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| TriMed HealthCare, LLC Policies and Procedures |  |
| Section 4: Human Resources | |
| Policy Title: Training – Pre- Orientation – Outline/Checklist - NEW EMPLOYEE For Candidate’s Review. | Policy Number: |
| | Effective Date: |
| | Revision Date: |
| | Approved By: |
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Candidate’s NAME: _____

DATE: _____

I have reviewed the detailed Orientation policies and procedures summarized below for **TRIMED HEALTHCARE, LLC**.

EMPLOYEE SIGNATURE: _____ **DATE:** _____

PURPOSE

To require all new employees to complete a general orientation to familiarize themselves with:

1. the agency’s missions, values and expectations;
2. the agency’s policies and procedures;
3. the job principles; and,
4. The health and safety of staff and clients.

POLICY

TriMed HealthCare, LLC is committed to ensuring that all new employees receive orientation in order to:


1. give them knowledge about the agency and their jobs;
2. make them aware of the agency’s standards, policies and procedures for consistency purposes; and,
3. promote health, safety and welfare of staff and clients
4. Orient patients and Staff to civil rights compliance.

PROCEDURE

1. The Agency shall ensure that all new employees receive General Orientation prior to providing service to clients, which consists of an overview of Agency policies, procedures, records and reports.
2. Ongoing orientation and follow-up shall continue by the Supervisor to provide:
 - a. orientation to specific job positions; and,
 - b. More extensive and detailed information on policies, procedures and subject areas touched on in the General Orientation.
3. Orientation shall include, but not be limited to, the following subject areas:


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| a. overview of the agency, including: | |
| i. mission, vision and values; | |
| ii. agency structure; | |
| iii. services provided; | |
| b. job fundamentals including: | |
| i. hours of work/shift; Flexible hours | |
| ii. salary/wages | |
| iii. overtime applied as per Federal rules | |



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| iv. paydays; Bi-weekly – Cycle is Sat to Fri, Pay Day is ever other Friday | |
| v. Vacation time: | |
| vi. sick leave; | |
| vii. benefits; | |
| viii. coffee and meal breaks; | |
| ix. pay days; Fridays | |
| x. valid driver’s license; Copy of File | |
| xi. Mileage paid for use of personal vehicle; is not encouraged. But this is done on an exception basis with agency approval. | |
| xii. Vehicle insurance requirements for transporting clients; and, -Must be insured. | |
| xiii. Completion of appropriate employment-related forms including income tax, benefits, etc. –W-2, I-9 | |
| c. employees’ job descriptions/duties, roles responsibilities; -given to each employee | |
| d. overview of the <i>Agency’s Policy and Procedure</i> Manual including: | |
| i. service delivery and administration: | |
| – communication (including the ability to read and write); competency test | |
| – clients' rights and responsibilities; | |
| – ethical behavior; | |
| – confidentiality; | |
| – client rights; | |
| – privacy and confidentiality of client information , including finances and health; | |
| – interpersonal relationships; | |
| – infectious/communicable diseases; | |
| – blood-borne diseases; | |
| – infection control and related policies; | |
| – <i>Universal Precautions</i> ; | |
| – immunizations; | |
| – recognizing and reporting suspected abuse, neglect or exploitation; | |
| – the roles of, and coordination with, other community service providers; including emergency medical services; | |
| – environmental emergencies/disasters; | |



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| – working with the elderly; | |
| – dementias and confusion in the elderly; | |
| – rights and privileges of the client and worker; | |
| – money management; | |
| – Time management. | |
| ii. personnel issues: | |
| – smoking; | |
| – dress-code, grooming and personal hygiene; -scrubs, sneakers | |
| – discipline; | |
| – theft; | |
| – absenteeism; | |
| – complaints and grievances; | |
| – medical and other appointments scheduled during working hours; | |
| – abuse of clients and/or co-workers; | |
| – cultural diversity | |
| – sexual harassment | |
| iii. Agency expectations: | |
| – need for background checks; | |
| – performance standards; | |
| – competency evaluations; | |
| – probationary period; | |
| – training and development; | |
| – workloads; | |
| – staff meetings; | |
| – assignment and supervision of services; and, | |
| – Documentation of client needs and services provided. | |
| iv. safety in the workplace: | |
| – personal and home safety; | |
| – medical and non-medical emergency responses; | |
| – environmental emergencies and disasters; | |
| – reporting accidents; | |
| – adverse/threatening clients; | |
| – Obligation to notify Supervisor of any known exposure to Tuberculosis, Hepatitis or other infectious/communicable diseases. | |



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| e. Each segment of the Orientation shall be delivered by a qualified person(s). | |
| f. Employees are responsible for ensuring they understand all the information provided in Orientation; and, if clarification is needed, they seek it. | |
| g. Upon completion of Orientation, employees shall demonstrate knowledge and competency in the topics presented. | |
| GUIDELINES | |
| 1. Reference materials and paperwork Supervisor shall ensure are available for General and Ongoing Orientation shall include, but not be limited to the following: | |
| a. Policy and Procedure Manual | |
| b. ethical conduct paperwork; | |
| c. confidentiality paperwork; | |
| d. billing procedures; | |
| e. service delivery process paperwork; and | |
| f. Printed brochure or other information on the Agency. | |
| 2. Supervisor shall prepare an Orientation Checklist of all topics addressed during General Orientation to track individual employee’s training. Each employee shall tick off each completed segment, then date and sign it. | |
| 3. Employees shall be proactive by monitoring the General Orientation topics to ensure they are able to complete the curriculum within the first 2 weeks of employment. | |
| 4. A Copy of the completed Orientation Checklist shall be kept by the employee and the original shall be placed in the individual employee’s personnel file. | |
| 5. The Orientation Checklist shall be maintained for 3 years from the date employee completed the General Orientation. | |

CROSS-POLICY REFERENCES

1. Training and Development
2. Staff Record of Training

FORMS

1. Staff Record of Training

REFERENCES

1. National Association for Home Care and Hospice (NAHC)
2. National Private Duty Association (NPDA)
3. Area Agency on Aging

I have reviewed the detailed Orientation policies and procedures summarized above for **TRIMED HEALTHCARE, LLC**.

