

EMPLOYEE COMMUNICATION POLICY

Communication is paramount in this profession. We have numerous people that rely on our care daily. In order to set standards and requirements for communication we are implementing this Communication Policy.

General Communication:

1. If you receive communication from Cross Home Care, you must respond either through calling the office back, leaving a voicemail, emailing or texting. There is no excuse not to respond back to the office within a reasonable timeframe (24 hours for non-urgent situations, 3 hours for emergency/urgent situations)
2. Job abandonment is a situation where an employee fails to advise supervisors that he or she has no plan to return to work.
 - a. If Cross Home Care requests contact regarding potential hours (when you are currently inactive) and you do not contact Cross Home Care within 72 hours, this is considered Job Abandonment.
 - b. No Call/ No Show is considered job abandonment. To avoid a NCNS status you must contact the office within 72 hours with a valid Doctor's excuse.

Accepting New Clients:

1. When accepting a new client, please be sure to only accept the client IF you know for sure that you are available for the required shifts.
2. Accepting clients is a first come first serve basis.
3. After accepting a new client there is a lot of communication between the office, client and the staff member(s) to get everything in place for the start of care.
 - a. You must respond within 3-hours of initial communication from the Cross Home Care office regarding the care of the client.
 - i. If the office has not heard from you within the 3-hour timeframe, we will assume that you no longer accept the client and will move on to other PCA's willing to accept the client.
4. If you accept a client and then back out, you will be written up.
5. No Call/ No Shows to any accepted shifts can result in immediate termination.

Dissatisfaction with Schedule:

1. Schedules for existing clients you are currently working with must be changed periodically to accommodate client and staff needs. In the event of a schedule change directed from the office, please only accept that schedule if you can work those shifts.
2. If you accept a schedule and then back out, you will be written up.
3. No Call/ No Shows to any accepted shifts can result in immediate termination.

Required Documents:

Care Logs-

1. Care Logs are documents showing proof of the care provided, the dates and time the care was provided, and any concerns with the client.
2. Care Logs are used ONLY as a backup option to the App and Telephony. When to use a Care Log:
 - a. You forget to Clock in or out using the App or Telephony
 - b. You clocked in or out using the app or Telephony, but did not complete your 'Tasks'
 - c. Your clock in or out did not match the scheduled time resulting in over/ under authorization
3. Care Logs MUST be turned in every Monday by Noon if you are aware that you need a Care Log. If Care Logs are not received in this time frame, the Schedule Coordinator will contact you Monday afternoon with a new deadline of Tuesday by 8am. If Care Logs are not submitted in accordance with these deadlines, this will result in the employee not receiving payment until the following payroll date after the Care Log is turned in.
4. Care Logs can be dropped in the drop-box outside of the Cross Home Care office 24/7.
 - a. Pictures are no longer accepted.
5. If we notice a continuous issue of staff members not turning the Care Logs in on time, you will be written up.

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Incident Reports-

1. An Incident Report is required within 12 hours of the incident happening. Some examples of when an Incident Report needs to be filled out are when the client falls, is injured, is sent to the ER, is hospitalized, suspected abuse, change in client status, or when an employee is injured on the job.
2. If an Incident Report is filled out, you must call Cross Home Care and inform them of the incident, take a picture of the Report and email to Contact@crosshomecarellc.com or text to (814)853-5853, then mail the Incident Report or drop it off at the office.

Compliance:

1. Cross Home Care frequently reviews each PCA's personnel file. When an employee is not compliant with the required documents the office staff reaches out to the employee to make them aware of the things needed to be compliant. These are REQUIRED!
2. If you receive communication from Cross Home Care pertaining to the required documents needed from you, you must respond within 24 hours or corrective action will take place.
3. If you do not complete the required steps to stay compliant, you will be suspended until these steps are taken and the required documentation is received by Cross Home Care.

Resignations:

1. All employees shall submit a written notice of resignation to the supervisor as early as possible. To resign in good standing, we require a 2-week written notice for us to best serve and cover our clients.
 - a. This letter must include the employee's name, position, reason for resignation and the date of their last day of employment with Cross Home Care.

On-Call Phone:

1. During office hours (Monday-Friday 8a-4:30p), the on-call phone is used for regular communication such as texting and calling. However, after hours the on-call phone is used for EMERGENCIES/ URGENT SITUATIONS ONLY.
2. What qualifies as an emergency situation?
 - a. Call offs or scheduling changes in the next 24 hours (weekdays) and 72 hours (weekends)
 - b. Health and Welfare of client or employee is in jeopardy
 - c. Major Condition Changes in client
 - d. Unable to contact client when reporting to shift
 - e. Major incident (ER Visit, Hospitalizations...)
 - f. Workplace injury
3. If not emergency, contact during business hours (Monday- Friday 8a-4:30p)
 - a. Issues clocking in and out
 - b. Request time off in future
4. The on-call phone is not a 24/7 customer service line.
5. In addition, please remember that contacting office staff on their personal Facebook accounts is not allowed as it is not HIPAA compliant. You may contact the Cross Home Care Facebook account if all other means of communication are unavailable to you. However, call-offs, schedule changes and other important client information should not be communicated through Facebook and will not be valid if it is communicated through Facebook.
6. Call off: Must SPEAK to someone!
 - a. No texts, emails, or Facebook messages. If you call off without speaking to a live person, it will count as No Call No Show.