



# GRISWOLD SPECIAL CARE

Personal Care & Homemaking Since 1982

Six Connecticut Offices: 1-800-GRISWOLD

## Caregiver Rules and Regulations (2 pages)

Caregivers must adhere to the following standards in order to qualify for assignments:

1. Agree to accept only those assignments you are able to fulfill. Get directions to the house and be on time for all your cases. When returning from time off, you must return on the day you scheduled with the office. Do not call the substitute caregiver and ask that he/she remain on the case until you can return. Do not arrange for your own substitute. This is the responsibility of your case manager. If a client or member of their family asks you to change your schedule in any way, call the office for confirmation.
2. Report to the client's home professionally dressed and wearing your identification. Work clothes should be clean and neat. Do not wear high heeled or open back/toe shoes or shorts to a case. When working in a facility, check to see if you need to wear a uniform. Ask the family if they prefer you to wear a uniform.
3. Speak quietly and pleasantly to your clients and members of their households at all times. Be physically gentle and emotionally supportive no matter what the circumstances. Immediately seek help from the office if you are having trouble doing so on any particular case.
4. Never discuss personal business, family life, other cases, clients or work circumstances, religious beliefs or political opinions with clients or members of the client's household. Clients seeking such information may be politely told that office policy does not permit such conversation.
5. Never take money or any object belonging to a client or member of the client's household, with or without the client's permission. Clients who are insistent on gifts or bequests should be asked to call the office first.
6. Never write checks or take care of financial matters for your client.
7. Never permit your guests, family members, children or friends to visit at any client's home.
8. Never make personal phone calls from a client's phone. A violation of this rule will result in an automatic suspension from your case. Never give out the client's phone number for personal calls. Restrict calls to emergencies and keep them short.
9. Never smoke at a client's home or in their presence.
10. Never contact clients during non-work hours or give them your address or home phone number.
11. Never use alcohol or drugs before or during work hours.
12. Never leave a confused or unsafe client alone during work hours and, if appropriate, always wait for your relief or your client's family to arrive before leaving a case.
13. Always follow the activity plan. If applicable, add to it after discussion with the office and use your best judgment, common sense, experience and training when caring for your clients.

14. Call the office as soon as you know you will need time off or if you are sick. Don't expose your client to illness and don't wait until the night before or an hour before you are due at your case to call. Make sure you call your case manager when you are ready to return to work after an illness. Do not return to your case without letting your case manager know. Except in the case of emergencies, a request for time off must be submitted at least 5 days in advance. 2 weeks notice is required to request a holiday off and in the case of Christmas and New Year's, you must make the request by November 25th.
15. Provide only personal care, activities of daily living support, homemaking and companionship services to your clients. Immediately report requests or the need for skilled nursing services to the office for handling.
16. Always complete your entire time slip in a timely manner and get your wages from the client or client's power of attorney. Keep a copy of the billing slip for your payment of income taxes. Keep a personal log or notebook of your hours.
17. Always sleep or be rested before reporting for work.
18. Always look for additional things to do without being told. Plan ahead. Use the client's naptime efficiently, take responsibility, and work to please the client. Do not sit and watch TV.
19. Always respect the client's privacy and established routines. Work with and around habits established over a lifetime. Help but do not interfere.
20. Actively encourage client independence, communication and participation in meal selection, activity scheduling and order of routine.
21. Always report changes you see in the client's status, general well being and needs to the office.
22. Remember that a gentle touch and a good-natured, positive attitude do a lot to cheer and support clients.

**BE KIND, CARING AND PATIENT**