



NEW CLIENT INFORMATION

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TLC

Home Care

We are happy to provide you with Personal Care to assist you with your Daily Living Activities. Because the activities are carefully controlled and regulated by Medicaid and State Law, we must be careful that an assistant is limited to the duties described below.

A Personal Care Aide may:

1. Assist with oral and personal hygiene, which may include brushing teeth, bathing, and skin and nail care, etc.
2. Guide and/or assist in dressing and undressing, in accordance with weather.
3. Assist with feeding and meal preparation.
4. Assist with changing bed linens, disposing of refuse, and removing soiled linens to maintain a clean and orderly environment within the residence.
5. Prompt Consumer to take medications at appropriate times.
6. Assist with personal needs of clients such as, but not limited to, bedpans, urinals, or commode chairs.
7. Position lifts and assist consumer with ambulation as needed.
8. Assist with light housekeeping tasks as assigned by the RN Case Manager.
 - The Aide can only clean those areas in the home that pertain to the Consumer.
 - Complete these tasks in such cases in which the consumer is unable to otherwise do on their own.
9. Report any changes in consumer's needs to the RN Case Manager.

A Personal Care Aide may not:

1. Do any heavy lifting. (i.e. furniture, boxes, large appliances)
2. Perform certain aspects of physical hygiene in regards to nail cutting, ear canal, or any other such task that should be done by a physician or licensed professional.
3. Administer or dispense medications.
4. Perform household or personal duties for anyone other than the consumer.
5. Perform childcare for children in the home.
6. Stay in the home after Personal Care Duties have been fulfilled or when Consumer is not in the home.

The Personal Care Program is designed to provide the Consumer with the necessary assistance for each Activity of Daily Living as assigned by the RN Case Manager and the Consumer's Primary Care Physician on the individualized care plan.

Please feel free to contact your Personal Care RN Case Manager or Office Manager if you have any questions regarding your Personal Care Services.

CLIENT COPY



Service Agreement

In home caregiving services provided by TLC Home Care to help our consumers to live the most independent life possible. Once admitted into this program you will be assigned a Personal Care Aide, also known as a PCA. A PCA is someone that will come to your home and assist you with your daily activities. These activities may include but are not limited to eating, toileting, grooming, bathing, cleaning, cooking, laundry, and shopping.

Your responsibilities as a recipient of Personal Care Services:

1. Be available at the scheduled time.
2. offering.
3. To treat your PCA with respect at all times in and outside the home.
4. available for a scheduled Personal Care Time.
5. To notify Case Manager and Personal Care office in the event of any needed changes in your Personal Care Schedule as soon as the need for change arises.

TLC Home Care's Personal Care Services responsibilities:

1. To assist or teach you the skills that one needs to live independently
2. Always treat you as an equal person at home or in public
3. Observe all guideline for confidentiality as directed by HIPPA
4. To contact you, house manager, and supervisor if they are not going to be available at the regularly scheduled service time
5. To follow the assigned schedule exactly, unless approved by supervisor in advance. In cases of emergency schedule changes, where the supervisor cannot be notified at time of change, notify them as soon as possible with the details as to the needed change.

We at TLC Home Care look forward to providing you with Personal Care Services. Our enthusiastic PCA's hope that this service will allow you a more independent life and that you will also enjoy learning new skills.

If at anytime you find that you are not fully satisfied with this service, feel free to contact the office, and we will make every effort to make the changes necessary to provide you with the best service possible. 501-802-0404

CLIENT COPY

YOUR LIVING WILL

ADULT CLIENTS OF SOUND MIND HAVE THE RIGHT TO ACCEPT OR REFUSE ANY MEDICAL OR SURGICAL TREATMENT. THIS INCLUDES THE RIGHT TO ACCEPT OR REFUSE TREATMENT THROUGH A LIVING WILL.

WHAT IS A LIVING WILL?

A living will is a legal document in which you tell others of your wish to refuse treatment that you feel is excessive or inappropriate - if you should become unable to express your wishes in the future. The living will tells medical professionals and members of your family to what extent special means should or should not be used to keep your body alive if you are incurably ill. The Will allows you to refuse certain medical procedures that may only prolong dying, or maintain the body if you become terminally ill or permanently unconscious.

SHOULD YOU HAVE A LIVING WILL?

It is not necessary that you be seriously ill or anticipating illness in order to benefit from having a living will. In fact, a living will can help protect your family members from unnecessary emotional stress resulting from having to make important decisions in an unexpected crisis. A living will enables you to control the extent of which extraordinary measures will be used to prolong your life, and it relieves others from the responsibility of having to make such decisions.

WHAT TYPES OF TREATMENT ARE AFFECTED?

Your living will affects only those types of treatment which, in the opinion of your doctor, would only serve to postpone the moment of death by artificially altering your body's vital functions.

Some examples include:

Artificial Feeding: If a patient is no longer able to swallow food, nourishment may be supplied through tubes inserted in the nose, an incision in the abdomen or intravenously.

Artificial Ventilation: Machines which assist or control your breathing are ventilators. Some patients are totally dependant on ventilators and would die without their support. A living will can address the question of starting or continuing such support when there is no prospect of improvement.

Cardiopulmonary Resuscitation (CPR): When the heart stops (cardiac arrest), special measures called cardiac resuscitation may be used to try to restart the heart. CPR includes the use of heart massage, intravenous medication, and electric shock. Your living will may direct that any or all of these not be used.

DOES THIS MEAN GIVING UP OR STOPPING CARE?

A living will affects only measures which are deemed to be useless. Making a living will does not mean that you will be abandoned. Doctors and nurses will continue attending to your needs, and every effort will be made to keep you comfortable. Humane treatment will continue.

WHAT IS A HEALTHCARE PROXY?

You can choose to have another person make health care decisions for you, if you should become unable to make decisions. The person you choose is called you "health care proxy". A proxy can be helpful if circumstances arise that are not covered in your living will. A proxy can be named as part of your living will.

LIVING WILL cont.

HOW TO MAKE A LIVING WILL.

To make a living will, you may fill out the form included with the pamphlet. Have two other adults witness your signature. If you have decided to name a health care proxy, fill out the Optional Proxy Directive. (If you wish to donate any organs, fill out the organ donation form, also included in this pamphlet.)

WHAT TO DO WITH YOUR LIVING WILL.

It is important that your doctor and family members know in advance about your living will and have a copy of it. Take it with you to the hospital.

AND IF YOU CHANGE YOUR MIND...

Your living will can be revoked at anytime by telling your doctor and family members that your wishes have changed. All copies of the will to be revoked also should be torn up and thrown away.

CAN ONE PERSON MAKE A LIVING WILL FOR ANOTHER?

If the patient is a child or an adult who can no longer make medical decisions, a close family member or guardian can make a living will for the patient.

RIGHTS & RESPONSIBILITIES

As a client of TLC Home Care of Arkansas, LLC the above-named client has rights and responsibilities including, but not limited to, those outlined below:

Client Rights

Clients have the right to:

1. be cared for by qualified, competent and trained personnel;
2. be treated with courtesy, dignity and respect;
3. be spoken to or communicated with in a manner or language they can understand;
4. receive privacy and confidentiality in regard to their health, social, and financial circumstances and what takes place in their homes, in accordance with laws and Agency policies;
5. be free from any actions that would be deemed to be abusive. e.g. intimidation, physical/sexual/verbal/mental/emotional/material or financial abuse, etc.
6. report instances of potential abuse, neglect, exploitation, involving any employee of the Agency, to the *Elder Abuse Hotline* ;
7. be dealt with in a manner that recognizes their individuality and is sensitive to and responds to their needs and preferences;
8. receive services and be dealt with without regard to race, color, age, sex, sexual orientation, creed, religion, linguistics, disability and/or familial/cultural factors;
9. be informed of the laws, rules and policies affecting the operation of the Agency;
10. be informed of procedures for initiating complaints about the delivery of service, without fear of reprisal or retaliation;
11. be informed of the Agency's *Code of Ethics* policy;
12. be informed of the Agency's policy on *Unstable Health Conditions*; and,
13. be informed of the Agency's policy on *Withdrawal/Termination of Services* .
14. have their property treated with respect;
15. participate in the development of a plan for their care;
16. provide input on which Home Care Worker they want and to be informed of who the Home Care Worker is accountable to. e.g. which Home Care Agency oversees their work;
17. be briefed on any procedure/treatment before it is carried out in order that they can give informed consent;
18. expect that the Agency will only release information about them if they have given authorization and/or if it is a requirement of law;
19. receive notice of any changes in their service, within an agreed upon amount of time, prior to the changes place;
20. be informed, within a reasonable amount of time, of the Agency's plans to terminate the care or service and/or their intention to transfer their care to another agency.

Client Responsibilities:

Clients are responsible for:

1. providing complete information about matters relating to their health and abilities when it could influence the care they are being given;
2. reporting any potential risks that might exist to the Home Care Worker such as the possibility that a client/family member might have a contagious illness or condition;
3. reporting unexpected changes in their condition, such as having suffered a mild stroke;
4. requesting information about anything that they do not understand;
5. contacting the office with any concerns or problems regarding services;
6. following service plans and/or expressing any concerns they have about the *Service Plan* ;
7. accepting the consequences, if the *Service Plan* is not followed;
8. following the terms and conditions of the *Service Agreement* ;

9. notifying the Agency, in advance, of any changes to the work schedule;
10. notifying the Agency of any advanced directives they sign. e.g. a *Do Not Resuscitate* order;
11. being considerate of property/equipment belonging to the Agency and/or Home Care Worker;
12. notifying Agency of any changes being made to their contact information such as address or phone number;
13. advising Agency of any changes being made to their Health Care Professionals. e.g. Physician, Physiotherapist, Occupational Therapist, Dietician, Registered Nurse, etc.
14. advising the Agency if they are not satisfied with the care or services being delivered;
15. providing a safe environment for care and services to be delivered;
16. giving reasonable notice, when possible, if service is going to be cancelled;
17. keeping all weapons in the home away from the work area during visits made by the Care Workers;
18. securing aggressive or menacing pets before the Home Care Worker enters the home;
19. providing a smoke free environment when Home Care Worker is present;
20. reviewing and signing the *Employee Time Sheet*, upon completion of shift;
21. treating Home Care Workers in a courteous and respectful manner, and,
22. ensuring that Home Care Workers are free from any actions that could be deemed to be abusive such as intimidation, physical/ sexual/ verbal/ mental/ emotional/material/ financial abuse, etc.

Agency Responsibilities

TLC Home Care of Arkansas, LLC shall be responsible for:

1. providing competent employees;
2. carrying bonding;
3. carrying liability and other insurances;
4. meeting the standards of *Worker's Compensation*;
5. ensuring home care service delivery standards are met;
6. ensuring federal, state, county & municipal legalities are researched and applied;
7. adhering to labor regulations;
8. developing contingency plans;
9. making deductions for social security, Medicare and other taxes;
10. conducting needs assessments, with client's/family's input;
11. developing service plans with client's/family's input;
12. consulting with relative professionals regarding the service plan (as required)
13. being part of, or coordinating, a health care team to provide for the client's needs, as indicated;
14. establishing goals with client/client's representative's input and striving to meet these goals;
15. maintaining the client's/family's confidentiality, privacy and dignity;
16. maintaining professionalism and a code of ethics;
17. avoiding inflicting its personal values and standards onto clients;
18. being alert for and reporting signs of elder abuse;
19. ensuring employees obtain the necessary immunizations unless such an act is contrary to personal beliefs and/or medical conditions; and,
20. ensuring that employees are tested to determine the existence of infectious diseases such as Tuberculosis, Hepatitis etc.

Rights & Responsibilities Acknowledgment