document or take the picture or app will capture the image for you once document is within highlighted border.
  4. Once the image is captured the highlighted border will appear around your document, you then will be able to adjust the border of the image to your liking. Once the image is adjusted at the bottom right-hand corner will show a continue bottom or will show the photo you just captured. **Please be sure to not cut out any portion of the document.**
  5. Documents will then automatically be saved down in the file/picture button located on the bottom right-hand side with a highlighted number as that is for the number of documents you want to scan. (Please try to put all pages into one document)
  6. It'll then take you back to the camera screen to capture another document or the back side of your first document once captured it will show up in the file at the bottom right-hand side where your last document was showing that there are now "2" documents there.
  7. You've then captured all documents, the file on the bottom right-hand side will bring up all scanned and adjusted documents if everything is to your liking you will then on the "top right-hand corner" will be a bottom that will say > save pdf.
  8. Once pdf is saved, it will bring up a new screen where you'll see the option to share. Before you click that share bottom, you'll then see a **more** option click that and scroll down to where you'll see **rename pdf** you then will name your file with patient's initials and time of service once complete click **save**.
  9. **Subject of document:** should be labeled with patients' initials and the date of service. **example** > T.S. 4-15-21 day or NOC shift. This then will take you back to 3 different options to share your document, you will want to choose to share then > share a copy of your document.
  10. It will now bring up the option to send via text, airdrop, email etc. at this point you'll choose "share a copy" and as a normal email you'll send to: **charmine@hanfordhomehealth.com**
  11. **Subject of email:** should be labeled with patients initials and the date of service. **example** > T.S. 4-15-21 day or NOC shift. then click send.

## ACKNOWLEDGEMENT

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Employees must agree to follow the guidelines included in the employee handbook and are expected to understand and adhere to the policy statements below after receiving the handbook.

1. Receipt of this handbook does not create a contract of employment or in any way alter my at-will employment status; the Company or I can end the employment relationship at any time, with or without notice, and with or without cause.
2. I am not entitled to any particular sequence of disciplinary measures before termination.
3. Except for the at-will employment policy, this handbook may be modified at any time.
4. Violation of any policy in this handbook, or any policy included as an addendum, may be grounds for discipline, up to and including termination.
5. This handbook does not include every process, policy, and expectation applicable to employees, or my position specifically; I may be counseled, disciplined, or terminated for poor behavior or performance even if the behavior or performance issue is not addressed in the handbook.
6. Should any provision in this handbook conflict with federal, state, or local law, that provision only will be considered ineffective, while the rest of the handbook remains effective.
7. If I have questions regarding any policy in this handbook or other expectations related to my behavior or performance, it is my responsibility to follow the chain of command to seek answers.

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Employee Printed

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Employee Signed

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Date