

HUMAN RESOURCES

**HIRING PROCESS, ONBOARDING,
TRAINING OVERVIEW &
PROCEDURES @ CLIENT'S HOME**



Depad Home Care Agency Inc.

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WELCOME TO OUR COMPANY



As an employer of choice, we strive to make Depad Home Care Agency, Inc. a place of career opportunities and growth in the health care industry.

This hiring and onboarding handbook is to inform all volunteers, potential and current new hires on our hiring process, to make an informed decision to come onboard with our company.

HUMAN RESOURCES



Welcome to Depad Home Care Agency, Inc. Our human resources department handles all our recruiting, hiring and onboarding of employees. Our HR department ensures employees are in strict compliance with all government regulations, therefore we follow a thorough process to ensure our employees are properly certified and trained to provide the high-quality health care guaranteed to our clients.

Volunteers and potential employees must provide truthful information, as we run background checks to verify every information provided. We will entrust our clients into your care, and therefore must make sure we have people of integrity who will uphold the company's ethical values.



VOLUNTEERS



At Depad Home Care Agency, Inc., we engage volunteers who wish to have an experience working with home health care clients, or just have an interest to volunteer their time to help others. Volunteers are unpaid service individuals who are volunteering their services. You can serve as a support or personal care volunteer.

Support Volunteer: A support volunteer works with our administrative staff to complete basic office help such as answering phones, running administrative errands and other transportation needs.

Personal Care Volunteer: A personal care volunteer serves alongside a Depad Home Care Agency, Inc. employee in our client's home or on an assigned service being provided. Services such as housekeeping, personal grooming, pet care, companionship are a few of the areas a personal care volunteer can do.

Volunteer Application

- Volunteers must complete a volunteer's application form and have a valid government issued ID.

Volunteer Background Checks

- All volunteers must pass an Abuse Registry check, a Depad background and criminal check to ensure the safety of our staff and clients.

Training & Supervision

- Volunteers will be trained on specific policies, standard operating and quality procedures pertaining to the task or client services, they will be volunteering for, to ensure quality service is always provided.
- All volunteers will be under supervision while on a task or with a client.

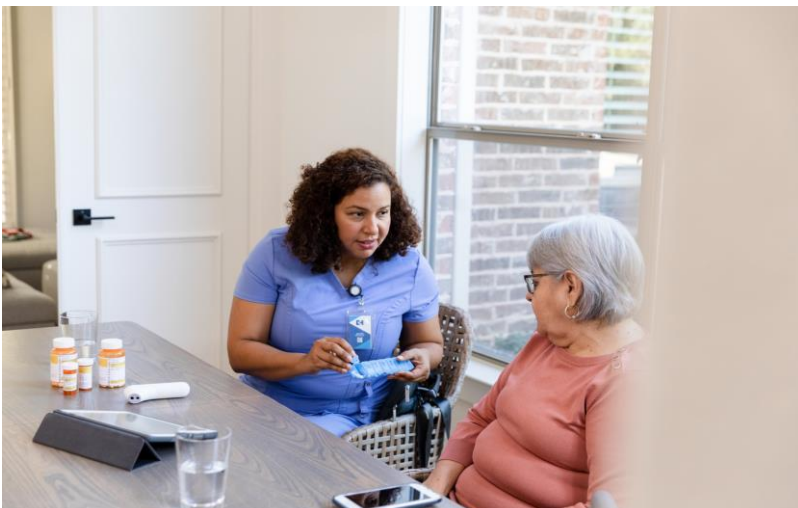
EMPLOYEE BACKGROUND CHECKS & CERTIFICATIONS

Potential new hires will need to complete the following steps:

1. Submit completed Application and Resume.
2. Complete interview with Administration.
3. Complete all necessary background checks:
 - BCI
 - FBI
 - Abuse Registry check
 - Nurse Aide Registry check
 - Driver's Abstract check
 - Provide Agency with necessary documents
 - Valid Driver's License
 - Social Security Card
 - Car Insurance

Provide proof/copies of all required training certifications

- CPR & First Aid
- DDS Health and Safety Orientation
- Medication Administering Part 1 & Part 2



BACKGROUND CHECKS

Criminal Records Check:

- A criminal records check through the Bureau of Criminal Identification and Investigations (BCII) is required by DHA as part of our effort to protect the individuals we serve from known criminal offenders.
- Employees may work for Depad Home Care Agency Inc. until their BCII check is returned. In order to eliminate any potential problems before receiving the BCII check back, before employment, Depad will also run a background check by investigating the validity of all claims made on the employment application and by requiring a local police check.
- Upon receipt of either criminal records check, crimes involving physical or sexual aggression or a history of crimes showing a pattern of poor judgment will be reviewed.
- Persons convicted of crimes included in the Ohio Department of Mental Retardation and Developmental Disabilities Supported Living Certification Rule will not be considered for employment unless they are willing and able to meet standards to have their criminal record expunged.

BACKGROUND CHECKS

- The O.R.C. Ann 3701.881 and OAC rule 3701-60-02 to 37a1-60-10 require criminal history checks for persons responsible for the care, custody, or control of a child or elderly person. The law went into effect January 27, 1997, Home Health agencies, PASSPORT provider agencies and hospice care programs are required to request from the Bureau of Criminal Identification and Investigation (BCII) a criminal records check of each applicant under final consideration for a position that involves providing direct care.
- As part of the state background check, an FBI check maybe conducted. The applicant must present proof that he/she has been a resident of the state of Ohio for the five-year period immediately before the criminal records check. If an applicant is unable to provide evidence state residency for the five-year period, a FBI background check is required.
- There is a provision that allows a person who has a disqualifying offense in their criminal history to demonstrate rehabilitation. An employer may choose to employ an applicant with disqualifying offenses if the applicant meets the "personal character standards" set forth in the rule. However, even if the applicant meets the "personal character standards," the agency is not obligated to hire the applicant.

BACKGROUND & REFERENCE CHECKS

- Depad Home Care Agency Inc. may conditionally employ an applicant until the criminal records check is completed and the agency receives the results. Conditional employment will be terminated if the BOII report is not returned within 60 days. To comply with this provision, DHA may move conditionally hired applicants to positions that do not require direct care until the results of the background check are returned.
- Alternatively, the applicant may be placed on a leave of absence. The employee will not be terminated and rehired conditionally the next day.
- The criminal records check applies only to those applicants who are under final consideration for employment in a full-time, part-time or temporary direct care position. The results of the criminal records check may not be shared with other providers who subsequently interview the same applicant.

Reference Checks:

- Before a formal offer of employment, the applicant's employment background shall be investigated. Depad Home Care Agency Inc. requires the applicant to provide a list of previous employment and possible personal references.
- A signed authorization to contact the previous employers and references is obtained from the applicant. These references shall be contacted by letter, telephone, or fax.

GENERAL RELEASE

To conduct background and reference checks

Each volunteer or employee authorizes Depad Home Care Agency Inc. to contact any organization or individual that is listed on the volunteer or employment application or resume or mentioned in job interviews and obtained from them any relevant information from former employers, supervisors and co-workers.

In addition, they consent to the release of any information about education, experience, abilities or work-related characteristics or traits held or known by other organizations or individuals, including schools and educational institutions, professional or business associates, and acquaintances that Depad Home Care Agency Inc. might contact in the course of conducting a reference check or background investigation of suitability for employment. Candidates or Job Applicants being considered for employment acknowledge that this release of information can involve qualifications, performance, credentials or other characteristics or factors affecting suitability for employment with Depad Home Care Agency Inc.

In exchange for Depad Home Care Agency's consideration of an employment application, the employee agrees not to file or pursue any complaints, claims, or legal actions of any kind against any individual or organization that provides work-related information to Depad Home Care Agency Inc. or its agents in accordance with the terms and intent of this release. They also agree not to file or pursue any complaints, claims, or legal actions against Depad Home Care Agency Inc. or any of its employees, representatives, or agents arising out of their efforts to obtain work-related information.

EMPLOYEE FITNESS

- All employees and volunteers are required to be physically fit to, complete job duties. While employed with Depad Home Care Agency Inc. employees exhibiting signs and symptoms of a communicable or contagious illness or disease will be prohibited from working.
- Communicable diseases will be reported to local, state and federal health regulators. The employee at Administration discretion may need a written physician's release to return to work after having a communicable or contagious illness.
- Hepatitis-B shots are available for all employees at Depad Home Care Agency's expenses. These shots will be reimbursed as long as the employee continues to work for Depad Home Care Agency Inc. If the employee desires a titer or booster shot, these will be at the employee's expense.



PYSICAL EXAMINIATIONS & TB TEST

- All employees are required to have a physical examination and TB test upon receiving a conditional offer of employment. The physician must state in writing that the employee is not exhibiting signs and symptoms of a communicable disease and that the employee is able to carry out their essential job functions with or without reasonable accommodation.
- If a TB test is positive, a chest x-ray shall be required. The prospective employee may not begin employment until the physician certifies that the individual does not have an infectious disease.
- Hepatitis shots shall be made available for all employees who work in a direct care capacity.
- Reimbursement for the physical examination, TB test, and Hepatitis shots is available for each employee.
- Withdrawal of a conditional offer of employment because of the results of a physical examination shall be based solely on business necessity and must be job-related.

TRAINING & PAYROLL DEDUCTIONS

****Training is provided through Agency; payment arrangements are made through payroll deduction****

Acknowledgment of Payroll Deduction:

- Depad Homecare Agency, Inc. (DHA) will pay for time spent in training sessions.
- The employee will receive their hourly rate for all hours spent in training sessions for Medication Administering, DDS Health and Safety, and CPR & First Aid.
- Depad Homecare Agency, Inc. (DHA) will pay for the upfront costs of these sessions plus the cost of any needed background checks. The costs for these training sessions are as follows:
 1. Medication Administering- \$133.00
 2. DDS Health and Safety Orientation- \$105.00
 3. CPR and First Aid- \$47.00
 4. FBI Background Check- \$45.00
 5. BCI Background Check- \$45.00
 6. FBI & BCI Background Check- \$65.00

Total: \$330.00 / \$350.00

TRAINING Plan Overview

Training Plan for Delegated Nurses

Delegated Nurses training is accomplished in two phases.

The first phase consists of In-Service training courses:

- 1.CPR & First Aid (3 hours)
- 2.DDS Health and Safety (8 hours)
- 3.Medication Administering Part 1 & Part 2 (14 hours).
- 4.Introduction to Client's rights
- 5.Introduction to MR/Autistic behaviors
- 6.Introduction to MUI and UI documentation and reporting
- 7.Implementation of a Behavior Support Plan
- 8.Necessity of Universal Precautions
- 9.Medication administration and side effects
- 10.Instructions pertaining Service Documentation

The second phase is the Clients Home Orientation:

This is done by your assigned House Manager or a member of Administration. The second phase is a more specific and individualized training course geared specifically towards the Clients individual's needs.

New employee Clients Home Orientation consists of the following:

- 1.Review of Clients My Plan (ISP) structure and use Service documentation
- 2.Building a positive client relationship and respecting client property
- 3.Emergency response practices and procedures
- 4.Effective use of House Manager and Administrative staff
- 5.Client specific instructions

TRAINING Plan OVERVIEW

New employee Clients Home Orientation

- Clients Home Orientation is a two-four-hour process that is done at the BSH office or at the client's home. At least two hours of orientation is done at the customer's home if the Delegated Nurse has experience. During this time, the employee and client are introduced and briefed by the House Manager or Administrator on emergency procedures, including on how to get off site, emergency assembly point and who to call.
- No employee is to be left alone to service a client until both the course training and Clients Home orientation are completed and signed off by both the employee and the Trainer. No exceptions to this policy.

New Training Requirements:

- Any new training added on by the State will be addressed to all employees.
- Annual training plans for each new employee as part of their hiring process.
- Continued employment can only be offered if they successfully complete required training objectives.

Annual Minimum Training:

- Approved CPR & First Aid Training (Update as required)
- Approved DDS Health & Safety Training (Update as required)
- Approved Medication Administering Part 1 & Part 2

First Aid Training is not counted towards the eight-hour CEU eligible minimal training requirement but is logged on the annual training log for purposes of review.

STANDARD OPERATING PROCEDURE (SOP)

AT CLIENT'S HOME

Before Entering Client's Home:

- Make sure you are aware of the member's condition regarding physical and mental health; that will assist you in how to appropriately assist and meet the needs, wants, etc. of the member.
- Introduce yourself to the family and let them know what you will be assisting with, how long your shift will be and if necessary, who will be coming to relieve you.
- Ask where the house fire extinguisher, sanitation, and first aid products are located. If there is none, take extra precautions to ensure the safety of the member and oneself when cooking or using cleaning material.

Upon Entering Client's Home:

- Assess the living situation. Does the environment appear dangerous or detrimental to the individual? If so, refer to the Hamilton County Board of Mental Retardation and Developmental Disabilities, and alert your immediate supervisor at DHA. If the house conditions do not present as clean, secure, and climate controlled, you are encouraged to discuss findings with the supervisor and/or the Whistleblower policy.
- You must remember that the people we serve are important and that he/she should be always treated with respect and dignity. If you ever feel overwhelmed by the needs of the individual or you cannot provide the best care for them, you should communicate your concerns with the supervisor immediately.



STANDARD OPERATING PROCEDURE (SOP)

AT CLIENT'S HOME

When Exiting Clients Home:

- Clean up any clutter or mess after each task is complete so it will not cause any injuries to the people we serve. Ensure that the environment is at least neat, safe, and presentable.
- Make sure you have completed all tasks, and the Member is aware that you are leaving and that the shift has changed. under any circumstances by order of Administrator.

Behavior and Support Procedures:

- DHA will utilize the Hamilton County Board of Mental Retardation and Developmental Disabilities behavior and support procedures in all cases where a behavior and or support modifications are required.

HIRING & ONBOARDING

● Recruitment and selection process step 1

When there is a job vacancy, Depad Home Care Agency, Inc. will post the open position both internally and externally on job recruiting websites. After applications and resumes have been submitted, HR will review these submissions and proceed to select potential suitable candidates who qualify for the job.

● Recruitment and selection process step 2

HR will reach out to selected candidates through a phone interview screening, in office or video conferencing interview and on-site final interview to select the right candidate for the job. The Applicant will be required to complete a background check release form, so that he or she will be processed for employment eligibility.

● Recruitment and selection process step 3

In this final step of recruiting, HR will provide an offer letter to an applicant who has passed all the background checks and provided certifications pertaining to the job. Upon acceptance of the job offer, Depad will enter into an employment agreement at will and proceed to process all onboarding employment documentation.

ONBOARDING & TRAINING



Employee Onboarding

New hires will be required to complete the following information:

- I-9 (with 1 ID from category A or 2 forms of ID from category B & C.
- W-4 (payroll election)
- IT-4 (Payroll election)
- Direct Deposit Authorization form
- Emergency contact form
- Additional handbook forms and personnel administration forms will be completed and signed.



Job related documentation & Training

- HR will provide new hires, their job description and information on their chain of command.
- New hires will be required to complete company specific EEOC and safety training.
- New hires will complete a client orientation training.
- New hires will be assigned new clients and complete a meet and greet orientation with the new client assigned.
- New hires will be on a 90-day probationary period to ensure employment compatibility.

WELCOME TO OUR TEAM!



OUR CONTACT



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