



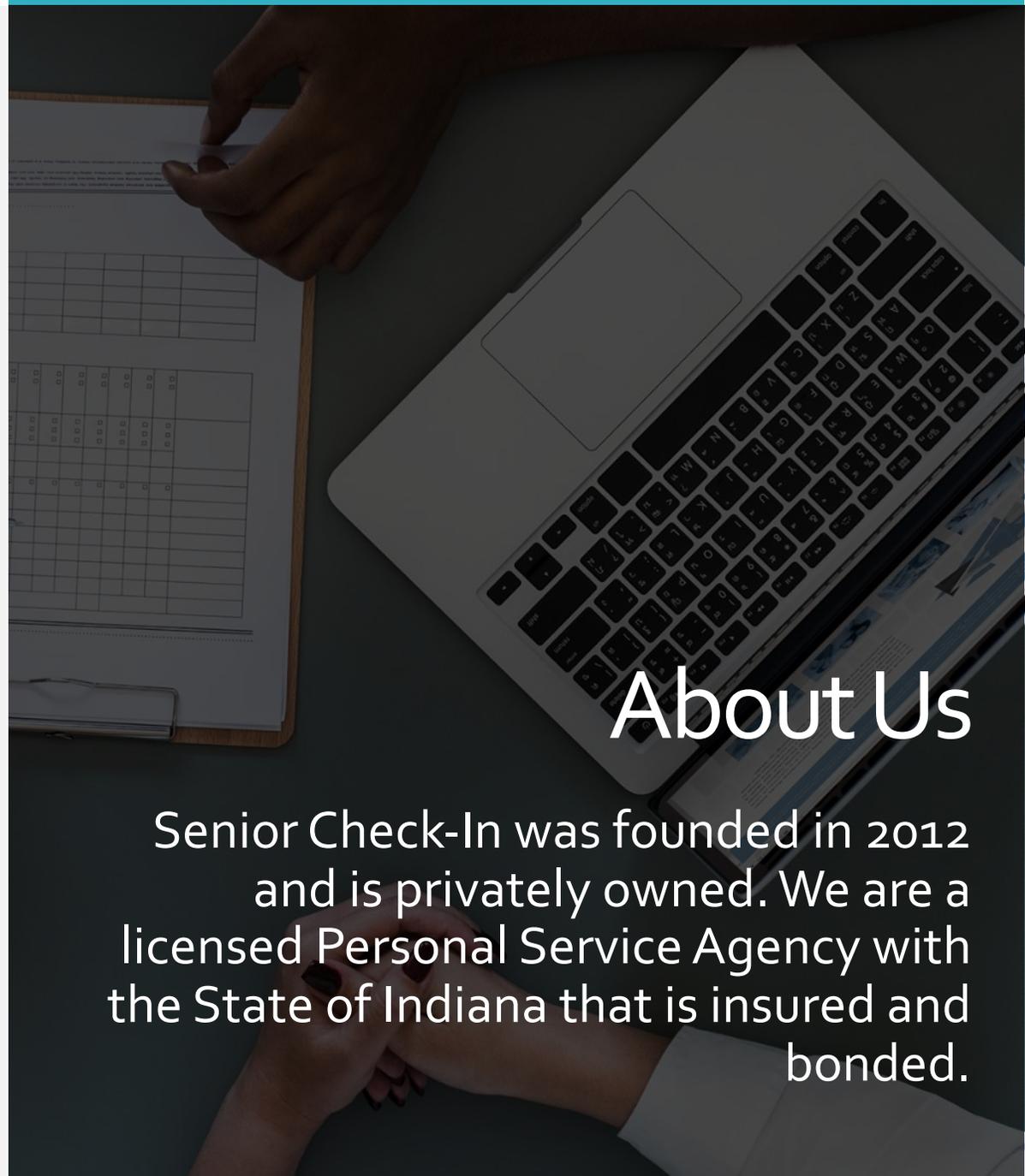
# Senior Check-In Orientation

"We Check-In When You Can't"



## • Mission Statement

- Senior Check-In allows loved ones to age in place independently and gracefully by providing loving caregivers to help enhance the quality of life.
- It is Senior Check-In mission to provide superior care for our clients that is at the same level of care that we would want provided to a member of our own family
- To treat our clients with love, kindness, respect, and care that allows them to feel safe and cared for while maintaining their independence and dignity
- To represent Senior Check-In in an exceptional way, to ensure that our clients and their families feel confident in referring Senior Check-In to other clients
- Senior Check-In management team is dedicated to provide a safe workplace in an environment where you feel that you are properly trained and that your efforts are rewarded and appreciated.



## About Us

Senior Check-In was founded in 2012 and is privately owned. We are a licensed Personal Service Agency with the State of Indiana that is insured and bonded.



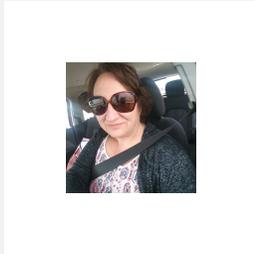
# Management Team



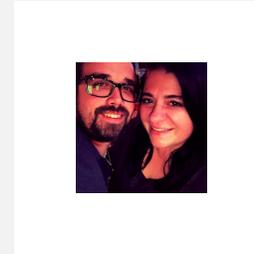
Gretchen Zoeller-  
Wright  
Owner



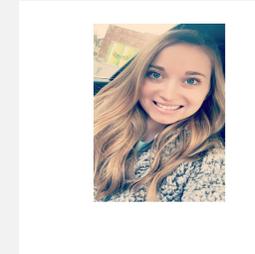
Ashley Williams  
Director of Business  
Development



Leisa Dailey  
Staffing Director



Melissa Hall  
Client Care  
Coordinator/Scheduler



Valerie Shutt  
On Call Manager



### Downloading the App & Logging in

Next time you log in to the caregiver portal from your mobile device, click on the link to download the app or search for "ClearCare" in Google Play. Once the app has been installed, log into the app.

### Changing Your Password

To view your profile in the app, click on the main menu to the top left of the screen and click on the icon of a person. You can click on the orange editing pencil and this allows you to change your password to one that will be more memorable.

Click orange editing pencil to change your password.

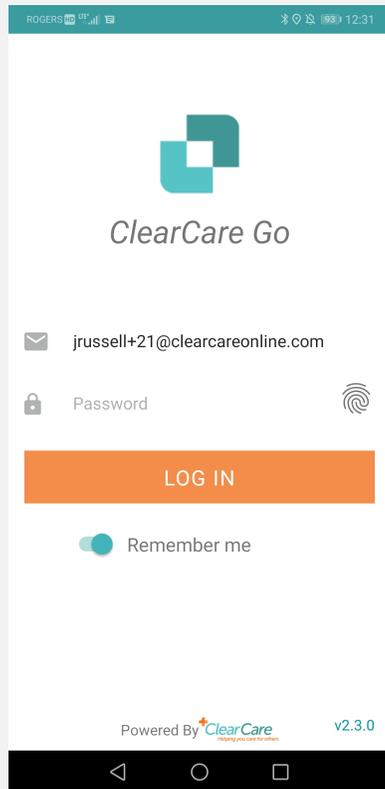
In addition to changing your password, you can also change your profile picture (on a desktop).



# ClearCareGo: Clock In/Out Process

# ClearCare Go App: Clock In/Out Process

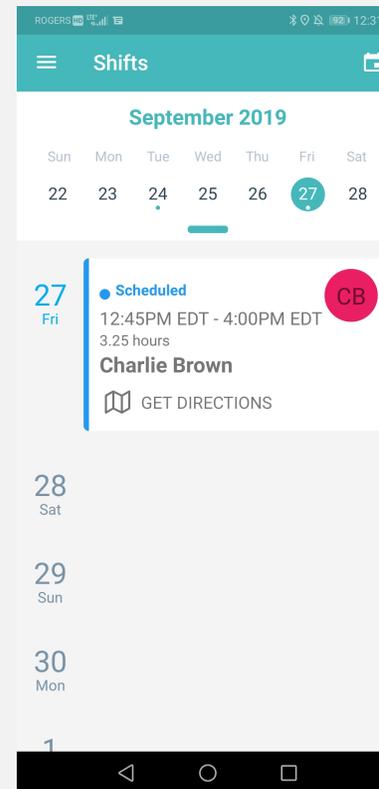
## Step 1:



Open the ClearCare Go app and sign in using your credentials.

*\*Your username is going to be your provided email address*

## Step 2:

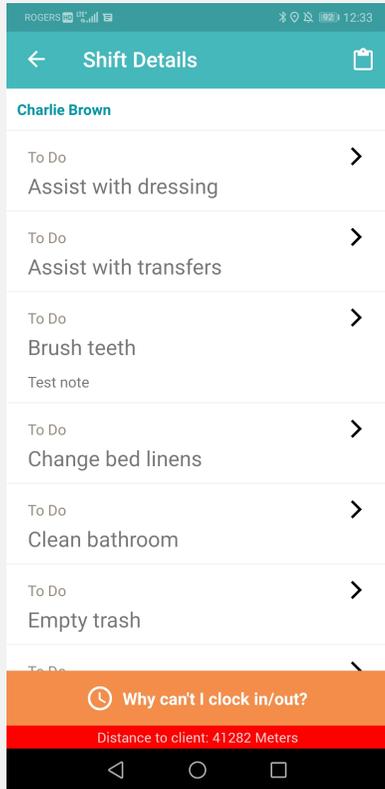


Once you have signed in, you will see a screen similar to this. You will see shifts you have from today going forward.

Notice the dots under the 24<sup>th</sup> and 27<sup>th</sup>? Those dots indicate you have or had a shift on that day.

# ClearCare Go App: Clock In/Out Process

## Step 3:

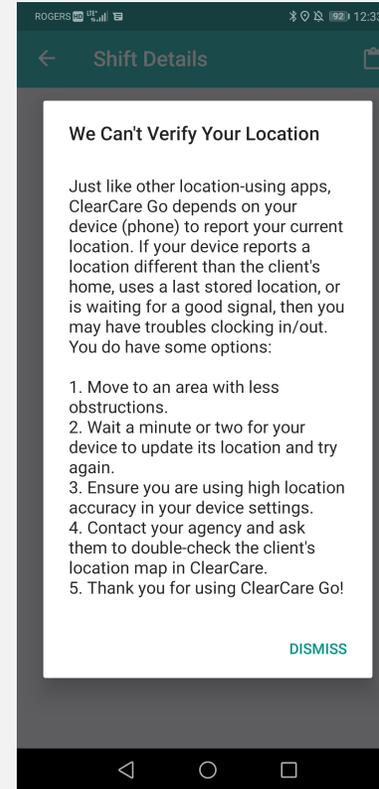


Once you have clicked on the shift, you will see a list of tasks that are required to mark as complete, or not complete, before clocking out.

Notice that the bottom button has red below it. This means that you are too far away from the clients home to clock in. This is based off your phones location. Green is what you want to see.

*To view the assessment, click the notepad at the upper right hand corner.*

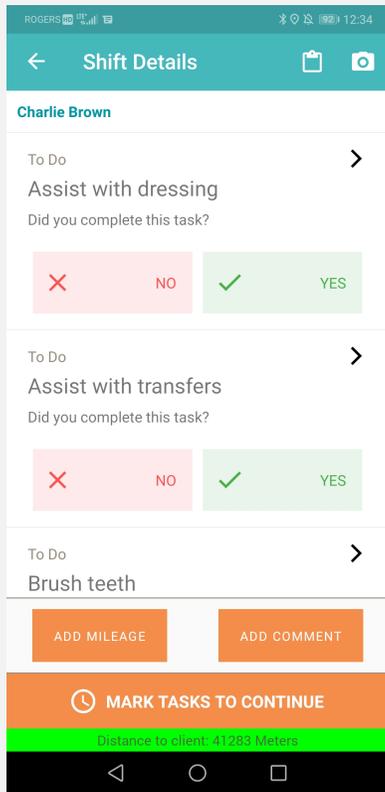
## Step 4:



If you click the “Why can’t I clock in/out” button you will see this.

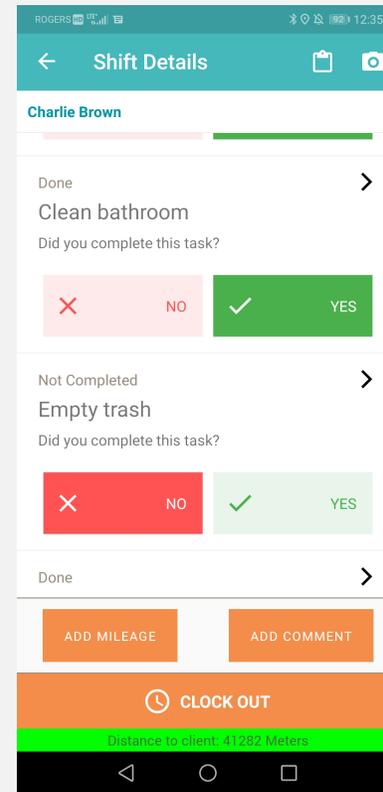
# ClearCare Go App: Clock In/Out Process

## Step 5:



Once you have clocked in you will notice it says “Mark tasks to continue” This is a reminder that you will need to mark those tasks as complete or not complete prior to clocking out of your shift. You can mark tasks as your shift is happening or at the end.

## Step 6:

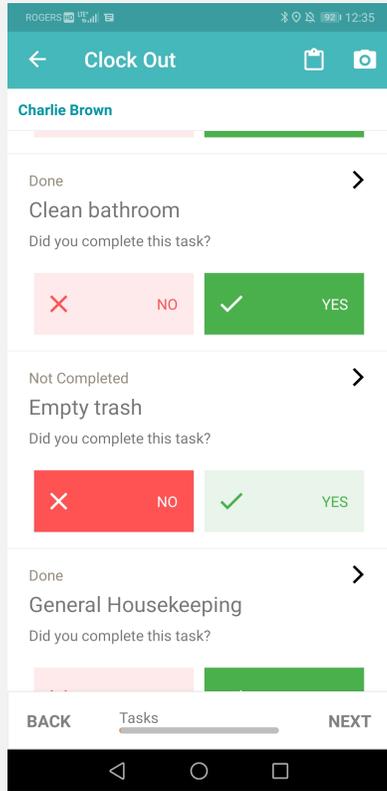


Once you have marked your tasks, you can clock out when you are ready by clicking the “Clock Out” button at the bottom of the screen if it is “Green” underneath. If it is red, you are too far away from the home. If inside, try near a window or at front door (outside) for a stronger cell signal.

*Note: There are still more steps before you are clocked out of your shift.*

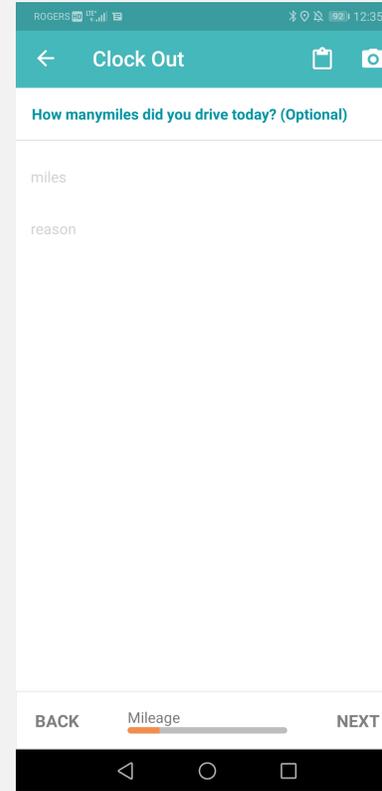
# ClearCare Go App: Clock In/Out Process

## Step 7:



Once you hit “Clock Out”, verify your selections and click “Next” to continue.

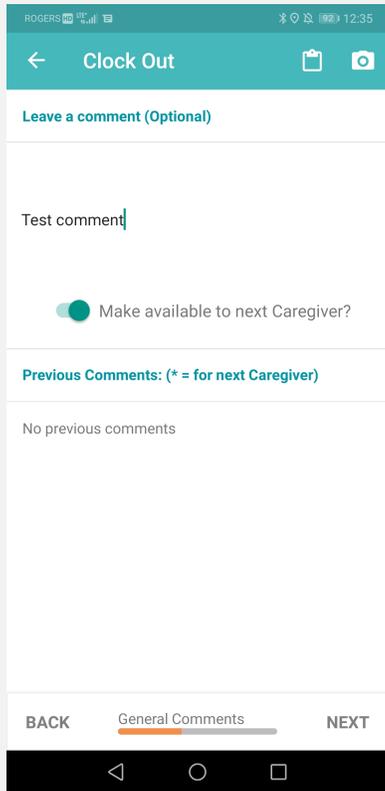
## Step 8:



If you have Mileage, you can enter it here. This section is optional, click “Next” to continue.

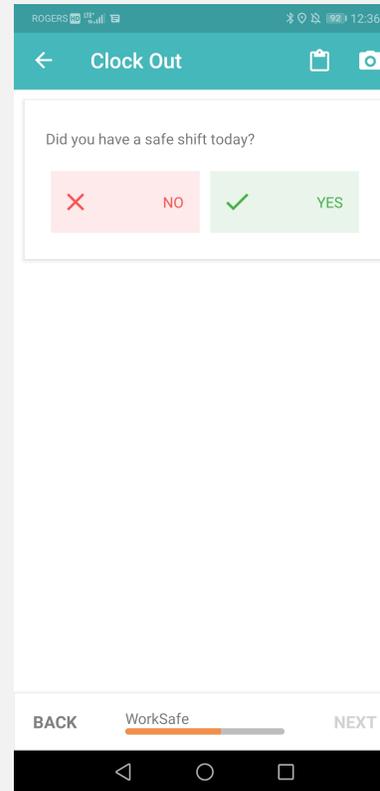
# ClearCare Go App: Clock In/Out Process

## Step 9:



Once you reach this section, you are able to leave a general comment. If enabled, you can select the toggle to allow the next caregiver to see the comment at the beginning of their shift. This section is optional, click “Next” to continue.

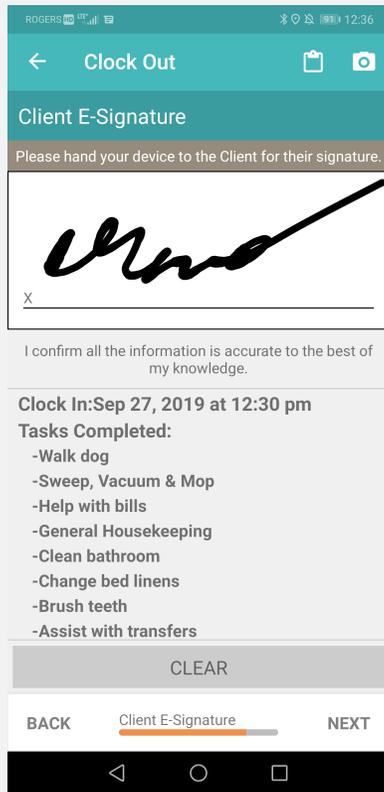
## Step 10:



This is for “Safe Shift Reporting”. If enabled, you will note if you have had a safe shift or not during this step.

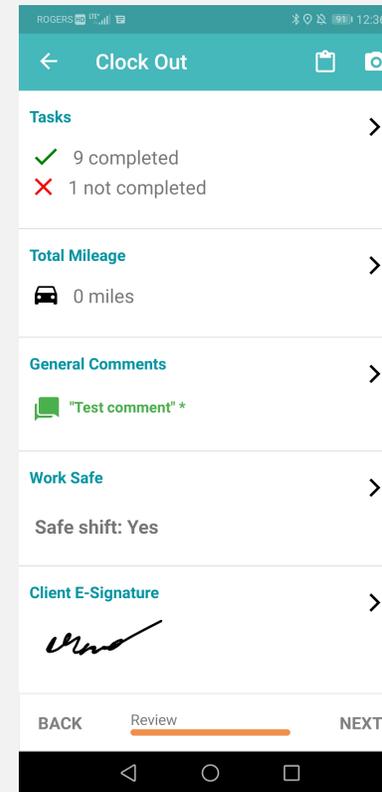
# ClearCare Go App: Clock In/Out Process

## Step 11:



If you see this screen, you will need to get a signature. At the upper right hand portion of the screen, you will see if it is for the Client or Caregiver. If an error was made, click clear at the bottom to reset the signature. When done, hit “Next” to continue.

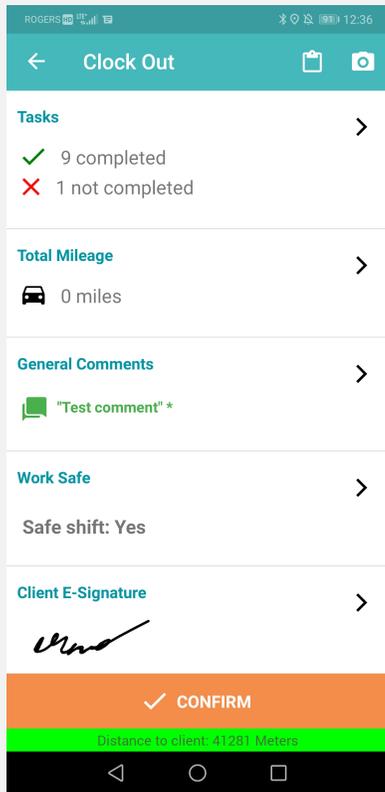
## Step 12:



Verify you have entered in everything correct and click “Next” to continue.

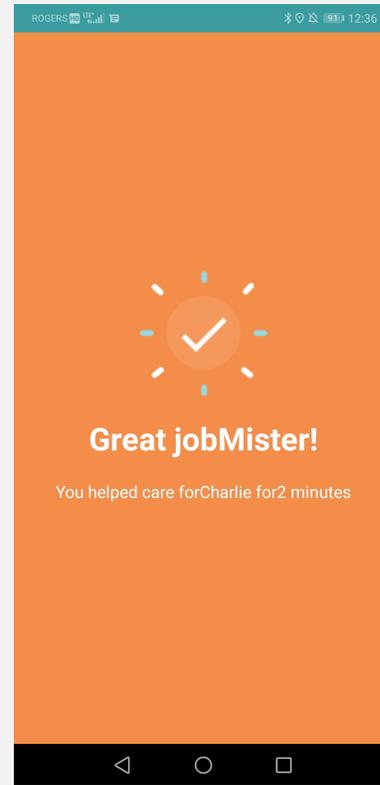
# ClearCare Go App: Clock In/Out Process

## Step 13:



Click "Confirm" to finish the clock out process.

## Step 14:



Once you see this screen, you know you have successfully clocked out.



Congratulations! You have successfully clocked out!

# Payroll Portal Info

How do I access my paystubs?

# Business Online Payroll

www.businessonlinepayroll.com/payday

## Step 1

You must sign up on your very first payday

- On your first payday you will receive an email with a temporary username and password. \*This email is sometimes sent to your junk email folder
- Follow the steps that is stated in the email from Business Online Payroll to log into your payroll portal.



## Step 2

Create your own your username and password.

- Once you have logged into your payroll portal. You can create your own username and password. \*Please keep your username and password for your own records.
- You are responsible for setting up you own payroll portal. We don't have access to your password we can only reset your password.



## Step 3 Complete!

- Please log into your payroll portal if you need paystubs or W2 information. Please allow 48 Business Hours to complete any account password reset or to get paystubs printed out
- Please notify Ashley Williams at via email at [ashley@seniorcheck-in.com](mailto:ashley@seniorcheck-in.com) or 855-420-1200 ext.1 if you need your passwords reset. Please note that this may take up to 48 hours to complete.



When you are assigned to a shift or a permanent schedule you are expected to log into your schedule and CONFIRM the shift/s



No Call No Shows will not be tolerated



If you fail to confirm with management, the shifts will not be guaranteed to you.



You must notify management of all schedule changes



If you call out frequently when you are assigned to a client schedule, then you can be removed from the case



(Ex: Family asks you to come an additional day that week, You need to get off early for personal reasons, family asks you to come earlier or stay later one day.)



If you are removed from a case because of attendance issues you can pick up shifts that are open and work your way back to a set schedule



You MUST email request for leave to [Melissa@seniorcheck-in.com](mailto:Melissa@seniorcheck-in.com) 1 week notice for 1-2 days off 2 week notice for 3+ days off. Request for leave needs to be approved by scheduling manager

# Scheduling How IT WORKS

## **ALWAYS CALL 855-420-1200 for Management Team**

Call the Manager On Duty at **855-420-1200 ext.0** for all the following...

1. Calling off for a shift at least 6 hours before your scheduled
2. If you will be arriving Late to your shift
3. Leaving Early from your shift
4. Change in your client's condition
5. If you need to report an incident
6. If you have not been able to access the Clear Care app to retrieve the address to your assigned client shift or if you find yourself lost while going to your shift

# Policies and Procedures

- **Uniform:** Navy SCI Scrubs can be ordered through us, and Blue Scrub Top and Black Scrub Bottoms ONLY (No leggings, only scrub pants) skid proof shoes (no open toe shoes), name badge
- **Professionalism:** Understand that you always need to be professional . Watch body language, how you are speaking to family, clients and other medical professionals. Keep your problems at the door and walk in with a smile on your face to provide services to your client.
- **Sleeping:** No Sleeping while on the clock with SCI
- **MOD:** Know when and how to call the MOD
- \*Resignation from a permanent schedule: Must give 2 week notice to come off a permanent shift, unless otherwise approved by management
- **Confirming Shifts:** You must confirm your shifts on your schedule failure to do so could mean losing your shifts
- **Texting:** NO Texting to call off shift you must CALL Manager on Duty
- **Cell Phones:** There are to be NO CELL PHONES while on shift 3 infractions will lead to termination. Your clients deserve your attention and time
- **Call Off/Late Policy:** If you are late by more than 1 hour 2 times in 1 pay period you could be docked \$0.50 for that pay period
- **Replacement Name Badges:** The first name badge will be provided if you loose it and require additional name badge it will cost \$5.00 to replace

# Policies and Procedure for Case Notes

- **Case Notes:** Must be submitted after every shift electronically on your clear care app with a client and your signature. If for some reason your app isn't working you must write a paper case note along with a client signature and your signature and email it to [casenotes@seniorcheck-in.com](mailto:casenotes@seniorcheck-in.com).
- If you have to do a paper case note please note that you can NOT place 2 clients information in 1 email.
- Case notes should be brief but detailed to what you did and time stamped. Example is below:
- 8am: Arrived Jane was starting to get up out of bed. I assisted with ADL's and assisted with her showering needs.
- 9am: prepared breakfast of cereal and bananas with coffee and OJ. I assisted Jane to the bathroom after breakfast.
- 10am: I cleaned up the kitchen, started the dishwasher, and made the bed with fresh linen. I prepared sandwiches for lunch and placed them in the fridge until Jane was hungry.
- Case notes are legal documents and should be written in blue or black ink

# Zero Tolerance Policy

- All shifts are scheduled at a month at a time. You will be available to view the next month's schedule by the 20th of every month. Any time off request must be sent via email and approved by management. What is scheduled is your scheduled shift. Anyone stating they missed a shift due to "not confirming" on their schedule, will be terminated.
- You, as the caregiver, are the frontline of the company. In order to keep our company growing, you, the caregiver, are to show the professionalism, and compassion for your clients' needs. Any report that states otherwise will lead to termination.
- Our management team are busy working towards growing the company. We appreciate all our caregivers giving their reliability, putting your heart into their work. This is what leads to more referrals. This helps give the family members of the loved ones we care for, the peace of mind they need while still providing for their families.
- For any scheduling issues, ( running late, calling off, shift change per client, leaving shift early, etc), you are to call 1-855-420-1200 to report to the Manager on Duty. Please remember to respect the Business Office hours between 9am to 5pm for any requests as stated in your employee handbook. Any requests after 5pm will be handled the following business day.
- Any requests off may be sent via email to::
- [Manana@seniorcheck-in.com](mailto:Manana@seniorcheck-in.com)
- [Melissa@seniorcheck-in.com](mailto:Melissa@seniorcheck-in.com)

# Zero Tolerance Policy

- We have experienced issues with sleeping, use of personal phones, no call no shows, texting to call off a shift, missing shifts stating they didn't confirm a shift, so they don't have to work. All completely unacceptable. All stated above are grounds for termination.
- Please be professional and communicate with your management team.

## Who has to be HIPAA compliant?



Healthcare  
providers



Healthcare  
plans



Healthcare  
clearinghouses



Healthcare  
business associates

# HIPAA Stands For:

- Health
- Information
- Portability and
- Privacy
- Act

# HIPPA





## **1. Privacy Rule**

The HIPAA Privacy Rule establishes standards to protect individuals' electronic medical records and personal health information and how it can be used and not disclosed.



## **2. Security Rule**

The HIPAA Security Rule establishes standards to protect individuals' electronic personal health information with right safeguards must be in place to ensure appropriate protection (see below).



## **3. Transaction Rule**

The HIPAA Transaction Rule address the safety, accuracy and security of medical records in transactions and PHI



## **4. Identifiers Rule**

The HIPAA Identifiers Rule ensures unique identifiers.



## **5. Enforcement Rule**

The HIPAA Rule addresses the authority's power to enforce penalties for violations and set the breach reporting requirements.

— *advice for* —

# STAYING HIPAA COMPLIANT

*when using social media*

What can healthcare providers do to help ensure HIPAA privacy and security rules are adhered to when posting online?

Here are five tips to avoid disclosing PHI when using social media.



## NEVER POST ABOUT PATIENTS

It's extremely difficult to anonymize patients - even the subtlest identifier could land you and your practice in a lot of trouble.



## DON'T TRUST MESSAGING SERVICES

Privacy of messages relies on the recipient keeping the information to themselves and not leaving themselves logged into public or office computers. Best to avoid private messaging altogether.



## EDUCATE YOURSELF AND OTHERS

Staff should always be trained and kept up to date with HIPAA compliance best practices and company social media policies.



## DON'T MIX WORK AND PERSONAL LIFE

Healthcare professionals should keep their personal and professional lives separate. Interacting with a patient online could result in PHI inadvertently being exchanged in the public domain.



## WHEN IN DOUBT, DON'T POST

People can make mistakes in the heat of the moment. Always take a minute, read the post back to yourself, and consider the potential consequences before hitting the 'post' button



A close-up photograph showing several hands of different skin tones cupped together in a circle. Resting across the palms is a horizontal row of seven light-colored wooden blocks, each with a black letter. The blocks spell out the word "RIGHTS" in a bold, serif font. The lighting is soft and natural, highlighting the textures of the skin and the wood.

**R  
I  
G  
H  
T  
S**



# Client rights

- Privacy
- Confidentiality
- Dignity and respect
- Freedom of association
- Self determination and right to make informed choices
- Free expression of ideas and opinions
- Access to services based on agreed standard of care
- Individualized service provision
- Inclusion

SCI Handbook will be emailed to your email address on file.



**SENIOR CHECK-IN**

**CAREGIVER**

**EMPLOYEE HANDBOOK**

10/24/2014

SCI Caregiver Manual will be emailed to your email address on file



# SENIOR CHECK-IN

# CAREGIVER PROCEDURE MANUAL

## TABLE OF CONTENTS

### **SAFETY**

Emergency Protocols	5
Basic Home Safety	6
Chemical Mixtures	7
Fire Safety	9

# Policies/Protocol Recognition

- \_\_\_1. I understand that I am to use 1-855-420-1200 to contact the manager on duty always
- \_\_\_2. I understand that I am always to wear my uniform with my badge : If I lose my badge and require a new one, the charge for this will be \$5 and will be taken out of my paycheck
- \_\_\_3. I will always act professional while on shift and can't sleep while on shift
- \_\_\_4. I understand that I must notify the MOD if there is a change in my client's condition, or if a fall or other serious medical issue with my client comes to my attention. I understand how to fill out a client and caregiver injury report and the protocol if I must fill this form out.
- \_\_\_5. I understand that I must give resignation to come off a permanent schedule and at least 1 week notice is required
- \_\_\_6. I understand that I am expected to email a notice for time off to melissa@seniorcheck-in.com with proper notification of a 3 week notice
- \_\_\_7. I understand that I am expected to email a notice for time off to melissa@seniorcheck-in.com with proper notification of a 3 week notice

# Policies/Protocol Recognition

\_\_\_\_ 8. I understand that I must confirm my shifts

\_\_\_\_ 9. I understand that I CANNOT text to call off a scheduled shift I have to CALL 1-855-420-1200 within 6 hr of the start time of the shift

\_\_\_\_ 10. I understand that if I am unable to call myself, I will have someone else call to inform the MOD I will not be at my shift

\_\_\_\_ 11. I will Notify MOD if I am running late, or there is a schedule time change that day

\_\_\_\_ 12. I understand what a case note is and how to submit it on the clearcare app. If needed I know how to write a paper casenote and know that it needs to be emailed to casenotes@seniorcheck-in.com by the end of my shift.

\_\_\_\_ 13. I understand HIPPA laws

\_\_\_\_ 14. I understand client rights and who to report to if an incident occurs

# Direct Deposit Form



Senior Check In  
 14074 Trade Center Drive, Suite 147, Fishers IN 46038  
 Phone: 1-855-420-1200 Fax: 208-561-2263  
 "We check in when you can't!"

## Direct Deposit Authorization Form

<b>Date:</b>	
<b>Employee Name:</b>	
<b>Name of Financial Institution:</b>	
<b>Account Type:</b>	Please Circle Checking      Savings
<b>Routing Number:</b>	
<b>Account Number:</b>	

Attach a copy of a voided check with this form. If you do not use checks or do not have a pre-printed deposit slip available, your financial institution can provide you with alternative documentation.

Please note that any new submissions may take up to two pay periods to become active on the new account. Keep in mind when submitting the new authorization form.

Please contact Ashley at 317-646-0883 if you have any questions.

<b>Employee Signature:</b>	
<b>Date:</b>	
<b>Send Fax To:</b>	208-561-2263
<b>Email To:</b>	<a href="mailto:ashley@seniorcheck-in.com">ashley@seniorcheck-in.com</a>

# TAX FORMS

- Federal W4 Form
- <https://www.irs.gov/pub/irs-pdf/fw4.pdf>
- Indiana State Tax Form
- <https://anderson.edu/uploads/hr/state-wh-4.pdf>
- I-9 Form
- [https://www.uscis.gov/system/files\\_force/files/form/i-9-paper-version.pdf](https://www.uscis.gov/system/files_force/files/form/i-9-paper-version.pdf)

**1-855-420-1200**

**Ashley Williams:** Contact for any payroll questions/concerns.

Email: [ashley@seniorcheck-in.com](mailto:ashley@seniorcheck-in.com)

**Leisa Dailey:** Contact for any hiring info and change in client plan of care.

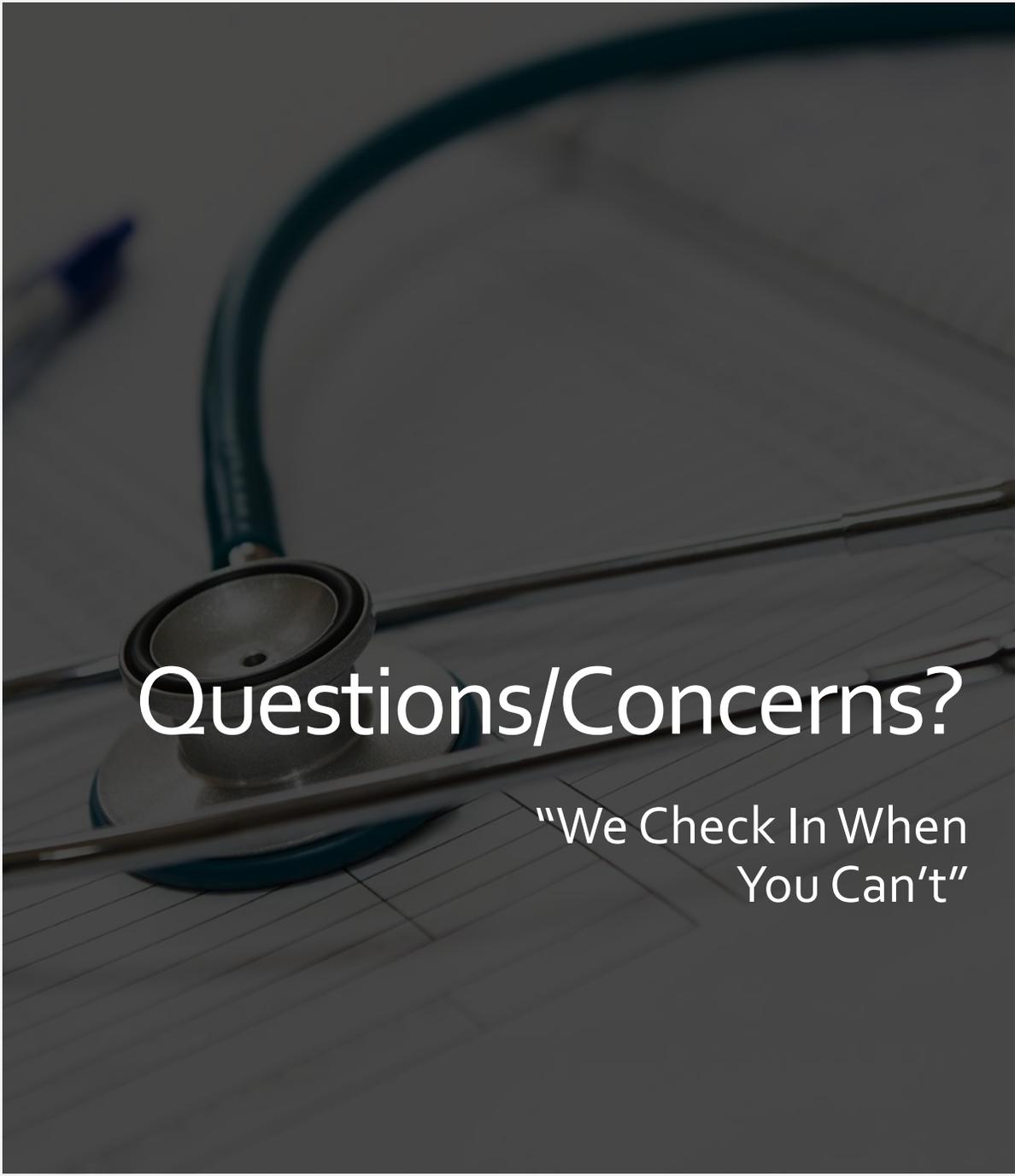
Email: [Leisa@seniorcheck-in.com](mailto:Leisa@seniorcheck-in.com)

**Melissa Voth:** Contact for any Client Care Coordination and scheduling

Email: [Melissa@seniorcheck-in.com](mailto:Melissa@seniorcheck-in.com)

**Valerie Shutt:** On-Call manager

Email: [valerie@seniorcheck-in.com](mailto:valerie@seniorcheck-in.com)



Questions/Concerns?

"We Check In When  
You Can't"



Thank You

Welcome to the Senior Check-In  
Team! We are utterly grateful for you  
to be on our frontline to represent  
Senior Check-In