

**Convenient Home Care Services Inc.**

# **Client Handbook**



**Convenient Home Care Services Inc.:**  
*Employee Handbook, Company Confidential*



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## **OUR COMPANY, MISSION AND COMMITMENT**

### THE COMPANY

Convenient Home Care Services Inc. is a premiere health care organization that employs experienced healthcare professionals to provide their clinical, professional and personal expertise to the patients of Convenient Home Care Services Inc clients.

### THE MISSION

Convenient Home Care Services Inc. is dedicated to developing “partnerships in healthcare” with its clients in a manner that fosters exceptional nursing care, complete documentation of that care, excellent interpersonal interaction and exacting compliance to the statutory and accreditation rules by which our clients are regulated.

### OUR COMMITMENT

Convenient Home Care Services Inc. is committed to the development of an excellent clinical staff for the provision of healthcare services to Convenient Home Care Services Inc. clients. These services are delivered, without exception, in strict compliance with our company mission.

## POLICIES

### 1.1 PERSONNEL POLICY: Convenient Home Care Services Inc. strives.....

- to employ the best-qualified person to perform employment duties as specified by the company.
- to respect the individual rights of each employee and to treat all employees with courtesy, dignity, and consideration.
- to assure each employee the right to discuss freely with an officer of Convenient Home Care Services Inc. any matter concerning either his/her or Convenient Home Care Services Inc's welfare
- to develop competent employees who are committed to the company and understand their specific job functions. Some essential reference/requirements of employment with the company include:

#### FLEXIBILY

- in clinical setting;
- in commute;
- in available hours.

#### GOOD COMMUNICATION SKILLS

- with Convenient Home Care Services Inc. staff members;
- with clients' patients;
- with co-worker/supervisor in employees' assigned facility

#### GOOD CLIENT RELATION SKILLS

- being reliable;
- being loyal;
- being professional.

#### PROFESSIONAL RESPONSIBILITY TO CONVENIENT HOME CARE SERVICES INC.

- arriving at the assigned facility on time and completing the assigned shift;
- communicating client preferences and reporting structure;
- professionally handling employment duties

\*\*The above list is not meant to be completely inclusive; rather, it has been stated to illuminate some important objectives of employment with the company.\*\*

In the current healthcare marketplace, regular contact with a Convenient Home Care Services Inc. staffing coordinator can produce direct benefits for all Convenient Home Care Services Inc. employees. We encourage everyone to keep in touch with your client service managers.

## 1.2 HIRING PROCEDURES:

- Equal Employment Opportunity: It is Convenient Home Care Services Inc's policy to provide equal employment opportunity without regard to race, color, religion, sex, national origin, age, sexual-orientation or handicap. It is Convenient Home Care Services Inc. practice to further the principle of equal employment opportunity.

All recruiting, hiring, and employment decisions shall be made on the basis of individual merit and objective job qualifications. Job training determined by the management to be necessary shall be provided on a non-discriminatory basis.

- Employment Compliance Policy
  - a. Application for employment: prior to making an offer of registered employment, Convenient Home Care Services Inc. requires all candidates to provide to the company with the following current information ( some of this information will be provided to Convenient Home Care Services Inc. after a conditional offer of employment has been made):
    - Copy of resume;
    - Completed application for employment;
    - Completed Agreement of Standards Statement;
    - W-4 form;
    - I-9 form;
    - Copy of all state nursing licenses and/or certifications;
    - Copy of annual TB test results;
    - Copy of Hep-B vaccination dates or declination statement;
    - Copy of current BLS / ACLS certification(s) or other specialty certifications as necessary;
    - Completed Skills Competency Assessment;
    - Completed physician's statement (include lab results);
    - Medical Questionnaire;
    - Completed licensure verification form;
    - Completed reference requests;
    - Criminal background check;
    - 10 panel drug screening.
  - b. Personal Interview: Every qualified applicant for registered employment will receive a personal interview by a member of the company's professional recruitment team.

- c. Qualifying Examination: Depending on an applicant's specialty, certain applicants for registered employment will be tested, either before or after the applicant's in-person interview. Multiple exams can be given and taken by any applicant for registered employment, if the applicant has demonstrated or requested placement in specialty assignments.
- d. Qualifying Offer of Employment: At this point of the interview process, if the company's recruiter reasonably believes that the applicant for registered employment could be a good Convenient Home Care Services Inc., a conditional offer of employment may be extended to the applicant.
- e. Review of Completion of Employment File: The Company's professional recruiter checks three (3) professional references. Three (3) supervisory references are requested and two (2) are mandatory checks, licensure verification(s) and good standing with the State agencies where the applicant has practiced within the past five (5) years. Medical Questionnaire is reviewed, examination scores are reviewed a second time, all employment records are reviewed to ensure that they are complete and in full compliance with company policy.
- f. Employee Information: After an applicant has been conditionally hired for the registered employment, he/she must provide necessary information required for personnel and official uses. This information shall include: age, marital status, number of exemptions for federal withholding tax, etc. this information will be part of the employee's personnel file and will be regarded and kept confidential.
- g. Offer of Assignment(s): Once all hiring condition precedents have been met, the registered employee MAY BE offered assignments to serve in Convenient Home Care Services Inc. client facilities and /or residences. The company retains complete discretion over all assignment decisions. If an assignment is accepted, the registered employee is obligated to arrive on time and fully complete their assigned shift. Convenient Home Care Services Inc. expects all assignments to be professionally completed.
- h. Employment Records (JACHO): Convenient Home Care Services Inc. strives to meet and/or exceed the same compliance standards required (by states or accreditation agencies (e.g. JCAHO)) of our clients for the operation of their facilities. Therefore, the company has incorporated quality assurance policies and procedures that conform with or exceed those standards. These policies require all registered employees to provide any and all information to Convenient Home Care Services Inc. that the company may deem necessary to enforce this policy.



## 1.2b ORIENTATION

- Orientation: Every registered employee receives a full orientation to Convenient Home Care Services Inc. Orientation shall include a discussion of this orientation guide and any questions that the registered employee may desire to ask.
- Facility Specific Orientation: Convenient Home Care Services Inc. works with clients to have its nurses properly prepared to deliver nursing services in accordance with its clients' policies and procedures. This may be accomplished in a number of ways:
  - Convenient Home Care Services Inc. maintains a client library of policies and procedures that are delivered to Convenient Home Care Services Inc. employees prior to commencing an assignment;
  - Any nurse assigned to a client's home or facility for the first time may be requested to arrive an hour or two prior to his/her shift in order to be oriented by the client's staff;
  - Convenient Home Care Services Inc. clinicians that have been previously assigned to mentor any employees assigned to a client's home or nursing center for the first time;
  - Convenient Home Care Services Inc. clinical managers can work with the client to orient newly assigned nurses to the facility.

## 1.3 CODE OF CONDUCT

- General Policy

Convenient Home Care Services Inc. is committed to achieving high standards of business and personnel ethics for the company, employees and staff. Through performance in accordance with these standards, the company and all its employees will merit and enjoy the respect of its clients, the public, the business community, and regulatory authorities.

It is the personal responsibility of all employees to acquaint themselves with the legal and policy standards and restrictions applicable to their assigned duties and responsibilities, and to conduct themselves accordingly. Over and above the strictly legal aspects involved, all personnel are expected to observe high standards of business and personal ethics in the discharge of their assigned responsibilities. All healthcare professionals working for Convenient Home Care Services Inc. are expected to adhere to the Code of Conduct for the institution in which they work in addition to Convenient Home Care Services Inc's Code of Conduct.

- Employee and Staff Conduct

Each employee and staff member must avoid any action, relationship or situation, which could jeopardize or impair the confidence or respect in which Convenient Home Care Services Inc. is held by its clients and the public.

Employees shall comply fully with all applicable statutes and regulations. Willful and knowing disregard of the law may result in severe penalties. In its many business activities, Convenient Home Care Services Inc. engages in vigorous, fair and ethical competition. Discussions and agreements with competitors concerning pricing or other competitive policies and practices are strictly prohibited.

- Confidential Information

Employees frequently have access to confidential information concerning Convenient Home Care Services Inc. and other employees and members of staff. Safeguarding confidential information is essential to the conduct of our business. Caution and discretion must be exercised in the use of such information, which should be shared only with those who have a clear and legitimate need and right to know.

No employee shall disclose confidential information of any type to anyone except persons who need to know in the performance of their job as is required by a government agency or third party. Information regarding a member of Convenient Home Care Services Inc.'s staff may not be released to third parties, government, or other organizations, without the consent of the person involved.

- Service and Patient Concerns

The mission of Convenient Home Care Services Inc. is to provide high quality services to all our existing and prospective clients. The company endeavors to give prompt, courteous and accurate response to inquiries and complaints received. When adjustments are warranted due to billing or administrative errors, employees will make them promptly and courteously. Equally important, we seek to continuously improve policies, procedures, services and products that contribute to client satisfaction.

Convenient Home Care Services Inc. is committed to promoting consideration of all values and preferences and protecting the rights of all.





**Convenient Home Care Services Inc.**

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