

HOW TO CALL IN/OUT USING THE CLIENT'S LANDLINE:

WHEN YOU ARRIVE AT THE CLIENT'S HOME:

1. DIAL THE TOLL FREE NUMBER: **1-833-575-7198**
2. ENTER YOUR EMPLOYEE ID WHEN PROMPTED:
3. HANG UP WHEN YOU HEAR THE TIME YOU CLOCKED IN.

WHEN YOU LEAVE THE CLIENT'S HOME:

1. DIAL THE TOLL FREE NUMBER: **1-833-575-7198**
2. ENTER YOUR EMPLOYEE ID WHEN PROMPTED:
3. HANG UP WHEN YOU HEAR THE TIME YOU CLOCKED OUT.

****For more information about clocking in/out using the device, please go to the link below
here for a video:

<https://www.youtube.com/watch?v=-J8xGvJuYAs&feature=youtu.be>

HOW TO CALL IN/OUT USING THE DEVICE:

WHEN YOU ARRIVE AT THE CLIENT'S HOME:

1. WRITE DOWN THE 6 DIGIT CODE DISPLAYED ON THE DEVICE
2. DIAL THE TOLL FREE NUMBER: **1-833-575-7198**
3. ENTER YOUR EMPLOYEE ID WHEN PROMPTED:
4. ENTER YOUR CLIENT ID WHEN PROMPTED:
5. ENTER THE 6 DIGIT CODE. HANG UP WHEN YOU HEAR THE TIME YOU CLOCKED IN.

WHEN YOU LEAVE THE CLIENT'S HOME:

1. WRITE DOWN THE 6 DIGIT CODE DISPLAYED ON THE DEVICE
2. DIAL THE TOLL FREE NUMBER: **1-833-575-7198**
3. ENTER YOUR EMPLOYEE ID WHEN PROMPTED:
4. ENTER YOUR CLIENT ID WHEN PROMPTED:
6. ENTER THE 6 DIGIT CODE. HANG UP WHEN YOU HEAR THE TIME YOU CLOCKED OUT.

*For more information about clocking in/out using the device, please go to the link below here for a video:

<https://www.youtube.com/watch?v=gCnRZ7jp-0&feature=youtu.be>

HOW TO CALL IN/OUT

WHEN YOU ARRIVE AT THE CLIENT'S HOME:

1. DIAL THE NUMBER: **1-936-463-8045**
2. LEAVE A MESSAGE, for example: *"This is Ms. X, I am clocking IN for Mr. Y at 9 am"*.

WHEN YOU LEAVE THE CLIENT'S HOME:

1. DIAL THE NUMBER: **1-936-463-8045**
2. LEAVE A MESSAGE, for example: *"This is Ms. X, I am clocking OUT for Mr. Y at 12 pm"*.


EL SHADDAI
CARE SERVICES, INC

Provider Services for the Elderly & Disabled

Dolores Broussard

Community Liaison

"A service that goes beyond your needs."

7707 Fawn Terrace • Houston, Texas 77071

Tel (713) 728-2677 • Cell (713) 805-9597 • Fax (713) 728-8226

E-mail: elshaddai1999@yahoo.com

IMPORTANT INFORMATION FOR EMPLOYEES

1. **COMMUNICATION IS VERY IMPORTANT!!!!!!!**
You must call your client if you are running late AND/OR cannot make it to work; also notify the agency. If you have an appointment, you must notify your client and the agency at least 3 days in advance and at least 2 weeks in advance if you are going on vacation.
Call the agency to report any hours you were not able to work.
Call the agency immediately to report any suspicious activities, abuse or neglect or any medical or physical changes.
Call the agency if your client is not answering to phone calls or the door.
Notify the agency if you see any bed bugs in your client's home.
2. **El-Shaddai requires a written two-week notice from any employee who decides to terminate his/her employment from El-Shaddai; otherwise, you will forfeit the last two weeks of pay in lieu of notice.**
3. **NO WHITE OUT on any document you turn in to El-Shaddai.**
If you make a mistake, to correct it, draw a horizontal line across, initial and date it.
4. **Do Not's:**
 - a. If your client falls, **DO NOT** pick her/him up. Call 911.
 - b. Do not borrow money from you client; **DO NOT** take money from your client.
 - c. Do not let your client borrow money from you.
 - d. Do not accept any gifts from the client.
 - e. Do not give any gifts to the client.
 - f. Do not talk about your personal problems.
 - g. Do not put your client in your car **AND** do not drive your client's car.
 - h. Do not discuss any personal matters/issues/business from your previous or present clients.
 - i. Do not eat or accept any food or drinks even if the client offers; kindly refuse.
 - j. Do not watch the T.V. at any time you are at the client's home.
 - k. No personal calls are allowed during your time at the client's home unless it's an emergency. Put your cell phone on silent. No texting.
 - l. No personal shopping is allowed before or during your shift.
 - m. If you run any shopping errands for the client, you must bring all receipts and change back to the client. Do not purchase alcohol or cigarettes.
 - n. Do not carry with you totes or big purses to the client's home. Try to carry in with you a small purse, and if possible, a coin purse.
5. You are responsible for notifying the agency when your client is hospitalized. Call the agency with the following information: date, time, reason and the name of the hospital. Services will resume as soon as the client is discharged and at home. If you fail to report the hospitalization of a client and get paid for it, the agency will deduct this money from the subsequent paycheck.
6. **DRESS CODE:** wear appropriate attire. Scrubs are not mandatory but they are recommended.

I have read all the above, and I have understood and will comply with such:

Employee's Name: _____

Date: _____

Signature: _____

ATTENDANT ACKNOWLEDGMENT OF TEMPORARY ASSIGNMENT

All attendant assignments are temporary assignments.

The Texas Department of Aging and Disability Services (DADS) refers individuals to the Agency. DADS may transfer an individual from the Agency to another agency. This is outside the Agency's control.

Another reason the assignment might end is due to the death of the individual. This is outside the Agency's control.

The individual might request that the Agency assign another attendant for whatever reason such as tasks are not being performed to the individual's satisfaction, the attendant is not working according to schedule, or the attendant is not following the rules of conduct. This is outside the Agency's control.

On rare occasions, you might ask for a different assignment.

The above are a few examples of reasons why the assignments are temporary. If you have any questions about your assignment(s) with the Agency, please ask your Supervisor or a Human Resources contact.

I acknowledge I have been given an opportunity to ask questions about the temporary nature of my assignment(s) with the Agency. I understand that all assignments given to me are temporary.

Attendant's Signature

Date

Agency Representative

Date

EMPLOYEE ACKNOWLEDGMENT

Confidentiality: Agency maintains confidentiality of operations, activities, and business affairs of the Agency and the clients according to 1996, Health Information Portability and Accountability Act (HIPAA). Due to the nature of our work, each employee will gain, directly or indirectly, sensitive and confidential information on clients/patients and staff members. The health care professional safeguards the client's right to privacy by judiciously protecting information of a confidential nature including medical treatment information, diagnosis, medical records, personal patient information, etc. This information should be shared only with those persons who, due to their position, have a need to know. Sensitive or confidential information must never be used as the basis for social conversation or gossip. If an employee is in doubt as to whether or not certain information may be shared, s/he should consult with his/her supervisor.

Drug Testing Policy: Agency does not conduct testing of its employees. Agency maintains a drug free workplace policy with regard to the possession, use, distribution and sale of drugs or alcohol. All employees are prohibited from the unlawful or unauthorized manufacture, distribution, dispensing, possession or use of a controlled substance or any alcoholic beverages while in the workplace or on Company paid time. Violation of this policy can result in disciplinary action, up to and including termination of employment. I acknowledge I have received a copy of the agency's policy on drug testing.

Harassment Policy: This agency is committed to providing a work environment, that is free from all forms of discrimination and unlawful harassment including sexual harassment. This policy applies to all employees including management personnel. Sexual harassment is any unwelcome sexual advances either explicit or implicit as a term or condition of employment. Improper behavior may be verbal, visual, or physical in nature and/or the creation of a hostile environment. Management will investigate complaints of sexual harassment promptly, impartially and without fear of retaliation to the employee. An employee should report the alleged incident immediately and confidentially to the appropriate manager or Human Resources.

Non Solicitation/Illegal Remuneration: Agency does not reimburse or provide incentives to physicians, durable equipment providers, family or other referral entities for patient referrals for home health services. Employees may not solicit patients for the agency. Employees found in violation of this non-solicitation policy will be subject to discipline up to and including termination of employment.

Non-Discrimination: Agency does not discriminate against clients or volunteers based on age, race, color, religion, military status, gender preference, sex, marital status, national origin, disability, or source of payment.

Abuse, Neglect, and Exploitation: Agency employees will report suspected abuse, neglect and/or exploitation to the state departments of both the Texas Department of Family and Protective Services, the Department of Aging and Disability Services, and Agency management. Agency employees suspected of abuse, neglect, or exploitation will be suspended immediately, an investigation will be conducted, and if the investigation validates the claim, the employee will be terminated.

Workers' Compensation: Agency is a non-subscriber to workers' compensation insurance. An employee who incurs an injury on the job that requires emergency medical treatment or is life threatening should proceed to the nearest emergency room. Emergency medical treatment (non life threatening) or non-emergency treatment should be referred to the agency's designated clinic. Notify the agency of an injury within 24 hours to complete paperwork. Medical expenses for injuries are covered with the exception of the following: employee's willful intent to hurt self or others, intoxication or drug use, horseplay, acts of God, and/or acts of a third party.

Progressive Discipline Policy: Agency utilizes a progressive discipline process in cases of misconduct or unacceptable performance. This includes verbal warning, written warning and final warning. Disciplinary action may begin at an advanced stage of the process or may result in immediate termination based upon the nature and severity of the offense, employee's past record and other circumstances.

Agency Policies: I acknowledge that I have read, understand, and will comply with all applicable agency policies and guidelines.

Employee: _____ Date: _____

EL SHADDAI CARE SERVICES, INC.

7707 FAWN TERRACE HOUSTON, TEXAS 77071

OFFICE 713-728-2677 FAX 713-728-8226

IMPORTANT INFORMATION CONCERNING YOUR EMPLOYMENT WITH EL-SHADDAI CARE SERVICES INC.

1. Your employment with El-Shaddai Care Services, Inc., is dependant upon availability of patients. Therefore, it is the employee's responsibility to ensure that patients'/clients' receive good quality care and maintain patient satisfaction in order to stay with our company. Any infringement or failure in maintenance of client satisfaction and/or quality care can result in termination of employment without further warning. Any behavior on behalf of the staff that causes El-Shaddai to lose a client will result in the staff being terminated because such behavior causes financial ruin to the company. Such behaviors are but not limited to: tardiness, no call-no show to work, untimely cancelation of work less than 4 hours, theft, rudeness towards patient/patient's family, using client's items even if given by patient i.e. no gift receiving, falsification of documents, borrowing from patient.

2. If you are running late or cannot report for assignment CALL THE CLIENT, to whom you are being assigned, and contact the office immediately.

3. Notify the office when there is a change is your assignment by the client's change in address, phone number and change in client's condition i.e. when patient goes to hospital/ER, death, etc..

4. Furthermore, I, _____, agree to report to El-Shaddai Care
Employee's Last Name, First Name

Services, Inc. once the assignment has finished for further assignments within THREE DAYS or if no show no call, I will be considered to have quit. Failure to accept another assignment due to distance and/or transportation, may affect my unemployment benefits.

I have read, understood and agree to carry out these responsibilities as assigned.

Employee's Signature

Agency Representative Signature

Date

Date

EL SHADDAI CARE SERVICES, INC.

7707 FAWN TERRACE HOUSTON, TEXAS 77071

OFFICE 713-728-2677 FAX 713-728-8226

PAYROLL INFORMATION

PAY PERIODS are from the **1st-15th** & **16th-30th(or 31st)**

PAYDAYS: the hours worked from the 1st through 15th are paid on the **LAST DAY OF THE MONTH**, and hours worked from the 16th-30th/31st, are paid on the following 15th. Employees are paid via Direct Deposit. Please submit a voided check or a direct deposit form.

PAYPERIOD	PAYDAY
1 st -15 th /MONTH	30 th or 31 st (last of the month)
16 th thru 30 th or 31 st /MONTH	15 th (of the following month)

NOTE: if payday falls on a Saturday payday will be on Friday; if it falls on a Sunday then, payday will be on Monday.

Employee Name: _____

Employee Signature: _____

Date: _____

EL-SHADDAI CARE SERVICES, INC.

7707 FAWN TERRACE HOUSTON, TEXAS 77071

OFFICE 713-728-2677 FAX 713-728-8226

TASKS DESCRIPTION

1. **BATHING:** Drawing water in sink, basin or tub; hauling or heating water; filling tub, assisting in/out of shower/tub, assistance with bed/sponge/tub/shower bathing and drying, laying out supplies, Stand-By assistance for safety.
2. **DRESSING:** Dressing/Undressing client, laying out clothes, assisting with buttons, zippers, putting on shoes, socks, Stand-by Assistance for safety.
3. **EXERCISE:** taking client for a walk.
4. **GROOMING/ROUTINE HAIR & SKIN CARE/SHAVING ORAL CARE:** Shaving, Brushing teeth, caring nails, laying out supplies/Washing- Drying hair, Combing/brushing hair, setting/rolling/braiding hair, not including styling, cutting, or chemical processing of hair, hands and face, Applying non-description lotion to skin, Applying make-up.
5. **FEEDING:** Assistance with eating or drinking using utensils/adaptive devices, Spoon/bottle feeding, Stand-By assistance/encouragement. NO TUBE FEEDING ALLOWED.
6. **TOILETING:** Changing diapers, external catheter, colostomy bag/empty catheter bag, assisting on/off bedpan, Preparing toileting supplies and equipment, Assisting with clothing during toileting, Assisting w/toilet hygiene, toilet paper and washing hands, Assisting with feminine hygiene needs, Stand-By assistance.
7. **TRANSFER:** Non-ambulatory movement from stationary position to another, Adjusting/changing position in bed/chair, Hands-on assistance with rising from sitting to standing position, and/or wheelchair. Stand-by assistance.
8. **WALKING:** walking with the individual.
9. **AMBULATION:** Stand-By assistance with ambulation, Assistance with wheelchair ambulation/walking apparatus/using steps, putting on/removing leg & prostheses.
10. **CLEANING:** Cleaning up after other personal care tasks (e.g. bathing, meal prep...), emptying and cleaning bedside commode, Cleaning refrigerator and stovetop, counters, washing dishes, Changing bed linens, Making up bed, Cleaning floor of living areas used by client, Dusting, Cleaning bathroom, Carrying out trash, setting out trash for pick-up, Cleaning refrigerator and stove, Mopping, Sweeping, Vacuuming. NO HEAVY CLEANING OR MOVING/LIFTING HEAVY FURNITURE OR OBJECTS TO BE DONE.
11. **LAUNDRY:** Gathering and sorting, Loading and unloading machines at residence/laundry mat, hand washing, Hanging clothes to dry, Folding and putting away clothes, Washer, Dryer, Applicant/client has special laundry needs.
12. **MEAL PREPARATION:** Cooking full meal/warm up prepared food, Helping plan/prepare meals, grinding/pureeing food, Serving food, cutting client's food for eating:, Specific meal purchased: Breakfast, Lunch, Supper and/or Dinner,
13. **ESCORT:** Arranging for transportation, going with client to medical appointments, etc. and waiting with the consumer at the site. Specific escort need is at least once a month. DOES NOT INCLUDE DRIVING THE PATIENT.
14. **SHOPPING:** Preparing shopping list, Going to the store and purchasing or picking up items, Picking up medication(s), Putting away groceries. RECEIPTS AND ANY CHANGE MUST BE PRESENTED TO CLIENT.
15. **ASSISTANCE WITH MEDICATION(S):** remind client to take meds, bringing a glass of water and/or medication container(s) to client, opening meds container, putting away meds on clients' hand. DO NOT PUT MEDS INTO CLIENT'S MOUTH.

EMPLOYEE'S NAME: _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____

6/9/20

El Shaddai Care Services, Inc
Updated COVID-19 Response

To our providers,

Over the last several months and weeks, the Centers for Disease Control and Prevention (CDC) has issued and updated specific guidance on the COVID-19 pandemic for health professionals. Thank you for your diligence and patience during this pandemic. As we have gotten new information from the CDC, we have done our best to keep you informed via emails and calls throughout this process. As you all know, we have maintained an open line of communication between you, our providers, and our clients throughout this whole process. Enclosed are some COVID-19 related documents that we sent out earlier this year. The first document attached was to inform you of our plan of action and the CDC recommendations for health care workers regarding COVID-19 that we sent out to you via email on 3/20/20. The next document was the email on how to create your own face mask, from the CDC, since masks were limited at the time on 4/6/20. Finally the last document that we sent out was the letter that let you know that we finally had access to masks and we distributed them out the week of memorial day-which some of you declined to pick up. We are sending you all this information again in one convenient letter and email- where you can easily access it. We have also included an updated document of resources and guidelines for our providers that included links to detailed guidelines from the Texas department of Health and Human services as well as the CDC. Please read over all this information and sign and date the acknowledgment page that you have received these documents. If you have any questions or concerns- please call the office at 713.728.2677.

Thank you,

El Shaddai Care Services, Inc

Updated COVID-19 Guidelines

To our providers,

On June 3, 2020, Governor Abbott issued an Executive Order to announce the third phase of the ongoing plan to re-open Texas. Even though we are slowly opening back up, every precaution still has to remain because COVID-19 is still ongoing but below you can find ways to move forward during this time. We have given you a list of resources that can better aid you. Please take the time to read over these important documents by clicking on the links or typing the links into the web browser. Please let us know if you have any questions.

Thank you,
El Shaddai Care Services, Inc

Covid 19 self checker (checklist on what to do if you feel you or someone might be sick)
https://txcct.force.com/ct/s/assessment?language=en_US

Updated important information for direct service providers which include personal care attendants guidelines (updated as of 5/27/20)
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/direct-service-providers.html>

Guidance for home service providers- this concise and detailed information is from the Texas Department of Health and Human Services COVID-19 Guidance for Home Health Service Providers- which is "intended for healthcare workers and others who make home visits or provide health related services in a home or community setting" (5/7/20)
<https://dshs.texas.gov/coronavirus/docs/DSHS-GuidanceforPublicHealthHomeServiceProviders.pdf>

What to do when running errands for yourself and our clients: (6/7/20)
<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/essential-goods-services.html>

For direct services providers that have clients with disabilities:
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/direct-service-providers.html>

Information on the opening of Texas 3rd phase:
<https://dshs.texas.gov/coronavirus/opentexas.aspx>

You can find updated data on the cases of COVID-19 in the US on the CDC website :
<https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cases-in-us.html>

Windsor Village Social Services

12401 S. Post Oak

713-551-8792

Limited Financial Assistance

El Shaddai Coronavirus Statement

El Shaddai Care Services Leadership and Administrative Staff, have been monitoring the developments of the Coronavirus (COVID-19) outbreak. Although we touched on it briefly at the Annual Employee Meeting, we want to let our Employees and Clients know that GOD will see all of us through this difficult time. We have our full trust in HIM so please do not be anxious for anything. You are an important part of our El Shaddai family and we will get through this together. Moreover, your safety and health is a priority to us. Therefore, it is of great importance that you adhere to the instructions of credible sources such as the CDC and World Health Organization.

According to the Texas Health and Human Services, the following guidelines should be followed to reduce the risk of spreading this virus.

- Prohibit all nonessential visitors (essential visitors are providers of essential services such as direct care workers in group homes, doctors, nurses, home health workers, law enforcement, family members).
- **Essential visitors should NOT be allowed access if they have symptoms of a respiratory infection such as fever as defined by CDC, cough, shortness of breath, sore throat. IF OUR EMPLOYEES HAVE ANY OF THESE SYMPTOMS, CALL OUR OFFICE (713-728-2677) SO THAT WE CAN SEND A SUB PROVIDER FOR YOU.**
- Providers should utilize personal protective equipment (mask, gloves, Hand sanitizer with at least 60% alcohol, wash hands for at least 20 seconds)
DO NOT MAKE OR USE ANY HOMEMADE HAND SANITIZER
- All Communal dining, public events, and group activities should cease. Refrain from having non-essential visitors.
Please contact your local health department if you suspect that you or someone else may exhibit any potential symptoms of Coronavirus. It is important to call before heading straight to the facility to get tested.
- Limit physical contact such as handshaking, hugging etc. Cover coughs and sneezes via armpit. Regularly disinfect all high-touch surfaces such as counters, doorknobs, telephones, etc.

We appreciate you for continuing to do what makes you stand out from the rest. You wake up, get dressed and head to our Clients home with a positive attitude. You put your heart into your job and for this GOD will bless you tremendously. Thank you for all your hard work. Our Clients still need your help so we appreciate what you are doing for them.

Let us use wisdom to navigate through this difficult time. With the grace of GOD, this too shall pass. For your convenience, we have attached some numbers for resources that you can utilize.

-El Shaddai Care Services leadership and administrative team..

Resources Page

Copy of the email that was sent out about CDC cloth mask use

EL-Shaddai Care Services, Inc. <elshaddai1999@yahoo.com> Apr 6, 2020, 12:35 PM
to Inc.

Dear employee,

(PLEASE CLICK ON THE LINK TO OPEN UP THE FULL ARTICLE FROM THE CDC ABOUT HOW TO MAKE CLOTH FACE COVERINGS AT HOME).

Per CDC:

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

"CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), **especially** in areas of significant community-based transmission.

CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.

Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.

The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance".

Also, please share this information with your client. Take a couple of minutes, read the information with your client and discuss it together. When you click on the link, it'll give you instructions on how to make a face covering from materials you already have at home. Any questions, please call the office,

Be safe,

Staff
EL-Shaddai Care Services, Inc.
7707 Fawn Terrace Drive
Houston, Texas 77071