

**TRUE VISION STAFFING CARE INC.**

**HANDBOOK**

**2001 Beverly Blvd. Ste. 206**

**Los Angeles Ca 90057**

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## **Mission Statement**

To provide affordable staffing care to Facilities from of all walks of life. We assist our clients in attaining the best degree of independence out there not matched in this industry. We guarantee 100% quality way of life for those entrusted to us.

## **Vision Statement**

We are an advanced team in staffing that achieves the highest standard in the industry and is a vital part of the continuum of care in the communities we service. Our employees will go above and beyond to ensure the best care for our clients providing optimum care services for those in need with honor.

## **Values Statement**

Hiring the best employees/ staff and providing continuing education in training opportunities personally participating in the plans for each client. We provide the best personal service with the uttermost respect to our client's employees and those in the community that we serve. Our vision is to build the largest and most respectable entrusted care company in the west coast. We excel our high-quality care delivering and management, this means we make important investments in our brand, in our operations and especially employees who deserve to be rewarded for unmatched services and dedication

## **What makes our wonderful staff different?**

We are passionate for not only serving the physical health care needs for each client, also emotional needs for the clients and their families. We go beyond every standard care duties to make a personal connection with clients that can make all the difference and one's overall health and well being

## **Introduction**

We would like to take this opportunity to introduce you to True Vision Staffing Care, and to answer the most commonly asked questions regarding our services

## **True Vision's Objective**

Our main Objective is to help provide the proper care and treatment for our patients to remain in Facilities. We want all our patients and families to be happy and satisfied with the services we give. At any time, you have any of the slightest concern regarding your care please feel free to call our office.

## **Qualifications**

We follow all procedures and guidelines needed for Staffing Services. We are licensed to do business in the state of California as a Staffing Care Service. All our Staff will be certified, thorough background checked and have all documentations needed before care is provided to the patients.

## **Hours of Operation**

Our office is open 5 days a week from 8 a.m. to 6 p.m., Monday through Friday. After hours and on weekends and holidays you may reach us by calling 877-716-7385. After leaving a voice message the on-call staff will return your call immediately. Home care from our valued caregivers will be provided between 2 to 24 hours a day. Please call to discuss your care needs

## **Business Services Provided**

True Vision Staffing Care is a comprehensive growing agency that offers care designed to meet your total needs. Our staff members are dedicated to helping patients remain in their homes.

### ***Our Team....***

#### **Caregivers:**

Our Caregivers assist patients with their Activities of Daily Living, i.e. personal care, meal prep, medication reminder, light housekeeping and errands

#### **Sitters:**

Assist patients at bedside in a skilled nursing facility or hospital. They could assist with bathing, feeding and notify the nurse if any changes in patient's condition or pain level

#### **CNA & HHA:**

Although we don't require CNA and HHA licenses to do home care having it is a plus with our company

#### **LVNs:**

Requires license provided by the Employee

#### **RN's**

Requires License provided by the Employee

#### **Our Services:**

Hourly Staffing Care (2-24 Hours)

Sleepovers/ Live-Ins

Sitter Care Services (Hospital and SNF)

## **We can assist you with:**

Staffing	Transportation	mediations
Activities of Daily Living	Companionship	Laundry
Personal Care	Comfort Care	Light
Housekeeping		
Meal Preparation	Transportation	
Medication Reminders	Shopping/Errands	

## **Scheduling**

True Vision Staffing Care Coordinator will verify your schedule and any type of change with you on a weekly basis. Please make all your changes to your schedule through the Staffing Coordinator's at the office. We require a (2) hour notification if shift should be changed otherwise a (4) hour charge would apply to your bill

## **Accounting methods and Fee Structures**

Private Duty Services are provided on a private pay basis. We require a two-week advance deposit when your case is started. We will bill for service rendered on a semi-monthly basis. Payment is expected upon receipt of the invoice. We reserve the right to terminate services if two (2) or more invoices are not paid at any one time. We accept Visa and MasterCard for your convenience

## **Patients We Manage**

Our team consists of worker's experienced in helping Families meet their daily needs. We are specialized in helping patients with Dementia including Alzheimer's, post-surgery and rehab patients and people no longer able to fully care for them. Our focus is to helping patients remain in their homes at a high level with all types of different disabilities.

## **Policies & Procedures**

This book contains general information regarding your rights and responsibilities as a patient. As state and federal regulations change there may be additions or changes to this book as necessary. Our complete policy and procedure information regarding the care and treatment you will need and or be receiving as a patient will be available upon request for your viewing at the Agency offices at any time during normal business days.

### **POLICY**

- True Vision Staffing Care Only Provides services other than those licensee is required to provide. The Nurses, Certified Nursing Assistants & Companions can assist the facility resident with care relating to any incidental medical services described under regulation section 87606 through 87631 Title 22. Some of those services included postural support, oxygen administration, colostomy. Ileostomy care, catheter care and injections.
- Under Health & Safety Code section 1569.312, a RCFE must provide basic services which include assistance with activities of daily living, Regulation section 87464 (f)- Basic Services and 87608
- All arrangements for Staffing Services for True Vision Staffing Care are approved by the Business manager/ Owner
- The Staff are covered by True Vision Staffing Care Worker's Compensation or Professional Liability Insurance when providing Staffing Assistance anytime when working at Facilities contracted with True Vision
- True Vision Staff are only to provide staff assistance to the facilities "residents".
- The staff must report any behavior changes and skin conditions to True Vision before working in the facilities immediately.
- Staff must follow the facilities policies and procedures related to the health and safety of the residents, visitors, and the facilities staff. Staff must observe the facilities dress code and conduct which most of the time is wearing professional "Scrubs".

- Staff must provide the True Vision with an accurate record of times they are on duty.
- Staff may not arrange for a substitute without the approval of the agency, responsible party, and administration of the facilities.
- The facilities will not provide meals for the staff.
- Staff and agencies or responsible party must provide the documentation needed before working on the facilities premises,

**Criminal Background Clearance**

**TB Screening**

**CPR License**

**Picture ID**

**License**

**Procedures**

- The responsible party shall advise facilities of his/her desire to supplement the routine facility care with nurses
- With being hired through an agency the agency shall present facility with employee's licenses and certifications
- Staff should always comply with facilities regulations and rules when working/ providing care in their facilities
- Staff must advise the Facility administration & Agency when they are going to be late or absent at least 2 hours before time of work
- Staff are to leave the facilities premises as soon as their scheduled work time is over
- Staff who fails to comply with these policies and procedures or who fails to be guided by the facilities or other authority figures in the performance of their duties will be denied access to work for any of the facilities in partner with the Agency True Vision Staffing Care

**RULES & REGULATIONS:**

While providing patient care service for Client, Agency personnel shall comply with all provisions of licensing law under which they are licensed, with regulations promulgated thereunder and with policies and procedures adopted by client's administration to protect

## **Business Areas**

Our company will be conducting business all around areas in the Los Angeles and San Fernando Valley Counties. We will be sending out highly trained staff to assist patients with their Activities of daily living. Our mailing address is 2001 Beverly Blvd. Ste. 206 Los Angeles Ca 90057. Any changes with the address or areas where we will be providing services will be updated and patients or anyone who will be receiving services through True Vision Home Health care will be notified immediately.

## **Holidays**

Holidays are always charged at a rate of time and one-half of the hourly rates for all shifts on the following holidays:

New Year's Day	Labor Day
President's Day	Thanksgiving
Memorial Day	Christmas Day
Independence Day	Easter

## **Emergency Statement Action Plan**

Under any type of serious emergency please contact 911. We also have listed on the emergency contact sheet all your local police and fire department phone numbers that could be contacted for any type of emergency information. Hours that we will be providing home care services a caregiver will be there fully trained on evacuee and emergency procedures to assist you with this process if needed. You can also find listed under your local emergency numbers a phone number to contact the agency for any further questions or assistance where you can find customer services 24 hours a day.

## **Responsibility Statement**

We are responsible to give you the best Assistance you with your daily living through our prideful and determined workers representing True Vision Staffing Care. Family members and friends contacts will also be listed to assist you with situations that go beyond

## **Contract Termination**

Either Client/ Facilities or Agency may terminate this agreement with written notice to the other party. However, to the maximum extent permitted by law, Agency may terminate the agreement immediately, verbally and without notice (1) Client becomes abusive to Agency's Staff; (2) Agency cannot meet Client's needs; or (3) Client or Responsible Party fails to pay Agency fees. Client agrees to pay Agency all fees, charges and costs due in full at the time of the Agreement's termination.

## **COMPLAINTS**

If you have questions or would like additional information, or if you believe your privacy rights have been violated, you can call the office at 213-263-2015. You may also file a complaint with the U.S. Department of Health and Human Services Office of Civil Rights, 200 Independence Avenue, S.W., Washington, DC 20201

## **Patient Rights**

You have the right to:

1. Be fully informed of your rights and receive notice during the initial visit before initiation of care.
2. Stay free from mental, physical, sexual, verbal abuse, neglect and exploitation

3. Receive Information in a form and/ or language that you can understand.
4. Exercise your rights as a patient including the right to refuse care treatment or service in accordance with law and regulations.
5. The patient's family or guardian may exercise the patient's rights when the patient has been judged incompetent.
6. Be treated with dignity, respect and consideration by qualified professional staff.
7. Privacy, security and respect of property
8. Voice complaints or grievances regarding treatment or care, that is (or fails to be) furnished, or regarding the lack of respect for property by anyone who is furnishing services on behalf of the Agency and must not be subjected to discrimination or reprisal for doing so.
9. Be treated without discrimination based on race, color, religion, sex, age, gender preference, national origin, handicap or decision regarding Advance Directives.
10. Be informed in advance and to participate in planning care and treatment that is to be furnished, types (disciplines) of caregivers providing care or services, planned frequency of services, expected outcomes, potential risk or problems and barriers to treatment.
11. Be fully informed in advance and to participate in planning changes in the plan of care and/or the level of care including transfers or discharge from Agency services.
12. Receive care that is appropriate, timely and promotes continuity, and to be referred to an alternate resource if Agency is unable to meet patient care needs.
13. To be informed orally and in writing of any changes in expected reimbursement as soon as possible, but no longer than 30 calendar days from the date the Agency becomes aware of change.
14. To be advised of the toll free HHA hotline established by the state is operational 24 hours, 7 days a week to receive complaints or questions about the agency. This hotline can also be used to lodge complaints concerning the implementation of the Advance Directives. The Home Health Hotline number is (800) 228- 5234 and is available 24 hours a day, 7 days per week.

## **Patient Responsibilities**

Patients have a responsibility to:

1. Agree to accept all caregivers without regard to race, color, religion, sex, age, gender, preference, handicap, or national origin.
2. Treat agency personnel with dignity, respect and consideration.
3. Remain under doctor's care while receiving Agency services.
4. Inform the Agency when you change physicians.
5. Provide to the Agency all requested insurance and financial records
6. Inform the Agency immediately with any change in your insurance plan or coverage
7. Sign required consents and releases.
8. Participate in your plan of care
9. Tell us if you do not understand the plan of care or cannot comply with the plan or other instructions
10. Accept the consequences due to non- compliance for any treatment choice including reimbursement eligibility.
11. Provide a safe and cooperative environment for care to be provided (such as keeping pets confined, not smoking and putting weapons away during your care).
12. Notify the Agency when unable to keep appointments.
13. All rights and responsibilities are assigned to person(s) legally authorized as a patient's representative.

## ***Safety***

Home accidents are a major cause of Injury and death, especially for those over the age of 60. As people grow older, they may be less agile, and their bones tend to break more easily. A simple fall can result in a disabling injury. All patients need to take special precautions to ensure a safe living environment.

Most accidents could be prevented by the elimination of hazards. In each home True Vision Home Health Care will provide a list to determine the safety level in your home going over each step to determine what else you can do to make your home a safer place to live.

These will be the safety levels that we will have listed in each Home....

**General Safety**

**Medical Equipment**

**Electrical Safety**

**Oxygen Safety**

**Kitchen Safety**

**Fire Safety Precautions**

**Bathroom Safety  
Patient**

**Evacuation of a Bed Bound**

**Hazardous Items and Poison**

**Power Outage**

**Reducing the risk of falls**

**Disaster Preparedness**

**Fall risk and medication**

**Earthquake**

## **Plan of Care, Treatments**

We involve you, your staff or designee, key professionals and other staff members in developing your individual plan of care. The plan of care is reviewed and updated as needed, based on your changing needs. You have the right to refuse any treatment procedure. Should this happen we would encourage you to discuss the matter with your physicians for advice, guidance, and understanding of the consequence for your decision

## **Discharge and Transfer**

Discharge, transfer or referral from this Agency may result from several types of situations including the following:

Treatment goals are achieved;

The level of care you need changes;

Agency resources are no longer adequate to meet your needs;

Situations may develop affecting your welfare or the safety of our staff;

Failure to follow the attending physician's orders;

Lack of continued authorization by your insurance company for home health;  
Nonpayment of charges;

You will be given notice of a transfer to another Agency or discharge, except in case of an emergency. If you should be transferred or discharged to another organization, we will provide the information necessary for your continued care.

## ***Infection Control***

**Avoiding contagious Disease like the common cold, strep throat, and the flu is important to everyone. Here are six easy things you can do to fight the spread of infection.**

### **1. Clean your hands**

- a. Use soap and water. Rub your hands well for at least 15 seconds. Rub your palms, fingernails, in between your fingers, and the back of your hands.
- b. Or, if your hands do not look dirty, clean them with alcohol- based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
- c. Clean your hands before touching or eating food. Clean the after you use the bathroom, take out the trash, change a diaper, visit someone who is ill, or play with a pet.

### **2. Make sure health care providers clean their hands or wear gloves**

- a. Doctors, nurses, dentist and other health care providers meet lots of bacteria and viruses. So, before they treat you, ask them if they've cleaned their hands.
- b. Health care providers should wear gloves when they perform tasks such as taking throat cultures, pulling teeth, taking blood, taking wounds or body fluids, and examining your mouth or private parts. Don't be afraid to ask them if they should wear gloves.

### **3. Cover your mouth and nose**

- a. Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel 3 feet or more! Cover your nose and mouth to prevent the spread of infections to others.
  - b. Use a tissue! Keep tissues handy at home, at work and in your pocket. Be sure to throw away used tissues and clean your hands after sneezing or coughing.
  - c. If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands clean the right away.
- 4. If you are sick, avoid close contact with others**
- a. If you sick, stay away from other people or stay at home. Don't shake hands or touch others.
  - b. When you go for medical treatment, call ahead and ask if there's anything you can do to avoid infecting people in the waiting room.
- 5. Get shots to avoid disease and fight the spread of infection**
- a. Make sure that your vaccinations are current- even for adults. Check with your doctor about shots you may need.
- 6. Maintain a clean-living environment**
- a. Maintain a clean-living environment. Do not use the same sponge for cleaning the kitchen and the bathroom. Clean sponges and mops weekly by soaking the in a solution on one-part bleach to nine parts waters for 15 minutes.
  - b. Clean denture cups with soap and water weekly.
  - c. Maintain clean dishes by washing them regularly in hot water with dish detergent or run the through the dishwasher.
  - d. Do not share food, drink or utensils with others
  - e. If you have pets, keep their environment clean and wash hands after handling the

## **HIPPA**

*The Health Information Portability and Accountability of Act demands that all HIPAA covered businesses prevent unauthorized access to “Protected Health Information” or PHI. PHI includes patients’ names, addresses, and all information pertaining to the patients’ health and payment records. According to the Department of Health and Human Services, “HIPAA Rules apply to covered entities and business associates.” Complete compliance with HIPAA guidelines requires implementation of basic and advanced security measures. Basic security includes benchmark-based password creation and use, personnel education and training, limited access to PHI, data encryption, use of firewalls, antivirus software, and digital signatures. With increasing adoption of electronic medical records and cloud-based software-as-service (SaaS), advanced security measures are necessary*

We are complying with HIPPA privacy practice laws and keeping everything separate. We are in complying with HIPPA. Everything stored in our main office is properly protected and personal information about the patients is kept private. Our computer that deals with our provider’s personal information is only for that use only and no other use at any expense, the computer is in full secure with MacAfee. All our files are secured and perfectly stored to where no information is out in the open and can be seen. We are also complying with HIPPA when it comes to our caregivers. All documents are kept private and secure and kept away from the public. All our Caregivers can be identified and is in full protection according to the HIPPA Laws. We understand that we are accountable for if anything under our watch and provision dishonor’s HIPPA law can subject in Penalty and lead to Jail time. True Vision Home Health Care Cleanliness is a big part of whom we are and that subjects to success and complete order.

## **Conclusion**

We are very excited to be able to give great care for Facilities who are looking forward to getting back to their home environment and feel that certain comfort you can't feel anywhere else. Our main goal is to put a smile on the patients and families faces by knowing the care we are giving is a true vision to what home care should be all about, having that feeling of freedom again.... Welcome home