

**HUMANE HOME CARE AGENCY, LLC.**  
3235 KENSINGTON AVENUE PHILADELPHIA PA,19134

Office: (215) 203-1955 Fax: (215) 203-1966

**WELCOME AND INTRODUCTION**

Humane Home Care Agency, a Home Care and Personal Care services company. Your input and feedback regarding the services that we provide is essential to the continuous on-going evaluation and improvement to our business and services. To serve you better and to maintain close communication please note the following information:

**OFFICE HOURS:** 9:00am to 5:00 pm Monday through Friday, to reach the office staff call:  
(215) 203-1955(See below for after-hours instructions)

**MISSION STATEMENT**

The Mission of Humane Home Care Agency is to bring hospitality to home care, support personal independence, enhance quality of life and provide peace of mind to the elderly citizens of Southeastern Pennsylvania Residents and their families who seek around the clock personal care and companionship with staff who provide warmth, safety and competence.

**KEY PERSONNEL:**

Mark Tay: (**EXECUTIVE DIRECTOR**) Mark oversees the entire operation of Humane Home Care Agency, both clinical and administrative. He supervises the Office Manager and Human Resources Specialist. Mark also opens all new cases, and works with family member to determine the appropriate Plan of Care for each individual client. Oversees and is in charge of all business activities of Humane Home Care Agency, including billing, accounts payable, accounts receivable, collections. He is always available to address all clients, family and employees' questions and concerns. His Direct Line is (215) 203-1955

Mark Tay: (**HUMAN RESOURCES DIRECTOR**)<sup>Mark</sup> is responsible for all personnel related issues including the interviewing and hiring of all Direct Care workers. He is also the resource person for reporting all work-related injuries or questions.

Mark is also responsible for the supervision of all I-IHA and Direct Care Workers employed by the agency. He is also responsible for matching the needs of the clients with the appropriate home care personnel.

**After Normal Business Hours:**

After the close of the normal business hours, on holidays and weekends, our telephones calls are forwarded to a live person. You can reach the after-hour representative by calling the normal office number. The on-call staff person has minimal documentation to work from and issues or problems that can wait should be held until our office reopens.

Humane Home Care Agency is committed to staying accessible to all of our clients and their families. We believe this is essential in maintaining the reputation of the business we have built over the past year of our company's service to the community.

**ALL OF US AT HUMANE HOME CARE AGENCY, ARE HOPEFUL THAT WE CAN MEET YOUR HOME CARE NEEDS AND THAT THE EXPERIENCE WILL BE POSITIVE ONE FOR ALL INVOLVED**

**PROHIBITED ACTIVITIES OR SERVICES:** You should not transport any client in your own vehicle without first contacting your staffing coordinator for permission. You are not permitted to use or borrow any client, student or school personnel's telephone (except for an emergency call) or any other of their personal possessions or belongings even if voluntarily offered. You may not handle any client or student funds or use their credit cards to purchase items for the client or student for any reason whatsoever without the written permission of the staffing coordinator. Soliciting, borrowing or accepting any client, student, or school personnel's cash or personal check, or the use of their personal credit cards even if gifted or voluntarily offered is at all times and for any reason prohibited. You may not under any circumstance conduct any client bank transactions, either deposits or withdrawals, even if requested by the client. Under no circumstance may you solicit or accept any personal services from any client or school personnel during the work day or after hours even if voluntarily offered. This includes any kind of assistance, repairs or work in your home after hours or on weekends. Infraction of any of these prohibited activities will subject you to disciplinary action up to and including termination.

**BEING ON TIME AND COMPLETING TASKS:** It is crucial that you arrive on time for your assignment(s) each day. Our clients and schools are counting on you to meet their daily requirements. Lateness will not be tolerated. Assigned tasks are to be completed properly each day and the client or student's plan of care must be followed exactly as written. You are not permitted to make any changes to the scheduled days or times of service or to the plan of care even if the client asks you to do so without first contacting the staffing coordinator. **If there is something you do not understand or are unsure of, please call the staffing coordinator do not guess your job might be at stake.** Once you have accepted an assignment, it is your responsibility to carry out all of the assigned duties to fulfill all obligations required to that case.

**REQUESTING TIME OFF:** Except for a sudden illness, you must submit a written request for time off at least one week prior to the date you are requesting to be off. You must include the name(s) of each of your clients that you are requesting coverage for and the day(s) and hours that you provide service. Please do not forget to indicate A.M. and P.M. you can fax your written request to (215)203-1966. Request will not be taken over the phone. The staffing coordinator will contact you to inform you whether or not your request has been approved. In the case of sudden illness, a call must be made to the staffing coordinator or the no-call staff person at least four hours before the time beginning of the client's shift, **Absences of 3 or more consecutive days of illness must be supported with a doctor's note upon your return to work. Please remember that a "no call/ no show" is considered a gross dereliction of duty and will result in Humane taking action against you up to and including termination.**

**SEEKING PERMANENT REMOVAL FROM A CASE:** If for some personal reason, you cannot continue with the case currently assigned to you and you are seeking to be removed permanently from it, you must inform the staffing coordinator in writing explaining the reasons why you are seeking permanent removal from your case. Unless it is an extreme emergency as agreed upon by the staffing coordinator, at least two weeks' notice in writing must be given before approval of your request can be assured. Giving any notice shorter than two weeks

will not insure the granting of your request unless a replacement can be found sooner. Remember, you cannot be dismissed from your case until a replacement has been found.

ASSISTING WITH MEDICATIONS-THE DO's AND DON'TS: Direct Care worker may assist an adult client with medication only in the following way: He or she can supervise the client while the client is self-administering his or her medication from a prefilled medical bottle or medication organizer tray. The Direct Care Worker can NEVER administer the medication or take it from the bottle and place it in the client's mouth. The adult client must be able to administer his or her medication. This includes medication via syringe such in case of insulin or medication via rectum. Direct Care Worker cannot apply cream, gel or protective coating which is under a physician's prescription to any wound or skin lesion. When in doubt contact Humane Home Care Registered Nurse for instruction.

I \_\_\_\_\_ acknowledge that I have read through and understand the agency's policy.

Signature of Employee

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Date

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