



PROFESSIONALISM

Professionalism and good work ethics are among our core values and we expect strict adherence to this from all our employees. The following are some simple tips to follow.

- You need to be ready to work when your shifts begins. This means you might have to arrive 15 minutes early.
- Be well groomed. This means your clothes are clean and pressed, stain free. Shoes are appropriate for work, they are clean and well-polished. Some caregivers even bring their work shoes in a separate bag and change at the client's home so no outside dirt is tracked in.
- Wear your ID badge.
- Introduce yourself to the client (and family). Ask how the client would like to be addressed. When in doubt, always call the client by Mr. or Mrs. And their last name.
- Tell them what you plan to do and ask their input for the order in which they would the task performed.
- Keep conversation focused on client. Avoid religion and politics. Some good topics to include are their children, hobbies or interests, past career, etc. You can also discuss current events or upcoming holidays to keep the client oriented to time.
- Do not discuss your availability, schedule or other assignments with your client. If they want to schedule extra hours or change your schedule, have them call the office.
- Do not discuss your personal life or problems. If a client asks personal questions, politely say that "I feel more comfortable keeping my professional and personal life separate". Never give out your home/ cell phone number.
- UNDER NO CIRCUMSTANCES are you to ask for, or accept any money from a client or take home property that belongs to the client.
- There shall not be any involvement with the client's financial affairs (i.e. Check writing).
- Smoking is not allowed in the presence of a client. Employees who smoke must ask client/family permission to smoke in a designated area only (review smoking policy).
- When working off-hour shifts – remember, you are there to care for the CLIENT, SLEEPING IS NOT ALLOWED while on duty. A complaint from a client or family member that you are sleeping while on duty will mean removal from that case and may result in immediate dismissal from the Agency.
- You may not leave your work assignment or leave patients/clients/facility unattended without permission from the Agency.
- You may not bring visitors, pets, and personal belongings to client's home or facility.
- Always leave the home better than you found it. Make sure the bathroom & kitchen are clean and the trash has been taken out. After doing laundry, make sure to fold and put it away.
- About an hour before the end of the shift, ask the client what else needs to be done.
- Give report to incoming shift.
- When you leave, be sure to say good bye and let the client or family know when you return.

Always keep a smile on your face and in your voice. Remember, attitudes are contagious. Is yours worth catching?

Dreamers Home Health Care believes that it is important to not only look professional at all times but behave professionally at all times. A caregiver must always treat their client, the client's personal property, and the home they live in with respect. The following standards should be adhered to:

1. Telephone Use:
 - a. It is inappropriate and against our policy for an employee to receive or make personal calls or text messages when caring for a client. If an employee needs to call the office, he/she is to ask the client for permission to use their phone or the use of employee's personal cell phone.
 - b. An employee's family members are to call the office in case of an emergency; the office will notify the employee. It is recommended that an employee purchase a phone card for emergency use if he/she does not have a personal cell phone.
 - c. Inappropriate phone use is grounds for disciplinary action up to and including termination.
2. Misuse of client's personal property
 - a. This includes inappropriate use of the bathroom or kitchen. i.e. Showering, bathing, changing clothes, using hair or cosmetic products at any time whether on or off duty. Caregivers are to only use the bathroom that has been designated for their personal use.
 - b. Inappropriate use of the client's computer, television, other electronics or personal property.
3. When a client resides in a senior living community or multi-resident dwelling, it is an expectation that respect of property extends to that community. It is also an expectation that respect of property extends to that community. It is also an expectation that the employee follows any policies facility has set forth.

SCHEDULING AGREEMENT

The caregiver is responsible to the client, as well as to Dreamers Home Health Care. The comfort and safety of the client will always be the primary concern of the caregiver.

For this reason, everyone needs to work together as a team to ensure our clients' needs are met.

Please use the following procedures when calling in:

If you are sick:

Call the office **(248) 757-2690** as soon as you know you are sick and will be missing a shift. Please keep in mind that if you are scheduled to work at 7:00am, then you should be calling in sick early enough (no later than 10.00pm) so that the administrative staff can cover you. If you do not give the office enough time to respond, then you could be putting your client in a dangerous situation.

If you become sick during a shift:

Call the office (248) 757-2690 immediately. DO NOT TELL YOUR CLIENT you are sick. Please tell the office. We will respond immediately and will get another staff to relieve you so you can take care of yourself.

If you need to change your schedule:

We are required by law to know the exact hours that you are working. If there is any change to your schedule, you need to call the office. For instance, if a client tells you to go home early, you need to tell them you have to call the office first. If you need time off, or want to change your schedule, we request that you follow the guidelines found in your caregiver policy handbook. Please remember the following:

1. It is very embarrassing to the Agency when a client calls in and says, “my caregiver is going to be gone Friday for a doctor’s appointment so who are you going to send out?” and we haven’t heard anything about this. Call the office for any change.
2. We have had problems when caregivers discuss their schedule with clients. Please do not discuss your schedule with the client. If the client wants to change their schedule, have them call the office. If you need to change your schedule, then call the office. It is stressful for client’s to worry about who will be caring for them.

When a schedule change needs to be made, we call the client and tell them the solution so they won’t worry. The office staff knows how to handle scheduling changes so that clients won’t get upset and avoid caregivers constantly having their schedules changed.

If you are a 16-24 hour case and your reliever is late:

1. Call the office immediately to let them know that your reliever has not arrived.
2. Do not leave the client until your reliever arrives.

ACCOUNTABILITY

Failure to Show Up for a Scheduled Meeting or Shift scheduled is considered a “NO CALL NO SHOW”. An employee meeting is considered the same as a scheduled shift. Considerable time and planning go into setting up these meetings. Therefore, missing any shift, or any employee meeting will result in disciplinary action up to, and including termination.

UNAUTHORISED OR EXCESSIVE TARDINESS OR ABSENTEEISM IS UNACCEPTABLE. Any two incidents, within a 30-day period will be considered excessive and will also result in disciplinary action up to, and including termination.

Commitment: When you change your mind after already committing to a client assignment, you are expected to give 24HR or reasonable notice. We will go to work immediately to find a replacement and reschedule you at another client as soon as possible.

I understand the expectations of Dreamers Home Health Care, LLC regarding scheduling and professionalism and agree to meet the expected standards.

Employee Name	Date	Employee signature
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Agency Rep's Name	Date	Signature
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