

POLICY AND PROCEDURE MANUAL

Lending Hands CGS, LLC

Version 1.0

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Table of Contents

Introduction	5
Vision Statement.....	6
Mission Statement	6
Core Values	6
Document Control.....	8
Statement of Policy.....	9
General Provisions	11
Registry and Exemptions.....	14
Home Care Aide Applicants	17
Home Care Aide Registration.....	19
Home Care Aide Registration Renewal	21
Licensure of Home Care Organizations.....	23
Enforcement Provisions	25
Home Care Organization Operating Requirements	38
Affiliated Home Care Aides	40
Revenues.....	42
Complaints, Inspections, and Investigations.....	44
Enforcement	46
Operation	48
Personal Care Services	50
Admission and Discharge Policy.....	54
Client Assessment and Care Planning Policy.....	57
Caregiver Recruitment and Selection Policy	60
Caregiver Training and Education Policy.....	63
Caregiver Supervision and Performance Evaluation Policy	66
Client Rights and Responsibilities Policy	69
Health and Safety Policy	72
Documentation and Record-Keeping Policy	76
Complaints and Grievances Policy	80
Confidentiality and Privacy Policy.....	84
Emergency and Disaster Preparedness Policy	87
Ethics and Professional Conduct.....	90



Cultural Competence and Diversity	93
Human Resource Policies and Procedures.....	95
Recruitment and Hiring Policy	95
Employee Onboarding Policy	98
Employee Records and Confidentiality Policy	100
Employee Performance and Evaluation Policy	102
Employee Health and Safety Policy	104
Employee Grievance and Complaint Procedures	106
Training and Professional Development Policy	108
Termination and Separation Policy.....	110
Forms	112
Client Intake Form.....	112
Consent Form.....	115
Incident Report Form	118
Behavior Incident Form.....	122
Client Feedback Form	125
Employee Application Form.....	129
Timekeeping Form	132
Training and Professional Development Request Form	135
Performance Evaluation Form	137
Performance Improvement Plan (PIP)	141
Complaint or Grievance Form.....	144
Employee Exit Interview Form	149



Introduction

Welcome to the Policy and Procedure Manual of Lending Hands CGS, LLC, a Personal Home Care Agency serving clients in the state of California.

Lending Hands CGS, LLC is dedicated to providing compassionate, reliable, and high-quality non-medical personal home care services to senior adults, adults, individuals with disabilities, and others who may need assistance with daily living and personal support needs. The agency may be reached at +1-706-853-1097 or by email at jpowers@lendinghandcgs.com.

This manual serves as a comprehensive guide to the agency's policies, procedures, and operational standards. It is designed to support the consistent delivery of safe, respectful, and client-centered services in accordance with applicable California requirements for home care organizations. At Lending Hands CGS, LLC, we are committed to promoting each client's dignity, independence, comfort, safety, and quality of life while providing support in the client's home or other approved care setting.

Our policies and procedures have been developed to guide management, administrative staff, caregivers, and other agency personnel in carrying out their duties professionally and responsibly. These policies outline the expectations, responsibilities, and procedures that must be followed to help ensure the well-being and satisfaction of both clients and employees.

Lending Hands CGS, LLC recognizes that every client has unique needs, preferences, routines, cultural backgrounds, and personal goals. Our agency is committed to providing services in a respectful and individualized manner, while encouraging client choice, privacy, independence, and participation in care decisions whenever possible.

The agency values open communication and feedback from clients, families, authorized representatives, caregivers, and staff. This manual will be reviewed and updated as needed to remain consistent with applicable laws, regulations, agency practices, and quality improvement efforts.

Thank you for choosing Lending Hands CGS, LLC. We are committed to making a positive difference in the lives of the individuals we serve by supporting their independence, well-being, and quality of life.

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Vision Statement

To be a trusted provider of compassionate, high-quality non-medical personal home care services throughout California, empowering senior adults, adults, and individuals with disabilities to live safely, independently, and with dignity in the comfort of their homes.

Mission Statement

The mission of Lending Hands CGS, LLC is to provide compassionate, reliable, and high-quality non-medical personal home care services that enhance the quality of life of the clients we serve. We are committed to supporting senior adults, adults, and individuals with disabilities by promoting independence, dignity, safety, comfort, and respect in the home environment.

Core Values

1. Compassion: We provide services with empathy, kindness, patience, and genuine concern for the physical, emotional, and social well-being of our clients.
2. Excellence: We strive to deliver high-quality non-medical personal home care services through professionalism, reliability, staff training, ethical conduct, and continuous improvement.
3. Respect: We honor the dignity, privacy, individuality, preferences, choices, and cultural backgrounds of each client, family member, authorized representative, and employee.
4. Collaboration: We support effective communication and teamwork among clients, families, authorized representatives, caregivers, agency staff, and other appropriate support persons involved in the client's care.
5. Integrity: We act with honesty, transparency, accountability, and confidentiality in all interactions and maintain the trust of the individuals and families we serve.
6. Empowerment: We encourage clients to remain as independent as possible and to participate in decisions about their daily routines, care preferences, and personal support needs.
7. Safety: We prioritize client and employee safety by following applicable policies, infection control practices, reporting procedures, and training requirements.
8. Continuity of Care: We strive to provide dependable and consistent services by promoting reliable scheduling, appropriate caregiver assignments, and continuity in care whenever possible.



By embracing these values, Lending Hands CGS, LLC is committed to supporting senior adults, adults, individuals with disabilities, and others who need non-medical personal home care services in a respectful, safe, and client-centered manner.

Document Control

Document revisions shall be recorded in the table below;

Ver. No.	Rev. No.	Page No.	Description of Amendment	Approved By	Date

Document review and approvals shall be recorded in the table below;

Description	Title	Signature	Date
Prepared By			
Reviewed By			
Approved By			

Note: All policies and procedures shall be reviewed at least annually, with recommended changes submitted to the governing body for approval, as necessary.



Statement of Policy

1. Purpose

The purpose of the Policy and Procedure Manual for Lending Hands CGS, LLC is to establish clear guidelines, standards, and procedures for the safe, consistent, and professional delivery of non-medical personal home care services. This manual serves as a resource for agency personnel and outlines the policies and procedures that guide daily operations, client services, employee responsibilities, and compliance with applicable California requirements for home care organizations.

2. Scope

This manual applies to all employees, caregivers, administrative staff, supervisors, managers, and other agency personnel of Lending Hands CGS, LLC. All staff are expected to read, understand, and follow the policies and procedures applicable to their roles and responsibilities.

3. Compliance with California Requirements

Lending Hands CGS, LLC is committed to operating in compliance with applicable California laws, regulations, and Home Care Services Bureau requirements. This manual is intended to support safe, ethical, respectful, and high-quality non-medical personal home care services for senior adults, adults, individuals with disabilities, and others served by the agency.

4. Policy and Procedure Development and Review

Policies and procedures in this manual are developed based on applicable regulatory requirements, agency operations, client needs, and accepted standards of practice for non-medical home care services. The manual will be reviewed and updated as needed to reflect changes in laws, regulations, agency practices, and quality improvement efforts. Updates will be communicated to staff as appropriate.

5. Policy Implementation

All employees are responsible for following the policies and procedures outlined in this manual during their daily work activities. Supervisors and managers are responsible for helping staff understand and apply the policies relevant to their duties. Any concerns, questions, or suspected non-compliance should be reported to the appropriate supervisor or designated agency representative.

6. Policy Training and Education

Lending Hands CGS, LLC will provide orientation, training, and ongoing education as needed to



support employee understanding of agency policies, procedures, client rights, safety practices, confidentiality, reporting responsibilities, and service expectations. Staff are responsible for participating in required training and applying the information in their work.

7. Confidentiality and Security

All employees must maintain the confidentiality and security of client information, employee information, and agency-related records in accordance with applicable laws, regulations, and agency policy. Unauthorized access, use, sharing, or disclosure of confidential information is prohibited and may result in corrective or disciplinary action.

8. Acknowledgment of Receipt and Understanding

Employees may be required to sign an acknowledgment confirming that they have received, read, understood, and agree to follow the Policy and Procedure Manual. This acknowledgment reflects the employee's responsibility to comply with agency policies and procedures.

9. Policy Manual Maintenance

This manual will be maintained by the designated agency representative responsible for policy management. The manual will be made available to staff in a secure and accessible manner. Questions, suggestions, or requests for clarification should be directed to the designated agency representative or supervisor.

10. Non-Retaliation

Lending Hands CGS, LLC prohibits retaliation against any employee who reports concerns, asks questions, seeks clarification, or reports suspected violations of agency policy, law, or regulation in good faith. Reports of retaliation will be reviewed and addressed promptly.

By following this manual, Lending Hands CGS, LLC supports the delivery of safe, compassionate, respectful, and client-centered non-medical personal home care services while maintaining a professional and supportive work environment.



General Provisions

Policy Statement:

Lending Hands CGS, LLC, as a Personal Home Care Agency operating in the State of California, adheres to the regulations and guidelines set forth by the Home Care Services Consumer Protection Act (Chapter 13) under the Home Care Services Bureau (HCSB). This policy outlines the general provisions and definitions applicable to our agency.

Procedures:

1. Definitions:

- a. **Affiliated Home Care Aide:** An individual, 18 years of age or older, employed by Lending Hands CGS, LLC to provide home care services to clients and listed on the home care aide registry.
- b. **Client:** An individual who receives home care services from a registered home care aide.
- c. **Department:** The State Department of Social Services responsible for administering and enforcing this chapter.
- d. **Home Care Aide Applicant:** An individual, 18 years of age or older, requesting to become a registered home care aide, and the department has received and is processing the individual's complete home care aide application and nonrefundable application fee.
- e. **Home Care Aide Registry:** A department-established Internet Web site of registered home care aides and home care aide applicants, listing the individual's name, registration number, registration status, registration expiration date, and, if applicable, the home care organization to which the affiliated home care aide or affiliated home care aide applicant is associated.
- f. **Home Care Organization:** An entity that arranges for home care services by an affiliated home care aide to a client and is licensed pursuant to this chapter.
- g. **Home Care Organization Applicant:** An individual, 18 years of age or older, or an entity applying for a home care organization license, and the department has received and is processing the complete home care organization application and nonrefundable application fee.
- h. **Home Care Services:** Nonmedical services provided by a registered home care aide to a client who cannot perform these services due to advanced age or physical or mental disability. This includes assistance with bathing, dressing, feeding, personal hygiene, housekeeping, and companionship, among others.
- i. **Registered Home Care Aide:** An affiliated or independent home care aide, 18 years of age or older, listed on the home care aide registry.
- j. **Independent Home Care Aide:** An individual, 18 years of age or older, not employed by a home care organization but providing home care services through a direct agreement with a client.



2. Compliance with State Regulations:

Lending Hands CGS, LLC shall comply with all relevant state regulations, including those specified in the Home Care Services Consumer Protection Act (Chapter 13) under the Home Care Services Bureau (HCSB). We shall regularly review and update our policies and procedures to ensure alignment with any changes in state guidelines.

3. Confidentiality and Privacy:

All client information, including personal, medical, and financial details, shall be treated with strict confidentiality. Lending Hands CGS, LLC shall implement security measures to safeguard client records and comply with applicable privacy laws and regulations.

4. Reporting and Record-Keeping:

Lending Hands CGS, LLC shall maintain accurate and up-to-date records of home care services provided to clients. All caregivers and staff shall promptly report any incidents or accidents according to the Incident Reporting Policy.

5. Quality Assurance and Continuous Improvement:

We are committed to delivering high-quality home care services to our clients. Regular quality assurance reviews and performance evaluations shall be conducted to identify areas for improvement and implement corrective actions as needed.

6. Training and Professional Development:

All caregivers and staff shall receive comprehensive training to ensure their competence in providing home care services. We shall encourage ongoing professional development to enhance the skills and knowledge of our team.

7. Non-Discrimination and Cultural Competence:

Lending Hands CGS, LLC shall not discriminate against any client or employee based on race, color, religion, gender, national origin, age, disability, or any other protected characteristic. We shall promote cultural competence and diversity in our workforce to better serve the needs of our clients.

8. Zero Tolerance for Abuse and Neglect:

Lending Hands CGS, LLC maintains a zero-tolerance policy for any form of abuse or neglect. All caregivers and staff shall be trained to recognize signs of abuse or neglect and report any concerns immediately.



9. Client Rights and Responsibilities:

Clients shall be informed of their rights and responsibilities, including the right to participate in their care planning and make decisions about their treatment. Lending Hands CGS, LLC shall respect the dignity and autonomy of each client.

10. Emergency Preparedness:

Lending Hands CGS, LLC shall develop and implement an Emergency and Disaster Preparedness Policy to ensure the safety and well-being of clients and staff in the event of emergencies or disasters.

11. Complaints and Grievances:

We encourage open communication with clients and their families and have a Complaints and Grievances Policy in place to address any concerns or feedback promptly and appropriately.

12. Medication Management:

The agency shall comply with all regulations related to medication management and ensure that only registered home care aides assist clients with self-administered medications.

13. Ethics and Professional Conduct:

All caregivers and staff shall adhere to the highest ethical standards in their interactions with clients, families, and colleagues, promoting trust and professionalism.

14. Client Assessment and Care Planning:

Clients' needs shall be comprehensively assessed, and individualized care plans shall be developed to ensure the provision of appropriate and personalized home care services.

15. Caregiver Recruitment and Selection:

Lending Hands CGS, LLC shall implement a thorough recruitment and selection process to hire qualified and compassionate caregivers who share our commitment to providing exceptional care.

16. Caregiver Supervision and Performance Evaluation:

We shall provide ongoing supervision and performance evaluations to monitor caregivers' performance and ensure the delivery of quality care.



Registry and Exemptions

Policy Statement:

Lending Hands CGS, LLC, as a Personal Home Care Agency operating in the State of California, shall comply with the regulations and guidelines specified in Chapter 13, Home Care Services Consumer Protection Act, under the Home Care Services Bureau (HCSB). This policy outlines the procedures for listing home care aides on the home care aide registry and identifies the entities exempt from the registry requirements.

Procedures:

1. Home Care Aide Registry Listing:

- a. Affiliated Home Care Aides employed by Lending Hands CGS, LLC shall be listed on the home care aide registry before providing home care services to clients.
- b. Independent Home Care Aides, not employed by a home care organization but providing home care services to clients, may be listed on the home care aide registry.

2. Exemptions from Home Care Aide Registry:

- a. Home Care Aides shall not include individuals providing services as part of their job duties through the following entities:
 - (1) Licensed home health agencies under Chapter 8 (commencing with Section 1725).
 - (2) Licensed hospices under Chapter 8.5 (commencing with Section 1745).
 - (3) Licensed health facilities under Chapter 2 (commencing with Section 1250).
 - (4) In-home supportive services provided pursuant to Article 7 (commencing with Section 12300) of Chapter 3 of Part 3 of Division 9 of, or Section 14132.95, 14132.952, or 14132.956 of, the Welfare and Institutions Code.
 - (5) Community care facilities licensed under Chapter 3 (commencing with Section 1500), residential care facilities for persons with chronic life-threatening illness licensed under Chapter 3.01 (commencing with Section 1568.01), residential care facilities for the elderly licensed under Chapter 3.2 (commencing with Section 1569), and facilities licensed under the California Child Day Care Facilities Act (Chapter 3.4 (commencing with Section 1596.70)), including day care centers under Chapter 3.5 (commencing with Section 1596.90), family day care homes under Chapter 3.6 (commencing with Section 1597.30), and employer-sponsored child care centers under Chapter 3.65 (commencing with Section 1597.70).
 - (6) Clinics licensed under Section 1204 or 1204.1.
 - (7) Home medical device retail facilities licensed under Section 111656.
 - (8) Organizations vendored or contracted through a regional center or the State Department of Developmental Services pursuant to the Lanterman Developmental Disabilities Services Act (Division 4.5 (commencing with Section 4500) of the Welfare and Institutions Code) and the California Early Intervention Services Act (Title 14 (commencing with Section 95000) of the Government Code) to provide services and supports for persons with developmental disabilities,

as defined in Section 4512 of the Welfare and Institutions Code, when funding for those services is provided through the State Department of Developmental Services and more than 50 percent of the recipients of the home care services provided by the organization are persons with developmental disabilities.

- (9) Alcoholism or drug abuse recovery or treatment facilities as defined in Section 11834.02.
- (10) Facilities in which only Indian children eligible under the federal Indian Child Welfare Act (25 U.S.C. Sec. 1901 et seq.) are placed and either an extended family member of the Indian child as defined in Section 1903 of Title 25 of the United States Code, or a foster home licensed, approved, or specified by the Indian child's tribe pursuant to Section 1915 of Title 25 of the United States Code.
- (11) Individuals providing services authorized pursuant to Section 2731 of the Business and Professions Code.

3. Licensing and Exemptions for Home Care Organizations:

- a. Each home care organization shall be separately licensed by the department.
- b. The following entities are exempt from the home care organization licensing requirements:
 - (1) Home health agencies licensed under Chapter 8 (commencing with Section 1725).
 - (2) Hospices licensed under Chapter 8.5 (commencing with Section 1745).
 - (3) Health facilities licensed under Chapter 2 (commencing with Section 1250).
 - (4) Individuals providing services through the In-Home Supportive Services program pursuant to Article 7 (commencing with Section 12300) of Chapter 3 of Part 3 of Division 9 of, or Section 14132.95, 14132.952, or 14132.956 of, the Welfare and Institutions Code.
 - (5) Home medical device retail facilities licensed under Section 111656.
 - (6) Organizations vendored or contracted through a regional center or the State Department of Developmental Services to provide services and supports for persons with developmental disabilities when funded through the State Department of Developmental Services, with over 50 percent of recipients being persons with developmental disabilities.
 - (7) Employment agencies procuring, offering, referring, providing, or attempting to provide an independent home care aide for clients, as defined in Section 1812.5095 of the Civil Code.
 - (8) Community care facilities licensed under Chapter 3 (commencing with Section 1500), residential care facilities for persons with chronic life-threatening illness licensed under Chapter 3.01 (commencing with Section 1568.01), residential care facilities for the elderly licensed under Chapter 3.2 (commencing with Section 1569), and facilities licensed under the California Child Day Care Facilities Act (Chapter 3.4 (commencing with Section 1596.70)), including day care centers under Chapter 3.5 (commencing with Section 1596.90), family day care homes under Chapter 3.6 (commencing with Section 1597.30), and employer-sponsored child care centers under Chapter 3.65 (commencing with Section 1597.70).
 - (9) Alcoholism or drug abuse recovery or treatment facilities as defined in Section 11834.02.
 - (10) Clinics licensed under Section 1204 or 1204.1.
 - (11) Nonrelative extended family members as defined in Section 362.7 of the Welfare and Institutions Code.
 - (12) Facilities providing home care services for Indian children eligible under the federal Indian Child Welfare Act (25 U.S.C. Sec. 1901 et seq.) and satisfying certain conditions.



4. Conflict Resolution:

In the event of any conflict between this chapter and the provisions listed in subsections (b), (c), or (d), the provisions specified in subsections (b), (c), or (d) shall take precedence.



Home Care Aide Applicants

Policy Statement:

Lending Hands CGS, LLC, as a Personal Home Care Agency operating in the State of California, shall comply with the regulations specified in Chapter 13, Home Care Services Consumer Protection Act, under the Home Care Services Bureau (HCSB). This policy outlines the procedures for approving Home Care Aide applicants based on certain criteria established by the department.

Procedures:

1. Application Review:

- a. The department shall review Home Care Aide applications submitted by individuals seeking registration as Home Care Aides.
- b. The department shall consider the following criteria when determining whether to approve a registration application:
 - (1) Evidence of the Home Care Aide applicant's ability to comply with this chapter and the rules and regulations promulgated by the department under this chapter.
 - (2) Evidence of the Home Care Aide applicant's reputable and responsible character, including a review of the criminal offender record information pursuant to Section 1522 or 1522.7 of the applicant.
 - (3) Any history of revocation or disciplinary actions related to the care of individuals against the Home Care Aide applicant.
 - (4) Any other information required by the department for proper administration and enforcement of this chapter.

2. Criminal Offender Record Information (CORI) Check:

- a. The department shall conduct a criminal offender record information (CORI) check for independent Home Care Aide applicants as part of the character evaluation process.
- b. The CORI check shall be performed in accordance with Section 1522 or 1522.7, as applicable.

3. Cooperation with the Department:

- a. Home Care Aide applicants are required to fully cooperate with the department during the completion of the Home Care Aide application.
- b. "Failure to cooperate" with the department includes the following situations:
 - (1) Not providing the information required by this chapter and the rules and regulations in the requested form.
 - (2) Withholding essential information during the application process.



- c. Failure to cooperate with the department will result in the withdrawal of the registration application.

4. Communication with Home Care Aide Applicants:

- a. The department shall communicate with Home Care Aide applicants to request any additional information required to complete the application.
- b. The department may conduct interviews or request clarification on specific aspects of the application, as needed.

5. Approval or Denial of Registration:

- a. Upon thorough evaluation of the Home Care Aide application and related information, the department shall make a determination to either approve or deny the registration.
- b. The department shall notify the Home Care Aide applicant of the decision and the reasons for the decision.



Home Care Aide Registration

Policy Statement:

Lending Hands CGS, LLC, as a Personal Home Care Agency operating in the State of California, shall comply with the regulations specified in Chapter 13, Home Care Services Consumer Protection Act, under the Home Care Services Bureau (HCSB). This policy outlines the procedures for registering Home Care Aides based on specific criteria established by the department.

Procedures:

1. Age Requirement:

- a. All individuals seeking registration as a Home Care Aide with Lending Hands CGS, LLC must be 18 years of age or older.

2. Identification Cards for Background Examination:

- a. Individuals who have submitted a Home Care Aide application must possess one of the following identification cards to initiate a background examination:
 - (1) A valid California driver's license.
 - (2) A valid identification card issued by the Department of Motor Vehicles.
 - (3) A valid Permanent Resident Card.
 - (4) In the case of individuals living in a state other than California, a valid numbered photo identification card issued by an agency of that state.

3. Fingerprint Submission and Background Check:

- a. Each individual initiating a background examination to become a registered Home Care Aide shall submit their fingerprints to the Department of Justice by electronic transmission in a manner approved by the department, unless exempt under subdivision (d) of Section 1796.23.
- b. A reasonable fee may be charged by a law enforcement agency or other local agency authorized to take fingerprints to offset the fingerprinting costs.
- c. The Department of Justice shall use the fingerprints to conduct state and Federal Bureau of Investigation criminal offender record information searches pursuant to Section 1522.
- d. Individuals who are current licensees or employees in a facility licensed by the department, certified foster parents, certified administrators, or registered TrustLine providers need not submit fingerprints and may transfer their current criminal record clearance or exemption to the department.



- e. The department shall hold criminal record clearances and exemptions for a minimum of three years after an individual is no longer on the registry to facilitate transfer requests.

4. Home Care Aide Registry:

- a. The department shall establish and maintain a Home Care Aide registry, which shall include the names, identification numbers, and registration application status of individuals who have submitted a Home Care Aide application and fingerprints or identification documentation.
- b. Individuals who have submitted the Home Care Aide application and passed the background examination shall be known as "Home Care Aide applicants" and have their status recorded accordingly in the registry.
- c. The department shall check the criminal history of Home Care Aide applicants before approving their registration.
- d. Individuals who have passed the background examination shall be issued a criminal record clearance or granted a criminal record exemption and be known as "registered Home Care Aides."
- e. Individuals shall not be entitled to apply as registered Home Care Aides and shall have their registration application returned without the right to appeal if they would not be eligible to obtain a license pursuant to Section 1796.40 or 1796.41.

5. Denial, Revocation, or Forfeiture of Registration:

- a. The department may deny a Home Care Aide application or revoke a registered Home Care Aide's registration based on specific criteria, including criminal convictions, fraud, or conduct detrimental to the health and safety of clients.
- b. Individuals whose registration has been revoked or denied shall have the right to appeal the decision within 15 days of written notification from the department.
- c. The department shall maintain the criminal offender record information of registered Home Care Aides and continually update the home care aide registry with pertinent information.
- d. The department shall not disclose individually identifiable information about registered Home Care Aides, except as required by law.

6. Sharing Information with Labor Organizations:

- a. The department may provide registered Home Care Aides' contact information, including name, telephone number, and cellular telephone number, to a labor organization that exists to deal with employers of home care aides concerning employment-related matters, upon the labor organization's request.
- b. Home Care Aides may utilize an opt-out procedure to request that their contact information not be disclosed to labor organizations.



Home Care Aide Registration Renewal

Policy Statement:

Lending Hands CGS, LLC, a Personal Home Care Agency operating in the State of California, shall comply with the regulations outlined in Chapter 13, Home Care Services Consumer Protection Act, under the Home Care Services Bureau (HCSB). This policy establishes the procedures for renewing the registration of Home Care Aides to ensure their continued eligibility for providing home care services.

Procedures:

1. Registration Renewal Period:

- a. To maintain their status on the Home Care Aide registry, registered Home Care Aides must renew their registration every two years.
- b. A registered Home Care Aide's registration shall expire every two years, on the anniversary date of their initial registration. Failure to renew the registration on or before the expiration date will result in the forfeiture of the registration, as per subdivision (b) of Section 1796.26.

2. Renewal Request and Fees:

- a. Registered Home Care Aides must request renewal on or before the registration expiration date by submitting the registration renewal application form to the department.
- b. The registered Home Care Aide must also pay the nonrefundable registration renewal application fee, the amount of which will be determined by the department.

3. Conditions for Renewal:

- a. To be eligible for renewal, a registered Home Care Aide must comply with the following conditions:
 - (1) Submit a complete registration renewal application form and payment of the nonrefundable renewal fee. Both the application and fee must be postmarked on or before the registration expiration date.
 - (2) Continue to meet the requirements set forth in Chapter 13 of the Home Care Services Consumer Protection Act.
 - (3) Cooperate with the department throughout the renewal process. Failure to cooperate with the department's requests will result in the withdrawal of the registration renewal application. Non-cooperation refers to the failure to provide the information required by this chapter and any associated rules and regulations in the form requested by the department.



4. Notification of Renewal:

- a. The department shall notify registered Home Care Aides in writing of their registration expiration date and the renewal process.
- b. The written notification shall be mailed to the registered Home Care Aide's mailing address of record at least 60 days before the registration expiration date.



Licensure of Home Care Organizations

Policy Statement:

Lending Hands CGS, LLC, a Personal Home Care Agency operating in the State of California, shall comply with the regulations outlined in Chapter 13, Home Care Services Consumer Protection Act, under the Home Care Services Bureau (HCSB). This policy establishes the procedures for obtaining and renewing the license for Home Care Organizations, ensuring compliance with all state regulations.

1. Eligibility for License Application:

- a. Any individual who possesses a valid California driver's license, identification card issued by the Department of Motor Vehicles, valid Permanent Resident Card, or a valid photo identification card issued by a state other than California may initiate a background examination to become a licensed Home Care Organization.
- b. The following individuals must consent to a background examination to obtain a home care organization license:
 - (1) If the owner of the home care organization is an individual, the owner must undergo a background examination.
 - (2) If the owner of a home care organization is an entity (corporation, limited liability company, joint venture, association, etc.), an individual having a 10-percent or greater ownership in the entity and the chief executive officer or a person serving in a similar capacity must undergo a background examination.
 - (3) The department shall not issue a license to a corporate home care organization if any member of the board of directors, executive director, or officer is not eligible for licensure as per Sections 1796.40 and 1796.41.

2. Prohibited Actions:

- a. No person or organization shall represent themselves as a home care organization, either explicitly or implicitly, without a valid license under this chapter.
- b. The terms "home care organization," "home care," "in-home care," or any combination of those terms shall not be used in their name by individuals or organizations without a valid license, except for certain exemptions specified in the regulation.

3. Unlicensed Home Care Services:

- a. No individual or entity shall arrange for the provision of home care services by a registered home care aide to a client in California without obtaining a home care organization license.
- b. If the department discovers any violation of the above provision, it shall send a written notice of noncompliance to the individual or entity and impose a civil penalty of \$900 per day for each violation.



- c. The department shall also notify the Attorney General, district attorney, or city attorney of the noncompliance for further action, which may include issuing a cease and desist order or bringing legal action under Chapter 5 of the Business and Professions Code.

4. Licensing for Out-of-State Home Care Organizations:

- a. Out-of-state home care organizations arranging for home care services provided by an affiliated home care aide to a client in California must comply with the following additional requirements:
 - (1) Maintain an office in California.
 - (2) Keep all relevant operation records in California, accessible for review, audit, and inspection by the department.

5. Home Care Organization License Application:

- a. The department may issue a home care organization license to an applicant who satisfies the requirements, including submitting a complete application, providing proof of liability insurance, workers' compensation policy for affiliated home care aides, and employee dishonesty bond.
- b. The applicant must submit a list of affiliated home care aides and ensure each one meets the requirements specified in Sections 1796.43, 1796.44, and 1796.45.
- c. The applicant must pass a background examination and complete a department orientation.
- d. Home care organizations must cooperate with the department during the application process; non-cooperation may result in withdrawal of the application.

6. Home Care Organization License Renewal:

- a. Home care organization licenses must be renewed every two years.
- b. The department may renew a license if the licensee satisfies all renewal requirements, including submitting a complete renewal application with fees, maintaining liability insurance, workers' compensation policy, and employee dishonesty bond.
- c. Home care organizations must cooperate with the department during the renewal process; non-cooperation may result in withdrawal of the renewal application.

7. Grounds for License Denial or Revocation:

The department may deny an application for licensure or suspend or revoke a home care organization license for various reasons, including violations of regulations, aiding or abetting violations, conduct detrimental to the welfare of clients or the public, and criminal convictions.



Enforcement Provisions

Section 1: Inspection or Investigation Authority of the Department

1.1 Inspection and Access to Premises

A representative from the Department, upon proper identification and stating the purpose of the visit, has the authority to enter and inspect the premises of Lending Hands CGS, LLC, located at 427 W 5th st, apt 2317, Los Angeles, Ca, 90017, during business hours or any sub office during operating hours, with or without advance notice.

1.2 Availability for Inspection or Investigation

If Lending Hands CGS, LLC or any suboffice is not open more than eight (8) consecutive hours per month from Monday to Friday, between 8:00 a.m. and 5:00 p.m., the Home Care Organization and suboffice(s) must be available for inspection or investigation by the Department within two (2) hours' notice from the Department. This applies only to inspections scheduled between 8:00 a.m. and 5:00 p.m. on weekdays.

- (1) Notice of the inspection shall be given by phone to the licensee's telephone number of records.
- (2) Failure to make the Home Care Organization or suboffice available within the appointed time will result in a citation and may lead to a civil penalty not exceeding one hundred and fifty dollars (\$150).
- (3) If the Home Care Organization or suboffice is not made available within the appointed time for a second time within a 12-month period, the licensee will be cited and may have their authority to operate the suboffice withdrawn, as per subdivision (m) of section 130052 and Section 1796.52 of the Health and Safety Code.
- (4) If the Home Care Organization or suboffice is not made available within the appointed time for a third time in a 12-month period, the licensee will be cited as per subdivision (n) of section 130052 and Section 1796.52 of the Health and Safety Code, and the Department will withdraw the licensee's authority to operate the suboffice.

1.3 Interviews

The Department has the authority to interview any staff, volunteer, or affiliated Home Care Aide of Lending Hands CGS, LLC. The licensee shall make provisions for private interviews at the Home Care Organization and suboffice.



1.4 Inspection of Records

(d) The Department has the authority to inspect, audit, and copy the records of Lending Hands CGS, LLC upon demand during business hours. If necessary for copying, records may be removed, subject to the following conditions:

(1) The Department representative will not remove any current emergency and health-related information for current personnel if the same information is not readily available in another document or format.

(A) Prior to removing any records, a Department representative will prepare a list of the records to be removed, sign and date the list upon removal, and leave a copy of the list with the licensee.

(B) The Department representative will return the records undamaged and in good order within three (3) working days following the date the records were removed.

1.5 Number of Inspections

The Department has the authority to make any number of inspections to Lending Hands CGS, LLC and its suboffice(s) in order to determine compliance with applicable laws.

1.6 Reports and Deficiencies

Reports on the results of each inspection, lists of deficiencies, and plans of correction will be kept on file with the Department.

1.7 Refusal to Make Records Available

If Lending Hands CGS, LLC licensee refuses to make records, books, or premises available, a civil penalty will be imposed.

(1) A second violation of refusing to make records, books, or premises available will result in an immediate civil penalty assessment as per subdivision (m) of section 130052, and the Home Care Organization license may be revoked.

(2) A third violation of refusing to make records, books, or premises available will result in an immediate civil penalty assessment as per subdivision (n) of section 130052, and the Home Care Organization license will be revoked.



Section 2: Deficiencies in Compliance

2.1 Periodic Inspections

Lending Hands CGS, LLC and its suboffice(s) will be periodically subjected to unannounced inspections by the Department to ensure compliance with applicable statutes and regulations.

- (1) The initial unannounced inspection will occur within two years following initial licensure.
- (2) Lending Hands CGS, LLC is responsible for correcting any deficiencies found during an inspection. Compliance with all applicable statutes and regulations will be determined by the Department.

2.2 Self-Attestation Process

The Department may require Lending Hands CGS, LLC to utilize a self-attestation process during each licensing renewal cycle to certify compliance with all applicable statutes and regulations. The licensee shall disclose any non-compliance.

- (1) The self-attestation must be signed under penalty of perjury.
- (2) The Department will provide the self-attestation form by mail and specify the date by which it must be returned.

2.3 Notice of Deficiency

If the Department representative determines a deficiency exists, a notice of deficiency will be issued unless the deficiency is minor and immediately corrected.

2.4 Correction of Deficiencies

Prior to the completion of an inspection, investigation, or other licensing visit, the licensee or designee of Lending Hands CGS, LLC must meet with the Department representative to discuss any deficiencies noted, develop a plan for correcting each deficiency, and acknowledge receipt of the notice of deficiency.

2.5 Contents of Notice of Deficiency

The notice of deficiency will be provided in writing and include the following information:

- (1) Citation of the statute or regulation violated.
- (2) A description of the deficiency, stating how Lending Hands CGS, LLC failed to comply with the specified statute or regulation and the specific place or area where the deficiency occurred.
- (3) The plan for correcting each deficiency.



(4) The date by which each deficiency must be corrected.

(A) The Department representative will consider factors like potential hazards and availability of personnel in determining the date for correcting a deficiency.

(B) The date for correcting a deficiency must not be more than thirty (30) calendar days following service of the notice of deficiency, unless the Department representative determines that the deficiency cannot be completely corrected within thirty (30) calendar days.

(C) If the date for correcting the deficiency exceeds thirty (30) calendar days, the notice will specify the corrective actions that must be taken within thirty (30) calendar days to begin correction.

(D) The Department representative will require correction of the deficiency within 24 hours if a penalty is assessed as per subdivision (g) of section 130052.

2.6 Delivery of Notice of Deficiency

The Department representative will provide the notice of deficiency to the licensee using one of the following means:

(1) Personal delivery to the licensee upon completion of the inspection, investigation, or licensing visit.

(2) If the licensee is not present at the Home Care Organization site, the notice will be left with the designee upon completion of the inspection, investigation, or licensing visit.

(A) In such cases, a copy of the notice will be mailed to the licensee.

(3) If the licensee or designee refuses to sign or accept the notice, a notation of the refusal will be written on the notice, and a copy will be left at the Home Care Organization.

(A) In such cases, a copy of the notice will be mailed to the licensee.

(4) A copy of the notice may be provided to the licensee by certified mail.

2.7 Implementation and Monitoring of Plan of Correction

Lending Hands CGS, LLC licensee is responsible for ensuring the plan of correction is implemented and monitored to maintain compliance.

2.8 Home Care Organization Summary Report

If no deficiencies are cited, the licensee will receive a Home Care Organization summary report as a record of the visit.



Section 3: Follow-up Inspection to Determine Compliance

3.1 Purpose of Follow-up Inspection

A follow-up inspection may be conducted to determine compliance with the plan of correction specified in the notice of deficiency.



3.2 Notice of Civil Penalty for Non-Compliance

If a follow-up inspection indicates that a deficiency was not corrected by the date specified in the notice of deficiency, the Department representative will issue a notice of civil penalty.

Section 4: Civil Penalties

4.1 Assessment of Civil Penalties

Civil penalties will be assessed for violations that are not corrected by the date specified in the notice of deficiency. The penalties will be as follows:

- (1) Violations related to posting, administrative records, personnel records, abuse reporting acknowledgement, orientation, and training verification will result in a civil penalty of fifty dollars (\$50) per day per violation until corrected.
- (2) If the violation is a second violation of the same subdivision within a 12-month period, an immediate civil penalty assessment of one hundred fifty dollars (\$150) per cited violation will be imposed for one day only. Thereafter, a civil penalty of fifty dollars (\$50) per day per cited violation will be assessed until the violation is corrected.
- (3) If the violation is a third violation of the same subdivision within a 12-month period, an immediate civil penalty assessment of nine hundred dollars (\$900) per cited violation will be imposed for one day only. Thereafter, a civil penalty of one hundred dollars (\$100) per day per cited violation will be assessed until the violation is corrected.
- (4) Violations related to insurance verification, waivers and exceptions verification, and suspected abuse reports will result in a civil penalty of seventy-five dollars (\$75) per day per violation until corrected.
- (5) If the violation is a second violation of the same subdivision within a 12-month period, an immediate civil penalty assessment of one hundred fifty dollars (\$150) per cited violation will be imposed for one day only. Thereafter, a civil penalty of seventy-five dollars (\$75) per day per cited violation will be assessed until the violation is corrected.
- (6) If the violation is a third violation of the same subdivision within a 12-month period, an immediate civil penalty assessment of nine hundred dollars (\$900) per cited violation will be imposed for one day only. Thereafter, a civil penalty of one hundred dollars (\$100) per day per cited violation will be assessed until the violation is corrected.
- (7) Violations related to tuberculosis examination documents, criminal record clearance or exemption documents will result in an immediate civil penalty assessment of one hundred dollars (\$100) per cited violation per day until the violation is corrected.
- (8) If the violation is a second violation of the same subdivision within a 12-month period, an immediate civil penalty assessment of one hundred fifty dollars (\$150) per cited violation will be imposed for one day only. Thereafter, a civil penalty of one hundred dollars (\$100) per day per cited violation will be assessed until the violation is corrected.



(9) If the violation is a third violation of the same subdivision within a 12-month period, an immediate civil penalty assessment of nine hundred dollars (\$900) per cited violation will be imposed for one day only. Thereafter, a civil penalty of one hundred dollars (\$100) per day per cited violation will be assessed until the violation is corrected.

4.2 Reporting Correction of Violations

If Lending Hands CGS, LLC licensee reports to the Department that a violation has been corrected, the civil penalty will cease as of the day the Department receives written notification of the correction.

(1) If the Department later determines that the violation was not corrected on the reported date, civil penalties will continue to accrue without interruption from the date of the initial civil penalty assessment.

(2) If it can be verified that the correction was made prior to the date of notification, the civil penalty will cease as of the earlier date.

4.3 Verification of Correction

If necessary, an inspection will be conducted to confirm that a violation has been corrected.

4.4 Immediate Civil Penalty Assessment

If an immediate civil penalty is assessed, and the violation is corrected on the same day, the civil penalty will still be assessed for that day.

4.5 Penalties for Refusal to Make Records Available

If a violation related to the refusal to make records, books, or premises available is a second violation of the same subdivision within a 12-month period, an immediate civil penalty assessment of five hundred dollars (\$500) per cited violation will be imposed.

4.6 Penalties for Repeat Violations

If a violation related to the refusal to make records, books, or premises available is a third violation of the same subdivision within a 12-month period, an immediate civil penalty assessment of seven hundred and fifty dollars (\$750) per cited violation will be imposed, and this may result in the revocation of the Home Care Organization license.



4.7 Payment of Civil Penalties

Civil penalties are due and payable upon receipt of the notice for payment. The penalties must be paid by check or money order made payable to the Department and mailed to the address indicated in the notice.

4.8 Failure to Pay Civil Penalties

The Department has the authority to file a claim in a court of competent jurisdiction or take other appropriate action for failure to pay civil penalties.

Section 5: Exemption from Civil Penalties

5.1 Exemption for Governmental Entities

Civil penalties will not be assessed against any governmental entity, including a state or city, holding a Home Care Organization license.

Section 6: Unlicensed Civil Penalties

6.1 Civil Penalties for Unlicensed Operation

A civil penalty of nine hundred dollars (\$900) per day will be assessed for the operation of an unlicensed Home Care Organization under the following conditions:

(1) If, upon receipt of the Notice of Operation in Violation of Law, the operator fails to apply for and obtain a license and continues to operate.

(A) For the purposes of this section, an application will be deemed complete if it includes the information required in 130022.

(B) The complete application will be deemed submitted when received by the Department.

(2) If unlicensed operation continues after the denial of the application.

(A) Notwithstanding any appeal action, an individual or entity that is denied an application for an initial Home Care Organization license is considered unlicensed, and operation must cease immediately upon receipt of the denial notice.

(3) If unlicensed operation continues after the expiration of the conditional license.



6.2 Cessation of Civil Penalties

The civil penalty will cease on the day the Department receives written notice from the unlicensed operator that unlicensed operation has ceased.

- (1) An investigation will be conducted within five (5) working days to verify that the unlicensed Home Care Organization operation has ceased.
- (2) If the unlicensed Home Care Organization operation has not ceased, civil penalties will continue to accrue without interruption from the date of the initial civil penalty assessment.

6.3 Payment of Civil Penalties

All civil penalties must be paid pursuant to subdivision (o) of section 130052.

6.4 Failure to Pay Civil Penalties

The Department has the authority as set forth in subdivision (p) of section 130052 for an unlicensed operator's failure to pay civil penalties.

Section 7: Unlicensed Administrative Appeal

7.1 Appeal of Civil Penalty Assessment

An unlicensed Home Care Organization operator has the right to appeal the civil penalty assessment within ten (10) working days from the date of the civil penalty assessment notice.

- (1) If the unlicensed Home Care Organization operation has not ceased, the nine hundred dollars (\$900) per day civil penalty will continue to accrue during the appeal process.

7.2 Review of Appeal

The appeal review will be conducted by the Bureau Chief of the Home Care Services Bureau.

7.3 Amendment or Dismissal of Civil Penalty Assessment

If the reviewer of the appeal determines that the civil penalty assessment was not issued in accordance with applicable statutes and regulations, the reviewer has the authority to amend or dismiss the civil penalty assessment.



Section 8: Appeal Process for Civil Penalties and Deficiencies

8.1 Request for Formal Review

A Home Care Organization licensee has the right to submit a written request for a formal review of any civil penalty or deficiency within fifteen (15) business days of receiving the notice of civil penalty assessment or notice of deficiency.

(1) The licensee must provide all available supporting documentation at that time.

8.2 Review by Bureau Chief

The review will be conducted by the Bureau Chief of the Home Care Services Bureau.

The Bureau Chief may amend or dismiss the civil penalty or finding of deficiency if it is determined that the assessment or finding was not made in accordance with applicable statutes or regulations.

8.3 Appeal to Branch Chief

If the licensee is not satisfied with the Bureau Chief's decision, they may further appeal to the Branch Chief of the Continuing Care Branch within fifteen (15) business days of receiving notice of the Bureau Chief's decision.

The Branch Chief may amend or dismiss the civil penalty or finding of deficiency if it is determined that the assessment or finding was not made in accordance with applicable statutes or regulations.

8.4 Final Decision

The Branch Chief's decision is considered final and concludes the Home Care Organization licensee's administrative appeal rights.

Section 9: Appeal of Application Denial

9.1 Appeal of Denial of Application

A Home Care Organization applicant or licensee may appeal the denial of the application by sending a written notice of appeal to the Department within fifteen (15) calendar days of receiving the denial notice.



9.2 Appeal Procedure

Upon receipt of the notice of appeal, the Department will advise the applicant or licensee in writing of the appeal procedure.



9.3 Review Process

The proceedings to review the denial shall be conducted pursuant to the provisions of Chapter 5 (commencing with Section 11500), Part 1, Division 3, Title 2 of the Government Code.

Section 10: Complaints

10.1 Filing a Complaint

Any person may file a complaint against a Home Care Organization by reporting to the Department notice of an alleged violation of statutes or regulations. Complaints may be made orally or in writing.

10.2 Confidentiality of Complainant's Identity

The Department will not disclose the identity of the complainant or any other person named in the complaint unless authorized by the complainant.

10.3 Investigation of Complaints

Upon receipt of a complaint, the Department will make a preliminary review. If the complaint is not willfully intended to harass a licensee and has a reasonable basis, an investigation will be initiated within ten (10) calendar days, unless it would adversely affect other investigations.

10.4 Review of Complaints Alleging Denial of Access

If the complaint alleges denial of a statutory right of access to the facility, the Department will review the complaint and promptly inform the complainant, if not anonymous, of the proposed course of action.

10.5 Disclosure of Complaint Substance to Licensee

The substance of the complaint will be provided to the Home Care Organization licensee at the time of the investigation unless the complainant requests otherwise. The Department will not disclose the name of any person mentioned in the complaint except for Department representatives conducting the investigation.

10.6 Unfounded Complaints

If the Department determines that a complaint is intended to harass, is without a reasonable basis, or is unfounded, the complaint and related documents will be marked confidential and not disclosed to the public.



10.7 Inspection Requests

The Department is not required to act upon a request for inspection if it does not allege a violation of applicable statutes or regulations by the Home Care Organization.

This policy and procedures document for Lending Hands CGS, LLC Agency is compliant with the state regulations specified in CHAPTER 13. Home Care Services Bureau (HCSB), including Article 7: Enforcement Provisions. It outlines the inspection and investigation authority of the Department, the process for handling deficiencies in compliance, follow-up inspections, assessment of civil penalties, exemption from civil penalties for governmental entities, penalties for unlicensed operation, appeal process for civil penalties and deficiencies, and the handling of complaints. The document ensures that Lending Hands CGS, LLC maintains compliance with state regulations and provides a framework for addressing any violations or deficiencies.



Home Care Organization Operating Requirements

Policy Statement:

Lending Hands CGS, LLC, a Personal Home Care Agency operating in the State of California, shall adhere to the regulations specified in Chapter 13, Home Care Services Consumer Protection Act, under the Home Care Services Bureau (HCSB). This policy outlines the operating requirements for the home care organization to ensure compliance with state guidelines.

1. Display of License and Business Information:

- a. Lending Hands CGS, LLC shall prominently display its valid home care organization license, business hours, and any other information required by the department at its place of business. The information should be in a conspicuous location, visible to both clients and affiliated home care aides.

2. Workers' Compensation Policy:

- a. Lending Hands CGS, LLC shall maintain and abide by a valid workers' compensation policy that covers all its affiliated home care aides. This policy is essential to provide adequate coverage for any work-related injuries or accidents.

3. Employee Dishonesty Bond:

- a. Lending Hands CGS, LLC shall maintain and abide by an employee dishonesty bond, including third-party coverage, with a minimum limit of ten thousand dollars (\$10,000). This bond is necessary to safeguard against potential fraudulent acts committed by employees or affiliated home care aides.

4. General and Professional Liability Insurance:

- a. Lending Hands CGS, LLC shall maintain proof of general and professional liability insurance with coverage of at least one million dollars (\$1,000,000) per occurrence and three million dollars (\$3,000,000) in the aggregate. This insurance provides financial protection in case of any liability claims arising from the organization's operations.

5. Reporting of Abuse:

- a. Lending Hands CGS, LLC shall comply with the mandatory reporting of suspected or known dependent adult or elder abuse as required by Section 15630 of the Welfare and Institutions



Code and suspected or known child abuse as required by Sections 11164 to 11174.3, inclusive, of the Penal Code.

- b. The home care organization shall maintain a copy of each suspected abuse report and make it available for review by the department during normal business hours.

6. Affiliated Home Care Aides Clearance:

- a. Lending Hands CGS, LLC shall ensure that all affiliated home care aides are cleared on the home care aide registry before placing them in direct contact with clients.
- b. The home care organization shall ensure that any staff person, volunteer, or employee with client contact or access to confidential client information meets the requirements specified in Sections 1796.23, 1796.24, 1796.25, 1796.26, and 1796.28 before initiating contact with clients or accessing confidential client information.

7. Tuberculosis Screening:

- a. Lending Hands CGS, LLC shall require home care aides to demonstrate that they are free of active tuberculosis disease, in accordance with Section 1796.45. This screening is essential to safeguard the health and safety of clients and home care providers.

8. Notification of Employment Status:

- a. Lending Hands CGS, LLC shall immediately notify the department when an affiliated home care aide is no longer employed by the organization. This notification is crucial for maintaining accurate records and compliance with state regulations.

9. Criminal Record Clearance:

- a. Lending Hands CGS, LLC may require a criminal record clearance of any individual exempt from the requirements of Section 1796.43, provided that the individual has client contact. This clearance ensures that all individuals with client contact are suitable to work with vulnerable populations.



Affiliated Home Care Aides

Policy Statement:

Lending Hands CGS, LLC, a Personal Home Care Agency operating in the State of California, shall ensure that affiliated home care aides meet the training and examination requirements outlined by the state regulations. This policy establishes the training and examination procedures for affiliated home care aides to ensure quality care and compliance with state guidelines.

1. Entry-Level Training:

- a. Prior to providing home care services, affiliated home care aides shall complete a minimum of five hours of entry-level training.
- b. The entry-level training shall include:
 - (1) Two hours of orientation training, covering the caregiver's role and applicable terms of employment.
 - (2) Three hours of safety training, encompassing basic safety precautions, emergency procedures, and infection control.

2. Annual Training:

- a. In addition to entry-level training, affiliated home care aides shall complete a minimum of five hours of annual training.
- b. The annual training shall focus on core competencies and be population-specific, including but not limited to the following areas:
 - (1) Clients' rights and safety.
 - (2) Providing for and responding to clients' daily living needs.
 - (3) Reporting, preventing, and detecting abuse and neglect.
 - (4) Assisting clients with personal hygiene and other home care services.
 - (5) Safe transportation of clients, if applicable.

3. Training Method:

- a. The entry-level training and annual training requirements can be fulfilled through an online training program.
- b. Lending Hands CGS, LLC shall ensure that the selected online training program meets the necessary training standards and provides comprehensive content.



4. Tuberculosis Examination:

- a. Affiliated home care aides hired on or after January 1, 2016, shall undergo a tuberculosis examination.
- b. The examination shall be conducted 90 days prior to employment or within seven days after employment.
- c. The examination includes a test for tuberculosis infection recommended by the federal Centers for Disease Control and Prevention (CDC) and licensed by the federal Food and Drug Administration (FDA). If the test is positive, an X-ray of the lungs is required.
- d. Affiliated home care aides shall not work unless the licensee obtains documentation from a licensed medical professional stating that there is no risk of spreading tuberculosis disease.

5. Ongoing Tuberculosis Testing:

- a. Affiliated home care aides with a negative test for tuberculosis infection shall undergo an examination at least once every two years.
- b. Once an affiliated home care aide has a documented positive test for tuberculosis infection followed by an X-ray, further examination is not required.
- c. Lending Hands CGS, LLC shall maintain records of tuberculosis examinations for each affiliated home care aide.

6. Employment Transfer:

- a. If an affiliated home care aide transfers employment from one home care organization to another, they shall be deemed to meet the tuberculosis examination requirements if they can produce a certificate showing the examination within the past two years, indicating freedom from active tuberculosis disease.
- b. If the previous home care organization has the certificate on file, they shall provide a copy to the new home care organization before the affiliated home care aide begins employment.



Revenues

Policy Statement:

Lending Hands CGS, LLC, a Personal Home Care Agency operating in the State of California, shall comply with the state regulations related to revenues, including fees, funds, and deposits as outlined in CHAPTER 13. Home Care Services Bureau (HCSB). This policy outlines the procedures for the collection, handling, and utilization of fees to support the administration of the home care organization and ensure compliance with state guidelines.

1. Home Care Fund and Home Care Technical Assistance Fund:

- a. The Home Care Fund shall be created within the State Treasury, and all licensure and registration fees authorized by this chapter shall be deposited into this fund.
- b. Fingerprint fees collected pursuant to Section 1796.23 shall be deposited into the Fingerprint Fees Account, separate from the Home Care Fund.
- c. Fines and penalties collected pursuant to this chapter shall be deposited into the Home Care Technical Assistance Fund, created as a subaccount within the Home Care Fund.
- d. The department shall designate a portion of the moneys collected for community outreach consistent with this chapter.

2. Licensure and Registration Fees for Home Care Aides:

- a. The department may charge a nonrefundable application and nonrefundable renewal fee for individuals seeking to become registered home care aides or renew their registrations.
- b. The maximum fee shall not exceed the total actual costs, including criminal offender records searches by the Department of Justice and the Federal Bureau of Investigation, processing applications, maintaining the home care aide registry, and performing duties required by this chapter.
- c. All fees collected from home care aides shall be deposited into the Home Care Fund, except for the fingerprint fees, which shall be deposited into the Fingerprint Fees Account.

3. Licensure Fees for Home Care Organizations:

- a. Lending Hands CGS, LLC, as a home care organization licensee, shall pay the following fees:
 - (1) A nonrefundable 24-month initial license fee, as prescribed by the department, for licensees not currently licensed to provide home care services in the state.
 - (2) A two-year nonrefundable renewal fee, as determined by the department, based on the number of full-time equivalents (FTEs) needed to oversee the enforcement of this chapter.
 - (3) Other reasonable fees prescribed by the department necessary for the administration of this chapter.



- b. All fees collected from the home care organization shall be deposited into the Home Care Fund, except for the fingerprint fees, which shall be deposited into the Fingerprint Fees Account.

4. Proper Utilization of Funds:

- a. The funds collected in the Home Care Fund and the Home Care Technical Assistance Fund shall be used exclusively for the purposes of administering this chapter, including licensing, registration, technical assistance, training, education, and other related activities.
- b. Lending Hands CGS, LLC shall maintain transparent records of funds deposited, utilized, and allocated in compliance with state regulations.



Complaints, Inspections, and Investigations

Policy Statement:

Lending Hands CGS, LLC, a Personal Home Care Agency operating in the State of California, shall comply with the state regulations related to complaints, inspections, and investigations as outlined in CHAPTER 13. Home Care Services Bureau (HCSB). This policy establishes procedures for handling complaints, conducting inspections, and cooperating with investigations to ensure compliance with state guidelines and provide quality care to clients.

1. Complaint Procedures:

- a. The Department of Health and Human Services (the department) may establish procedures for the receipt, investigation, and resolution of complaints against home care organizations, including Lending Hands CGS, LLC.
- b. Clients, their families, or any concerned individuals may file complaints with the department regarding alleged violations of this chapter or any rules or regulations promulgated under this chapter.
- c. Lending Hands CGS, LLC shall promptly respond to any complaints received and cooperate fully with the department during the investigation process.

2. Department Review and Investigations:

- a. The department may review and, when necessary, investigate complaints filed against Lending Hands CGS, LLC related to violations of this chapter or any rules or regulations promulgated under this chapter.
- b. The department may conduct random, unannounced inspections to verify that Lending Hands CGS, LLC complies with the requirements of this chapter and the relevant rules and regulations.
- c. During inspections or investigations, the department may inspect books, records, or premises of Lending Hands CGS, LLC. Refusal to provide access to records, books, or premises shall be considered grounds for the revocation of the agency's license.

3. Oversight Responsibilities:

- a. The department is responsible for maintaining the home care registry but does not have oversight responsibilities regarding registered home care aides.
- b. Upon receipt of a report of suspected or known abuse, as mentioned in Section 1796.42(e), Lending Hands CGS, LLC shall cross-report the suspected or known abuse to local law enforcement and the relevant protective services agencies based on the age of the alleged victim.
- c. Lending Hands CGS, LLC shall comply with its duty as a mandated reporter to report directly to local law enforcement or relevant protective services agencies, in addition to the cross-reporting required by the department, if there are suspicions or knowledge of abuse.



4. Department's Access to the Agency:

- a. A duly authorized officer, employee, or agent of the department may enter Lending Hands CGS, LLC during posted business hours, with or without advance notice, to secure compliance with, or to prevent a violation of, any provision of this chapter or any provision promulgated under this chapter.
- b. Lending Hands CGS, LLC shall cooperate with the department and allow access to its premises during inspections or investigations.



Enforcement

Policy Statement:

Lending Hands CGS, LLC, a Personal Home Care Agency operating in the State of California, shall adhere to the enforcement provisions outlined in CHAPTER 13. Home Care Services Bureau (HCSB). This policy establishes procedures for addressing violations, implementing corrective actions, and cooperating with enforcement actions to ensure compliance with state regulations and maintain the quality of care provided to clients.

1. Violation Identification and Notice:

- a. If Lending Hands CGS, LLC is found to operate in violation of any requirement or obligation imposed by this chapter or any rules or regulations promulgated pursuant to this chapter, the department may impose fines or take licensure actions, as specified in this chapter.
- b. When the department identifies a violation, a written notice of violation shall be served upon Lending Hands CGS, LLC. The notice shall specify the nature of the violation, the statutory provision, rule, or regulation allegedly violated, and any potential actions the department may take, such as requiring a plan of correction, assessing a penalty, or suspending, revoking, or denying license renewal.
- c. Lending Hands CGS, LLC shall be informed of its rights to a hearing pursuant to this chapter.

2. Fines and Penalties:

- a. The department may impose a fine of up to nine hundred dollars (\$900) per violation per day, starting from the date the violation was identified until each violation is corrected.
- b. Lending Hands CGS, LLC shall be subject to the fines and penalties prescribed by the department in response to identified violations.

3. Violation Correction and Plan of Correction:

- a. Upon receiving a notice of violation, Lending Hands CGS, LLC shall promptly initiate corrective actions to address the identified violations.
- b. A plan of correction, detailing the steps taken to correct the violations, shall be submitted to the department for review and approval within a specified timeframe.

4. Appeals and Hearings:

- a. Lending Hands CGS, LLC shall have the right to appeal the department's actions or decisions regarding fines, penalties, or licensure actions.



- b. The department shall adopt regulations establishing procedures for notices, correction plans, appeals, and hearings.

5. False Representation or Presentation:

- a. It is a misdemeanor for any person to falsely represent or present themselves as a home care aide applicant or registered home care aide.
- b. Lending Hands CGS, LLC shall take necessary measures to prevent any false representation or presentation by its employees.

6. Penalties for Violations:

- a. Any person who violates this chapter or any rules or regulations promulgated under this chapter is guilty of a misdemeanor and may face a fine not exceeding one thousand dollars (\$1,000) or imprisonment for a period not exceeding 180 days, or both.
- b. Lending Hands CGS, LLC shall ensure strict compliance with this chapter and related regulations to avoid any penalties for violations.

7. Prosecution:

- a. The district attorney of each county and city attorneys with jurisdiction to prosecute misdemeanors may initiate and conduct the prosecution of any action for violation of this chapter or rules and regulations promulgated under this chapter within their respective jurisdictions.
- b. The remedies available to the department for enforcement are not exclusive and may be sought and employed in combination, as determined by the department, to enforce this chapter and related rules and regulations.



Operation

Policy Statement:

Lending Hands CGS, LLC, a Personal Home Care Agency operating in the State of California, shall comply with the state regulations outlined in CHAPTER 13. Home Care Services Bureau (HCSB) regarding the implementation, funding, and administration of home care services. This policy establishes guidelines for the implementation date, funding availability, and regulatory compliance to ensure the efficient and effective provision of home care services.

1. Implementation Date:

- a. This chapter, as outlined in CHAPTER 13. Home Care Services Bureau (HCSB), shall be implemented on January 1, 2016.
- b. Home care organization applicants and home care aide applicants who submit applications before January 1, 2016, shall be authorized to provide home care services without meeting the requirements of Section 1796.45 until July 1, 2016.
- c. The applicants described in subsection (b) shall meet all the requirements of this chapter no later than July 1, 2016, to continue providing home care services.

2. Funding Availability:

- a. The implementation of this chapter and any related rules and regulations shall be subject to the availability of funds through an appropriation in the annual Budget Act.
- b. Lending Hands CGS, LLC shall ensure that funding is available to comply with the requirements and obligations specified in this chapter.

3. Rules and Regulations:

- a. The department shall adopt, amend, or repeal reasonable rules, regulations, and standards necessary to carry out the purpose and intent of this chapter. This shall be done in accordance with Chapter 3.5 (commencing with Section 11340) of the Government Code, subject to the provisions of subsection (b).
- b. The department may implement and administer this chapter through written directives, without taking regulatory action, until no later than January 1, 2018, or upon the effective date of regulations promulgated in accordance with the Administrative Procedure Act (Chapter 3.5 (commencing with Section 11340) of Part 1 of Division 3 of Title 2 of the Government Code), whichever occurs sooner.
- c. The department may adopt emergency regulations for the implementation and administration of this chapter. The initial adoption and readoption of emergency regulations shall be deemed an emergency and necessary for the immediate preservation of public peace, health, safety, or

general welfare. The emergency regulations shall be submitted to the Office of Administrative Law for filing with the Secretary of State and shall remain in effect for no more than 180 days.

4. Rehabilitation Innovation Center:

- a. For the purposes of this chapter, "rehabilitation innovation center" refers to a not-for-profit or government-owned rehabilitation facility meeting specific criteria.
- b. The facility must be classified as a not-for-profit entity or a government-owned institution under the Centers for Medicare and Medicaid Services Provider of Services file.
- c. It should hold at least one federal rehabilitation research and training designation for research projects on traumatic brain injury, spinal cord injury, or stroke rehabilitation research from the Rehabilitation Research and Training Centers, the Rehabilitation Engineering Research Center, or the Model Spinal Cord Injury Systems at the National Institute on Disability, Independent Living, and Rehabilitation Research at the federal Department of Health and Human Services.
- d. The facility should have at least 200 Medi-Cal discharges per year.



Personal Care Services

1. Purpose

1.1 The purpose of this policy is to define and outline the procedures for providing personal care services and ancillary services in accordance with the state guidelines of California, specifically Section 51183 of the Home Care Services Bureau (HCSB). This policy ensures that personal care services and ancillary services are provided in a safe, efficient, and compliant manner.

2. Personal Care Services

2.1 Personal care services include the following:

2.1.1 Assisting with ambulation:

- Assisting the individual with walking or moving around inside the home, including using a wheelchair.
- Assisting with changing locations within a room or moving from room to room for daily activities (excluding exercise).

2.1.2 Bathing and grooming:

- Assisting with bathing using a tub, shower, or sponge bath.
- Helping the individual with tasks such as managing faucets, getting in and out of the tub or shower, and reaching different body parts for cleaning, rinsing, and drying.
- Assisting with grooming activities, including hair combing and brushing, shampooing, oral hygiene, shaving, and nail care.

2.1.3 Dressing:

- Assisting with putting on and taking off garments and undergarments.
- Assisting with fastening and unfastening clothing.
- Providing assistance with special devices such as back or leg braces, corsets, elastic stockings/garments, and artificial limbs or splints.

2.1.4 Bowel, bladder, and menstrual care:

- Assisting the individual with using the toilet or commode.
- Emptying the commode and managing clothing.
- Providing assistance with wiping and cleaning the body after toileting.
- Assisting with the use and emptying of bedpans, ostomy and/or catheter receptacles, urinals, and application of diapers and disposable barrier pads.

2.1.5 Repositioning, transfer, skin care, and range of motion exercises:

- Assisting with moving from one sitting or lying position to another.
- Providing support for individuals transitioning from bed to wheelchair, chair, sofa, etc.
- Rubbing skin and repositioning to promote circulation and prevent skin breakdown.



- Assisting with range of motion exercises to maintain function, improve gait, maintain strength or endurance, and assistive walking.

2.1.6 Feeding and hydration assistance:

- Assisting the individual with reaching for, picking up, and grasping utensils and cups.
- Helping the individual get food on utensils and bringing food, utensils, and cups to the mouth.
- Assisting with manipulating food on the plate and cleaning the face and hands following meals.

2.1.7 Assistance with self-administration of medications:

- Reminding the individual to take prescribed and/or over-the-counter medications.
- Setting up Medi-sets for medication management.

2.1.8 Nonmedical respiration services:

- Providing assistance with nonmedical respiration tasks such as self-administration of oxygen, use of a nebulizer, and cleaning oxygen equipment.

3. Ancillary Services

3.1 Ancillary services are subject to time per task guidelines outlined in the Department of Social Services' Manual of Policies and Procedures.

3.2 Ancillary services provided are limited to the following:

3.2.1 Domestic services:

- Sweeping, vacuuming, washing, and waxing of floor surfaces.
- Washing kitchen counters and sinks.
- Storing food and supplies.
- Taking out the garbage.
- Dusting and picking up.
- Cleaning the oven and stove.
- Cleaning and defrosting the refrigerator.
- Bringing in fuel for heating or cooking purposes from a fuel bin in the yard.
- Changing bed linen.
- Miscellaneous domestic services such as changing light bulbs, wheelchair cleaning, and changing/recharging wheelchair batteries as identified and documented by the case worker.

3.2.2 Laundry services:

- Washing and drying laundry, including sorting, manipulating soap containers, reaching into machines, handling wet laundry, operating machine controls.
- Hanging laundry to dry if a dryer is not routinely used.
- Mending, ironing, folding, and storing clothing.



3.2.3 Reasonable food shopping and errands:

- Assisting with reasonable food shopping and errands, including compiling a list, bending, reaching, and lifting items.
- Managing the shopping cart or basket, identifying needed items, putting items away, phoning in and picking up prescriptions, and buying clothing.

3.2.4 Meal preparation and cleanup:

- Planning menus.
- Washing, peeling, and slicing vegetables.
- Opening packages, cans, and bags.
- Mixing ingredients.
- Lifting pots and pans.
- Reheating food and cooking.
- Safely operating the stove.
- Setting the table and serving meals.
- Cutting food into bite-size pieces.
- Washing, drying, and putting away dishes.

3.2.5 Accompaniment:

- Providing assistance with accompanying the beneficiary to appointments with physicians, dentists, and other health practitioners when authorized by the designated county department.
- Providing accompaniment to the site where alternative resources provide in-home supportive services to the beneficiary.

3.2.6 Heavy Cleaning:

- Thoroughly cleaning the home to remove hazardous debris or dirt.

3.2.7 Yard Hazard Abatement:

- Performing light work in the yard, such as removing high grass or weeds and rubbish that constitute a fire hazard.
- Removing ice, snow, or other hazardous substances from entrances and essential walkways to ensure safe access to the home.

4. Compliance

4.1 All personal care services and ancillary services shall be provided in compliance with the guidelines and regulations set forth by the state of California and the Home Care Services Bureau (HCSB).

4.2 The agency shall maintain appropriate documentation and records related to the provision of personal care services and ancillary services, including plans of treatment and any other required documentation.



5. Review and Updates

5.1 This policy shall be reviewed periodically to ensure compliance with current state guidelines and regulations, and it may be updated as necessary to reflect any changes or amendments.



Admission and Discharge Policy

1. Purpose

The purpose of this policy is to outline the procedures for admitting new clients to Lending Hands CGS, LLC Agency and discharging clients when their care needs change or they no longer require services. This policy ensures a smooth and efficient process for admission and discharge while adhering to the regulations of the Home Care Services Bureau (HCSB) in the state of California.

2. Admission Procedure

2.1. Referral and Inquiry

2.1.1. When a referral or inquiry is received, a representative from Lending Hands CGS, LLC will gather relevant information, including the client's name, contact details, address, and brief description of their care needs.

2.1.2. The representative will provide information about the agency's services, fees, and policies to the prospective client or their authorized representative.

2.1.3. If the agency can meet the client's care needs, an assessment will be scheduled to further evaluate the client's needs.

2.2. Initial Assessment

2.2.1. An initial assessment will be conducted by a qualified agency representative, such as a registered nurse or care coordinator.

2.2.2. During the assessment, the representative will gather comprehensive information about the client's medical history, current health condition, functional abilities, social support system, and any specific care requirements.

2.2.3. The assessment will help determine the client's eligibility for services and develop an appropriate care plan.

2.3. Care Plan Development

2.3.1. Based on the assessment findings, a personalized care plan will be developed in collaboration with the client, their family, and any involved healthcare professionals.

2.3.2. The care plan will outline the specific services to be provided, including the frequency, duration, and goals of care.

2.3.3. The care plan will be reviewed and signed by the client or their authorized representative to indicate their agreement and understanding.



2.4. Service Agreement and Financial Arrangements

2.4.1. A service agreement will be prepared and signed by the client or their authorized representative, clearly outlining the responsibilities, rights, and obligations of both parties.

2.4.2. The service agreement will include details regarding service fees, payment terms, cancellation policy, and any other relevant financial arrangements.

2.5. Client Orientation

2.5.1. Upon admission, the client or their authorized representative will receive a comprehensive orientation to familiarize them with Lending Hands CGS, LLC's policies, procedures, and expectations.

2.5.2. The orientation will include information on how to contact the agency, emergency procedures, caregiver assignments, and methods of addressing concerns or complaints.

3. Discharge Procedure

3.1. Reassessment and Care Plan Review

3.1.1. The client's care needs will be regularly reassessed to determine if any changes have occurred that may require modification of the care plan.

3.1.2. A care plan review will be conducted with the client or their authorized representative to discuss any necessary adjustments to the services provided.

3.2. Notice of Discharge

3.2.1. In the event that a client's care needs can no longer be met by Lending Hands CGS, LLC, a notice of discharge will be provided to the client or their authorized representative.

3.2.2. The notice of discharge will be given in writing, explaining the reasons for the discharge and providing information on alternative care options and community resources.

3.3. Transition of Care

3.3.1. Lending Hands CGS, LLC will collaborate with the client, their family, and any involved healthcare professionals to ensure a smooth transition of care to the new service provider or setting.

3.3.2. Relevant client information, including the care plan, medical records, and contact details, will be transferred to the new service provider as authorized by the client or their authorized representative.

3.4. Closure of Client Records



3.4.1. Upon discharge, the client's records will be closed in accordance with applicable laws and regulations, ensuring the confidentiality and security of the information.

4. Compliance with Regulations

4.1. Lending Hands CGS, LLC will adhere to all applicable regulations and guidelines set forth by the Home Care Services Bureau (HCSB) and other relevant state and federal authorities throughout the admission and discharge processes.

5. Review and Revision

5.1. This policy will be reviewed on a regular basis to ensure compliance with current regulations and to reflect any necessary updates or improvements.

5.2. Any revisions to the policy will be communicated to all relevant staff members and implemented promptly.



Client Assessment and Care Planning Policy

1. Purpose

The purpose of this policy is to outline the procedures for assessing clients' care needs and developing individualized care plans at Lending Hands CGS, LLC Agency. This policy ensures that clients receive comprehensive and personalized care based on their specific requirements, in compliance with the regulations of the Home Care Services Bureau (HCSB) in the state of California.

2. Client Assessment Procedure

2.1. Initial Assessment

2.1.1. An initial assessment will be conducted for each client by a qualified agency representative, such as a registered nurse or care coordinator.

2.1.2. The initial assessment will involve gathering detailed information about the client's medical history, current health condition, functional abilities, social support system, and any specific care requirements.

2.1.3. The assessment will be conducted in a respectful and culturally sensitive manner, ensuring the client's privacy and dignity.

2.2. Comprehensive Evaluation

2.2.1. The assessment will include an evaluation of the client's physical, cognitive, emotional, and social needs to determine the level of care required.

2.2.2. The evaluation will consider the client's ability to perform activities of daily living (ADLs) and instrumental activities of daily living (IADLs), as well as their medication management, nutrition, mobility, safety, and overall well-being.

2.3. Collaboration and Information Gathering

2.3.1. The assessment process will involve collaborative discussions with the client, their family members, and any involved healthcare professionals to gather additional information and insights.

2.3.2. Relevant medical records, reports, and assessments from other healthcare providers will be obtained with the client's consent to ensure a comprehensive understanding of their care needs.



2.4. Documentation

2.4.1. The findings of the client assessment will be documented accurately, clearly, and in a timely manner in the client's record.

2.4.2. The documentation will include relevant information such as medical history, current medications, allergies, diagnoses, functional abilities, cognitive status, and any specific care instructions.

3. Care Planning Procedure

3.1. Individualized Care Plan Development

3.1.1. Based on the assessment findings, an individualized care plan will be developed in collaboration with the client, their family, and any involved healthcare professionals.

3.1.2. The care plan will address the client's specific needs, preferences, and goals, aiming to promote their independence, safety, and overall well-being.

3.1.3. The care plan will include detailed instructions for caregivers regarding the provision of care, including tasks, frequency, duration, and any special considerations.

3.2. Goals and Objectives

3.2.1. The care plan will establish clear and measurable goals and objectives that reflect the client's desired outcomes and priorities.

3.2.2. The goals will be realistic and attainable, taking into account the client's abilities, resources, and support system.

3.3. Review and Reassessment

3.3.1. The care plan will be regularly reviewed and reassessed to ensure its effectiveness and relevance to the client's changing needs.

3.3.2. Reviews will be conducted at least annually or more frequently if there are significant changes in the client's condition or care requirements.

3.3.3. The client and their family will be actively involved in the review process, providing feedback and suggestions for plan modifications.

3.4. Care Plan Implementation

3.4.1. The care plan will be communicated to the assigned caregivers, ensuring their understanding of the tasks and expectations.



3.4.2. Caregivers will be trained and supervised to deliver care in accordance with the care plan, following established protocols and best practices.

4. Compliance with Regulations

4.1. Lending Hands CGS, LLC will adhere to all applicable regulations and guidelines set forth by the Home Care Services Bureau (HCSB) and other relevant state and federal authorities throughout the client assessment and care planning processes.

5. Review and Revision

5.1. This Client Assessment and Care Planning Policy will be reviewed on a regular basis to ensure compliance with current regulations and to reflect any necessary updates or improvements.

5.2. Any revisions to the policy will be communicated to all relevant staff members and implemented promptly.



Caregiver Recruitment and Selection Policy

1. Purpose

The purpose of this policy is to establish guidelines and procedures for the recruitment and selection of caregivers at Lending Hands CGS, LLC Agency in compliance with the regulations set forth by the Home Care Services Bureau (HCSB) in the state of California. This policy ensures that caregivers are qualified, reliable, and capable of providing high-quality care to clients.

2. Recruitment Procedure

2.1. Job Posting

2.1.1. A job posting will be created that accurately describes the caregiver position, including the responsibilities, qualifications, and any specific requirements.

2.1.2. The job posting will be advertised through various appropriate channels, such as online job boards, local community organizations, and social media platforms.

2.2. Application Process

2.2.1. Interested individuals will be required to submit a completed application form, which includes their personal information, work experience, education, certifications, and references.

2.2.2. The application form will also include a section where applicants can disclose any criminal history or professional disciplinary actions.

2.3. Screening and Background Checks

2.3.1. All applicants will undergo a thorough screening process, which may include background checks, reference checks, and verification of education and certifications.

2.3.2. Background checks will be conducted in accordance with state and federal regulations, including criminal history checks and abuse registry checks.

2.4. Interview and Assessment

2.4.1. Qualified applicants will be invited for an interview with a representative from Lending Hands CGS, LLC Agency.

2.4.2. During the interview, applicants will be assessed for their skills, knowledge, experience, and suitability for the caregiver role.



2.4.3. Behavioral-based interview questions may be used to evaluate the applicant's ability to handle different caregiving scenarios and demonstrate empathy, communication skills, and problem-solving abilities.

2.5. Reference Checks

2.5.1. Reference checks will be conducted to verify the applicant's work history, reliability, and performance in previous caregiving or related roles.

2.5.2. References provided by the applicant will be contacted to gather information about the applicant's professional conduct, interpersonal skills, and ability to provide quality care.

2.6. Documentation and Record Keeping

2.6.1. All recruitment-related documents, including application forms, resumes, background check results, interview notes, and reference check records, will be properly documented and maintained in a confidential and secure manner.

3. Selection Procedure

3.1. Evaluation and Decision-Making

3.1.1. After completing the recruitment process, the agency representative(s) responsible for caregiver selection will evaluate the applicants based on their qualifications, performance during the interview, reference feedback, and other relevant factors.

3.1.2. The final decision to select a caregiver will be based on the applicant's overall suitability and compatibility with the agency's values, mission, and client care standards.

3.2. Offer of Employment

3.2.1. The selected caregiver will be notified of their successful application and offered employment with Lending Hands CGS, LLC Agency, contingent upon the completion of all necessary pre-employment requirements.

3.2.2. The caregiver will receive a formal offer letter that outlines the terms and conditions of employment, including compensation, benefits, work schedule, and any other relevant policies or expectations.



4. Compliance with Regulations

4.1. Lending Hands CGS, LLC Agency will comply with all applicable state and federal regulations regarding caregiver recruitment and selection, including background checks, abuse registry checks, and adherence to equal employment opportunity laws.

5. Review and Revision

5.1. This Caregiver Recruitment and Selection Policy will be reviewed on a regular basis to ensure compliance with current regulations and to reflect any necessary updates or improvements.

5.2. Any revisions to the policy will be communicated to all relevant staff members and implemented promptly.



Caregiver Training and Education Policy

1. Purpose

The purpose of this policy is to outline the guidelines and procedures for caregiver training and education at Lending Hands CGS, LLC Agency, in accordance with the regulations set forth by the Home Care Services Bureau (HCSB) in the state of California. This policy ensures that caregivers receive the necessary training and education to provide safe and high-quality care to clients.

2. Training Requirements

2.1. Orientation Training

2.1.1. All new caregivers will undergo an orientation training program before providing care to clients.

2.1.2. The orientation training will cover essential topics such as agency policies and procedures, client rights and confidentiality, infection control, emergency procedures, and caregiver responsibilities.

2.2. Basic Training

2.2.1. Caregivers will receive basic training on fundamental caregiving skills and techniques.

2.2.2. Basic training topics may include but are not limited to:

- a) Assisting with activities of daily living (ADLs) such as bathing, grooming, dressing, and toileting.
- b) Safe transfer and mobility techniques.
- c) Basic infection control measures.
- d) Medication management and assistance.
- e) Effective communication with clients and their families.
- f) Recognizing and reporting changes in clients' health or behavior.
- g) Providing emotional support and companionship.

2.3. Specialized Training

2.3.1. Caregivers will receive specialized training based on the specific needs of the clients they will be serving.

2.3.2. Specialized training may include, but is not limited to, the following areas:

- a) Care for clients with Alzheimer's disease or other forms of dementia.
- b) Care for clients with physical disabilities.



- c) Care for clients with chronic conditions or specific medical needs.
- d) End-of-life care and support.
- e) Safe handling of medical equipment and assistive devices.

2.4. Continuing Education

2.4.1. Caregivers will participate in ongoing continuing education programs to enhance their knowledge and skills.

2.4.2. Continuing education programs may include in-service training sessions, workshops, online courses, or external training opportunities.

2.4.3. Topics for continuing education may cover areas such as new caregiving techniques, changes in regulations, cultural sensitivity, effective communication, and any other relevant subjects to improve the quality of care.

3. Documentation and Record Keeping

3.1. The agency will maintain comprehensive records of caregiver training and education.

3.2. Documentation will include the dates of training sessions, topics covered, trainers' names, and attendance records.

3.3. Individual caregiver training records will be maintained and updated regularly to ensure compliance with state regulations.

4. Competency Assessment

4.1. Caregivers' competencies will be periodically assessed to ensure they can effectively perform their assigned duties.

4.2. Competency assessments may include written tests, skills demonstrations, or direct observations of caregiver-client interactions.

4.3. If any competency gaps are identified, additional training or support will be provided to address those gaps.



5. Compliance with Regulations

5.1. Lending Hands CGS, LLC Agency will adhere to all applicable state regulations regarding caregiver training and education, including the minimum training requirements specified by the Home Care Services Bureau (HCSB).

5.2. The agency will maintain documentation and records to demonstrate compliance with training requirements during audits or inspections.

6. Review and Revision

6.1. This Caregiver Training and Education Policy will be reviewed on a regular basis to ensure compliance with current regulations and best practices.

6.2. Any revisions to the policy will be communicated to all relevant staff members, and necessary updates will be made promptly.



Caregiver Supervision and Performance Evaluation Policy

1. Purpose

The purpose of this policy is to establish guidelines and procedures for caregiver supervision and performance evaluation at Lending Hands CGS, LLC Agency, in accordance with the regulations set forth by the Home Care Services Bureau (HCSB) in the state of California. This policy ensures that caregivers receive appropriate supervision and regular performance evaluations to maintain high-quality care standards.

2. Caregiver Supervision

2.1. Supervisory Responsibilities

2.1.1. Supervisors will be designated to oversee and provide ongoing supervision to caregivers.

2.1.2. Supervisors will be qualified individuals with knowledge and experience in home care services.

2.1.3. Supervisors will have regular communication and contact with caregivers to address their questions, concerns, and provide guidance and support.

2.2. Frequency of Supervision

2.2.1. Supervisors will conduct regular supervision sessions with caregivers based on their needs and performance.

2.2.2. The frequency of supervision sessions may vary depending on the caregiver's experience, competence, and specific client requirements.

2.2.3. Supervision sessions should occur at least quarterly for all caregivers.

2.3. Supervision Topics

2.3.1. Supervision sessions will cover various topics related to caregiver performance, client care, and agency policies and procedures.

2.3.2. Topics may include, but are not limited to:

- a) Review of client care plans and goals.
- b) Assessment of caregiver performance and adherence to agency policies.
- c) Discussion of any client concerns, incidents, or changes in care needs.
- d) Addressing caregiver questions, concerns, and providing feedback.
- e) Identifying areas for improvement and providing additional training or support.



- f) Ensuring caregivers have the necessary resources and equipment to perform their duties effectively.

3. Performance Evaluation

3.1. Performance evaluation will be conducted on a regular basis to assess caregiver performance and ensure adherence to agency standards.

3.2. Performance evaluations will be based on objective criteria and documented for each caregiver.

3.3. Evaluation Process

3.3.1. The evaluation process will include:

- a) Setting clear performance expectations and goals for caregivers.
- b) Collecting feedback from clients, their families, and other relevant parties.
- c) Conducting performance assessments using standardized evaluation forms or tools.
- d) Reviewing caregiver documentation and records to assess compliance and quality of care.
- e) Documenting evaluation results, including strengths, areas for improvement, and recommendations for further development.

3.4. Evaluation Criteria

3.4.1. Evaluation criteria may include, but are not limited to:

- a) Adherence to agency policies, procedures, and safety protocols.
- b) Quality of care provided to clients, including professionalism, compassion, and respect.
- c) Communication skills and the ability to effectively interact with clients, families, and other team members.
- d) Time management and organizational skills.
- e) Documentation accuracy and completeness.
- f) Attendance, punctuality, and reliability.

4. Performance Improvement and Support

4.1. If areas for improvement are identified during supervision or performance evaluations, the agency will provide additional support, training, or resources to help caregivers enhance their skills and performance.

4.2. Performance improvement plans may be developed to address specific areas of concern and establish goals and timelines for improvement.

4.3. Supervisors will regularly monitor the progress of caregivers under performance improvement plans and provide ongoing guidance and support.



5. Compliance with Regulations

5.1. Lending Hands CGS, LLC Agency will comply with all applicable state regulations regarding caregiver supervision and performance evaluation, as specified by the Home Care Services Bureau (HCSB).

5.2. The agency will maintain documentation and records of supervision sessions and performance evaluations to demonstrate compliance during audits or inspections.

6. Review and Revision

6.1. This Caregiver Supervision and Performance Evaluation Policy will be reviewed periodically to ensure compliance with current regulations and best practices.

6.2. Any revisions to the policy will be communicated to all relevant staff members, and necessary updates will be made promptly.



Client Rights and Responsibilities Policy

1. Purpose

The purpose of this policy is to establish guidelines and procedures to ensure that the rights and responsibilities of clients receiving services from Lending Hands CGS, LLC Agency, located at 427 W 5th st, apt 2317, Los Angeles, Ca, 90017, are respected, protected, and upheld in accordance with the regulations set forth by the Home Care Services Bureau (HCSB) in the state of California. This policy aims to promote client autonomy, dignity, and quality of life.

2. Client Rights

2.1. Respect for Dignity and Privacy

2.1.1. Clients have the right to be treated with respect, dignity, and courtesy by all agency staff members.

2.1.2. Clients have the right to privacy, confidentiality, and the protection of their personal and health information as outlined in applicable laws and regulations.

2.2. Informed Consent

2.2.1. Clients have the right to receive information about the services offered, including their benefits, risks, alternatives, and costs.

2.2.2. Clients have the right to make informed decisions about their care, including the right to refuse or discontinue services.

2.3. Participation in Care Planning

2.3.1. Clients have the right to actively participate in the development and review of their care plan, including the goals, preferences, and desired outcomes.

2.3.2. Clients have the right to have their family members or designated representatives involved in the care planning process if desired.

2.4. Right to Safe and Quality Care

2.4.1. Clients have the right to receive safe, competent, and quality care from trained and qualified caregivers.

2.4.2. Clients have the right to have their care provided in a manner that meets recognized standards of practice and promotes their well-being.



2.5. Freedom from Abuse and Exploitation

2.5.1. Clients have the right to be free from physical, verbal, emotional, sexual, or financial abuse, neglect, or exploitation.

2.5.2. Clients have the right to report any incidents of abuse or exploitation without fear of retaliation.

2.6. Access to Information and Records

2.6.1. Clients have the right to access their own personal and health information as permitted by law.

2.6.2. Clients have the right to request and receive a copy of their care records within a reasonable timeframe.

2.7. Grievance and Complaint Resolution

2.7.1. Clients have the right to voice their concerns, grievances, or complaints about their care or any aspect of the agency's services.

2.7.2. Clients have the right to receive a prompt response to their concerns and a fair resolution of their grievances.

3. Client Responsibilities

3.1. Active Participation

3.1.1. Clients are responsible for actively participating in their care and following the agreed-upon care plan to the best of their abilities.

3.2. Communication

3.2.1. Clients are responsible for openly communicating their needs, concerns, and preferences to the agency staff members.

3.2.2. Clients are responsible for providing accurate and complete information about their health, medications, and any changes in their condition.

3.3. Respect for Others

3.3.1. Clients are responsible for treating agency staff members, caregivers, and other clients with respect, courtesy, and dignity.



3.4. Compliance with Policies and Procedures

3.4.1. Clients are responsible for complying with the policies, procedures, and guidelines established by Lending Hands CGS, LLC Agency.

3.5. Payment for Services

3.5.1. Clients are responsible for paying for services rendered by the agency according to the agreed-upon terms and conditions.

4. Implementation

4.1. This Client Rights and Responsibilities Policy will be communicated to all clients upon admission to Lending Hands CGS, LLC Agency.

4.2. The policy will be available in written form and provided in a language that the client can understand.

4.3. Clients will be given the opportunity to ask questions, seek clarification, and receive assistance in understanding their rights and responsibilities.

4.4. Any changes or updates to this policy will be communicated to clients in a timely manner.

5. Compliance with Regulations

5.1. Lending Hands CGS, LLC Agency will comply with all applicable state regulations regarding client rights and responsibilities, as specified by the Home Care Services Bureau (HCSB).

5.2. The agency will maintain documentation and records related to client rights and responsibilities, including any grievances or complaints, as required by regulations.

6. Review and Revision

6.1. This Client Rights and Responsibilities Policy will be reviewed periodically to ensure compliance with current regulations and best practices.

6.2. Any revisions to the policy will be communicated to all relevant staff members and clients, and necessary updates will be made promptly.



Health and Safety Policy

1. Purpose

The purpose of this policy is to establish guidelines and procedures to ensure the health and safety of clients, caregivers, and staff members at Lending Hands CGS, LLC Agency, located at 427 W 5th st, apt 2317, Los Angeles, Ca, 90017, in compliance with the regulations set forth by the Home Care Services Bureau (HCSB) in the state of California. This policy aims to create a safe and healthy environment for all individuals involved in the agency's operations.

2. Infection Control

2.1. Standard Precautions

2.1.1. All caregivers and staff members shall adhere to standard precautions when providing care to clients, which includes hand hygiene, appropriate use of personal protective equipment (PPE), safe handling and disposal of sharps, and proper cleaning and disinfection of equipment and surfaces.

2.2. Hand Hygiene

2.2.1. Caregivers and staff members shall perform hand hygiene using soap and water or an alcohol-based hand sanitizer before and after providing care to clients, after handling bodily fluids or contaminated items, and as needed throughout their shift.

2.3. Personal Protective Equipment (PPE)

2.3.1. Caregivers and staff members shall use appropriate PPE, such as gloves, masks, gowns, and eye protection, when necessary to prevent the transmission of infectious diseases or when handling potentially hazardous substances.

2.4. Infection Control Training

2.4.1. All caregivers and staff members shall receive training on infection control practices, including hand hygiene, proper use of PPE, safe handling of bodily fluids, and proper cleaning and disinfection procedures.



3. Medication Management

3.1. Medication Storage

3.1.1. Medications shall be stored securely and safely in accordance with state regulations, including proper labeling, storage temperature, and access restrictions to prevent unauthorized use or accidental ingestion.

3.2. Medication Administration

3.2.1. Caregivers responsible for medication administration shall be properly trained, qualified, and authorized to administer medications according to the client's care plan and physician's orders.

3.2.2. Medication administration shall follow the five rights: right client, right medication, right dose, right route, and right time.

3.3. Medication Documentation

3.3.1. Caregivers shall accurately document all medications administered, including the date, time, dose, and any observations or changes in the client's condition related to medication administration.

4. Emergency Preparedness

4.1. Emergency Plans

4.1.1. Lending Hands CGS, LLC Agency shall develop and maintain emergency plans and procedures to address various emergency situations, such as natural disasters, medical emergencies, fire emergencies, and power outages.

4.1.2. Emergency plans shall include evacuation procedures, emergency contact information, and instructions for staff and clients on what to do in case of an emergency.

4.2. Emergency Preparedness Training

4.2.1. Caregivers and staff members shall receive training on emergency preparedness, including understanding emergency plans, recognizing emergency warning signs, and performing appropriate actions to ensure the safety of clients and themselves during an emergency.

4.3. Emergency Contacts

4.3.1. Caregivers shall have access to a list of emergency contact numbers, including local emergency services, client's emergency contacts, and the agency's designated emergency contact person.



5. Safe Environment

5.1. Home Safety Assessment

5.1.1. Prior to providing care, a home safety assessment shall be conducted to identify and address potential hazards or risks that may pose a threat to the client's safety and well-being.

5.2. Fall Prevention

5.2.1. Caregivers shall implement fall prevention strategies, such as removing tripping hazards, installing handrails, using non-slip mats, and assisting clients with mobility and transfers to reduce the risk of falls.

5.3. Safe Equipment and Supplies

5.3.1. Caregivers shall ensure that all equipment and supplies used during care are safe, well-maintained, and in good working condition. Any defective or unsafe equipment shall be reported and replaced promptly.

5.4. Reporting of Safety Incidents

5.4.1. Caregivers and staff members shall promptly report any safety incidents, accidents, or near-miss events to their supervisor or the designated person in charge, as per agency procedures.

6. Implementation

6.1. This Health and Safety Policy will be communicated to all caregivers and staff members at Lending Hands CGS, LLC Agency.

6.2. Training on infection control, medication management, emergency preparedness, and home safety shall be provided to caregivers and staff members upon hire and on an ongoing basis.

6.3. Compliance with this policy will be regularly monitored through quality assurance and performance improvement activities.

7. Compliance with Regulations

7.1. Lending Hands CGS, LLC Agency will comply with all applicable state regulations regarding health and safety in personal home care services, as specified by the Home Care Services Bureau (HCSB).

7.2. The agency will maintain documentation and records related to infection control, medication management, emergency preparedness, and home safety assessments as required by regulations.



8. Review and Revision

8.1. This Health and Safety Policy will be reviewed periodically to ensure compliance with current regulations and best practices.

8.2. Any revisions to the policy will be communicated to all relevant staff members and caregivers, and necessary updates will be made promptly.



Documentation and Record-Keeping Policy

1. Purpose

The purpose of this policy is to establish guidelines and procedures for accurate and comprehensive documentation and record-keeping practices at Lending Hands CGS, LLC Agency, located at 427 W 5th st, apt 2317, Los Angeles, Ca, 90017, in compliance with the regulations set forth by the Home Care Services Bureau (HCSB) in the state of California. This policy aims to ensure the integrity, confidentiality, and accessibility of client records and other pertinent documentation.

2. Documentation Principles

2.1. Accuracy and Completeness

2.1.1. All documentation shall be accurate, complete, and recorded in a timely manner. Caregivers shall document services provided, observations, assessments, and any changes in the client's condition or care plan promptly and accurately.

2.2. Confidentiality and Privacy

2.2.1. All client records and related documentation shall be treated as confidential and shall be handled in compliance with applicable privacy laws and regulations, including the Health Insurance Portability and Accountability Act (HIPAA) and the California Confidentiality of Medical Information Act (CMIA).

2.3. Legibility

2.3.1. All documentation shall be legible and written in a clear and professional manner to ensure readability and understanding.

2.4. Signature and Date

2.4.1. Each entry in client records and other documentation shall be signed with the caregiver's full name and credentials, along with the date and time of the entry. Electronic signatures or authentication methods may be used where applicable and authorized.

2.5. Corrections and Amendments

2.5.1. Any corrections or amendments to documentation shall be made using the appropriate procedure, such as crossing out the incorrect information with a single line, initialing and dating the correction, and providing a brief explanation for the amendment.



2.6. Documentation Storage and Security

2.6.1. Client records and other documentation shall be stored securely and protected from unauthorized access, loss, damage, or theft. Access to client records shall be limited to authorized personnel with a legitimate need for the information.

2.7. Retention and Disposal

2.7.1. Client records and other documentation shall be retained and disposed of in accordance with state and federal laws and regulations. The agency shall maintain records for the required retention period and implement proper disposal methods to protect client confidentiality and privacy.

3. Types of Documentation

3.1. Client Assessment and Care Plans

3.1.1. Comprehensive assessments of each client's physical, mental, and social needs shall be documented upon admission. Care plans shall be developed based on these assessments, including goals, interventions, and strategies for meeting the client's specific needs.

3.2. Service Provision Documentation

3.2.1. Caregivers shall document all services provided to clients, including personal care activities, assistance with daily living tasks, medication administration, meal preparation, and any other services outlined in the client's care plan.

3.3. Observations and Assessments

3.3.1. Caregivers shall document observations and assessments of clients' physical and mental well-being, changes in condition, vital signs, symptoms, and any unusual incidents or accidents that occur during care provision.

3.4. Communication and Coordination

3.4.1. Documentation shall include records of communication and coordination with the client's healthcare professionals, family members, and other involved parties, including care conferences, consultations, and any instructions or recommendations received.



3.5. Incident and Accident Reports

3.5.1. Caregivers shall document incidents, accidents, or near-miss events promptly and accurately, including a description of the event, actions taken, and any necessary follow-up actions or referrals.

3.6. Medication Administration Records

3.6.1. Medication administration records shall be maintained for each client, documenting the administration of prescribed medications, including date, time, medication name, dosage, route, and any relevant observations or changes in the client's response.

3.7. Client's Rights and Consent Forms

3.7.1. Documentation shall include records of the client's rights and consent forms, including signed acknowledgments of the client's rights and informed consent for care and services.

4. Record Accessibility

4.1. Access to client records shall be granted only to authorized individuals involved in the provision of care, as permitted by law, and in accordance with the agency's privacy and security policies.

4.2. Clients or their legal representatives shall have the right to access their own records and request copies of their documentation in compliance with applicable laws and regulations.

5. Training and Education

5.1. Caregivers shall receive training on documentation and record-keeping practices, including the importance of accurate and timely documentation, confidentiality, privacy, and compliance with state and federal regulations.

6. Compliance with Regulations

6.1. Lending Hands CGS, LLC Agency will comply with all applicable state regulations regarding documentation and record-keeping practices in personal home care services, as specified by the Home Care Services Bureau (HCSB).

7. Review and Revision

7.1. This Documentation and Record-Keeping Policy will be reviewed periodically to ensure compliance with current regulations and best practices.



7.2. Any revisions to the policy will be communicated to all relevant staff members and caregivers, and necessary updates will be made promptly.



Complaints and Grievances Policy

1. Purpose

The purpose of this policy is to establish a fair and transparent process for handling complaints and grievances received by Lending Hands CGS, LLC Agency, located at 427 W 5th st, apt 2317, Los Angeles, Ca, 90017, in compliance with the regulations set forth by the Home Care Services Bureau (HCSB) in the state of California. This policy aims to ensure that all complaints and grievances are addressed promptly, thoroughly, and in a manner that respects the rights and concerns of clients and their representatives.

2. Definitions

2.1. Complaint: An expression of dissatisfaction, whether written or verbal, regarding any aspect of the agency's services, operations, or conduct that requires resolution.

2.2. Grievance: A formal complaint made by a client or their representative that remains unresolved after the initial complaint process or involves more serious allegations.

3. Complaint and Grievance Procedure

3.1. Informal Resolution

3.1.1. The agency encourages clients and their representatives to express any concerns or complaints directly to the caregiver or supervisor involved in their care.

3.1.2. Caregivers and supervisors shall make every effort to address and resolve the complaint promptly, within their scope of authority.

3.1.3. If the complaint is resolved to the satisfaction of the client or their representative, no further action is required. However, a record of the complaint and resolution should be documented.

3.2. Formal Complaint Process

3.2.1. If the complaint cannot be resolved through informal means or if the client or their representative chooses to escalate the complaint, they may submit a formal complaint in writing or by contacting the agency's designated complaint contact person.

3.2.2. The complaint should include detailed information regarding the nature of the complaint, parties involved, dates, and any relevant supporting documentation.

3.2.3. Upon receipt of a formal complaint, the agency will acknowledge receipt within a specified timeframe (e.g., 48 hours) and inform the client or their representative of the complaint resolution process.



3.3. Investigation and Resolution

3.3.1. The agency will assign a designated staff member to investigate the complaint impartially, ensuring that they are not directly involved in the issue being investigated.

3.3.2. The investigator will gather all necessary information, interview involved parties, review relevant documentation, and assess the validity of the complaint.

3.3.3. The investigation will be conducted promptly, and a resolution will be sought within a reasonable timeframe, taking into account the complexity and seriousness of the complaint.

3.4. Complaint Resolution

3.4.1. The agency will provide a written response to the client or their representative regarding the investigation findings and the actions taken to address the complaint.

3.4.2. If the complaint is found to be valid, the agency will take appropriate corrective actions to prevent similar issues from recurring.

3.4.3. If the complaint is found to be invalid or unsubstantiated, the agency will provide a clear and detailed explanation to the client or their representative.

3.5. Grievance Procedure

3.5.1. If the client or their representative is not satisfied with the resolution of the complaint, they may escalate it to a formal grievance.

3.5.2. The grievance should be submitted in writing or by contacting the agency's designated grievance contact person, clearly stating the reasons for dissatisfaction with the complaint resolution.

3.5.3. The agency will acknowledge receipt of the grievance within a specified timeframe (e.g., 48 hours) and initiate a separate investigation process.

3.6. Grievance Review and Decision

3.6.1. The agency will appoint an impartial committee or designated staff members not directly involved in the initial complaint process to review the grievance.

3.6.2. The grievance review process will include a thorough examination of all relevant documentation, interviews with involved parties, and any other necessary steps to reach a fair and unbiased decision.

3.6.3. The agency will provide a written response to the client or their representative outlining the findings of the grievance review and any further actions to be taken, if applicable.



4. Confidentiality and Non-Retaliation

- 4.1. The agency will ensure the confidentiality of all parties involved in the complaint and grievance process, in accordance with applicable privacy laws and regulations.
- 4.2. The agency prohibits any form of retaliation against clients or their representatives who raise complaints or grievances in good faith.

5. Records and Reporting

- 5.1. The agency will maintain records of all complaints and grievances, including the nature of the complaint, investigation findings, actions taken, and resolution details.
- 5.2. The agency will report any complaints or grievances that involve suspected abuse, neglect, or exploitation to the appropriate authorities, as required by law.

6. Communication and Accessibility

- 6.1. The agency will inform clients and their representatives of their right to raise complaints and grievances, including the process for doing so, through written materials and verbal communication.
- 6.2. The agency will provide clear instructions on how to access the complaint and grievance process, including the contact information of designated individuals responsible for receiving and addressing complaints.

7. Training and Education

- 7.1. All agency staff members, including caregivers and supervisors, will receive training on the complaint and grievance procedures to ensure a consistent and effective approach to handling complaints.
- 7.2. Staff training will include topics such as effective communication, conflict resolution, and handling sensitive or difficult situations.

8. Compliance with Regulations

- 8.1. Lending Hands CGS, LLC Agency will comply with all applicable state regulations regarding complaints and grievances in personal home care services, as specified by the Home Care Services Bureau (HCSB).

9. Review and Revision

- 9.1. This Complaints and Grievances Policy will be reviewed periodically to ensure compliance with current regulations and best practices.



9.2. Any revisions to the policy will be communicated to all relevant staff members and caregivers, and necessary updates will be made promptly.



Confidentiality and Privacy Policy

1. Purpose

The purpose of this Confidentiality and Privacy Policy is to ensure the protection of client information and maintain the confidentiality and privacy rights of clients receiving services from Lending Hands CGS, LLC Agency, located at 427 W 5th st, apt 2317, Los Angeles, Ca, 90017. This policy is designed to comply with the state guidelines set forth by the Home Care Services Bureau (HCSB) in California and to establish procedures for the proper handling and safeguarding of client information.

2. Definitions

- 2.1. Client: An individual who receives personal home care services from Lending Hands CGS, LLC Agency.
- 2.2. Personal Information: Any information that identifies or could reasonably be used to identify a client, including but not limited to names, addresses, contact details, medical history, and financial information.
- 2.3. Confidential Information: Any information that is not publicly available and is shared in confidence between the client and the agency.

3. Confidentiality and Privacy Procedures

3.1. Collection and Use of Personal Information

- 3.1.1. The agency will collect and use personal information only for the purposes directly related to providing quality home care services to clients.
- 3.1.2. Personal information will be collected with the client's consent, and only relevant information necessary for service provision will be obtained.
- 3.1.3. Clients will be informed about the types of personal information collected, how it will be used, and the circumstances under which it may be disclosed.

3.2. Access to Client Information

- 3.2.1. Access to client information will be limited to authorized agency staff members who require the information to carry out their duties.
- 3.2.2. Staff members will receive training on confidentiality and privacy practices and will sign confidentiality agreements to ensure the protection of client information.
- 3.2.3. Clients' written consent will be obtained before disclosing their information to external individuals or organizations, except as required by law.



3.3. Storage and Security of Client Information

3.3.1. Client information will be stored securely in physical or electronic formats, protected from unauthorized access, loss, or destruction.

3.3.2. Physical records will be stored in locked cabinets or rooms, and electronic records will be protected by secure passwords and access controls.

3.3.3. The agency will implement appropriate technical and organizational measures to safeguard client information, including encryption, firewalls, and regular data backups.

3.4. Disclosure of Client Information

3.4.1. Client information will not be disclosed to any external individuals or organizations without the client's consent, except as required by law.

3.4.2. In cases where disclosure is necessary to protect the health and safety of the client or others, or as mandated by legal obligations, the agency will make every effort to inform the client about the disclosure.

3.5. Client Rights to Access and Correct Information

3.5.1. Clients have the right to access their personal information held by the agency and to request corrections or updates if necessary.

3.5.2. Requests for access or corrections should be made in writing to the agency's designated privacy contact person.

3.5.3. The agency will respond to client requests for access or corrections within a reasonable timeframe and in compliance with applicable privacy laws.

3.6. Retention and Disposal of Client Information

3.6.1. Client information will be retained for the duration required by applicable laws and regulations or as necessary for the provision of services.

3.6.2. When client information is no longer needed, it will be securely disposed of in a manner that ensures protection from unauthorized access or disclosure.

3.7. Breach of Confidentiality

3.7.1. Any breach of client confidentiality or unauthorized disclosure of client information must be reported immediately to the agency's designated privacy contact person.

3.7.2. The agency will promptly investigate any reported breaches and take appropriate actions to address the breach, mitigate harm, and prevent future occurrences.



3.7.3. Clients affected by a breach will be notified in accordance with applicable laws and regulations.

4. Confidentiality Training and Education

4.1. All staff members, including caregivers and supervisors, will receive training on confidentiality and privacy practices during their orientation and on an ongoing basis.

4.2. Training will cover topics such as the importance of confidentiality, handling client information appropriately, and the agency's policies and procedures related to confidentiality and privacy.

5. Compliance with Regulations

5.1. Lending Hands CGS, LLC Agency will comply with all applicable state regulations regarding confidentiality and privacy of client information, as specified by the Home Care Services Bureau (HCSB) in California.

6. Review and Revision

6.1. This Confidentiality and Privacy Policy will be reviewed periodically to ensure compliance with current regulations and best practices.

6.2. Any revisions to the policy will be communicated to all relevant staff members and caregivers, and necessary updates will be made promptly.



Emergency and Disaster Preparedness Policy

1. Purpose

The purpose of this Emergency and Disaster Preparedness Policy is to ensure the safety and well-being of clients and staff members of Lending Hands CGS, LLC Agency, located at 427 W 5th st, apt 2317, Los Angeles, Ca, 90017, during emergencies and disasters. This policy is designed to comply with the state guidelines set forth by the Home Care Services Bureau (HCSB) in California and to establish procedures for effectively responding to and managing emergency situations.

2. Definitions

2.1. Emergency: Any situation or event that poses a threat to the health, safety, or welfare of clients or staff members, including but not limited to natural disasters, severe weather conditions, medical emergencies, power outages, and transportation accidents.

2.2. Disaster: A severe emergency situation that exceeds the agency's immediate capacity to respond and requires external assistance or resources.

3. Emergency Preparedness Procedures

3.1. Risk Assessment and Planning

3.1.1. The agency will conduct a comprehensive risk assessment to identify potential emergency scenarios that may affect the agency, clients, and staff members.

3.1.2. Based on the risk assessment, an emergency response plan will be developed, including procedures for different types of emergencies, evacuation plans, communication protocols, and resource requirements.

3.2. Emergency Communication

3.2.1. A designated emergency coordinator will be appointed to oversee and coordinate emergency response efforts.

3.2.2. Contact information for clients, staff members, emergency services, and relevant stakeholders will be maintained and regularly updated.

3.2.3. Communication channels, such as phone systems, emergency contact lists, and backup communication methods, will be established to ensure timely communication during emergencies.



3.3. Emergency Evacuation

3.3.1. The agency will establish evacuation procedures for different types of emergencies, including fire, severe weather, and hazardous material incidents.

3.3.2. Evacuation routes and assembly points will be identified and communicated to clients and staff members.

3.3.3. Staff members will receive training on evacuation procedures, including assisting clients with mobility challenges or special needs.

3.4. Emergency Supplies and Equipment

3.4.1. The agency will maintain an emergency supply kit with essential items, such as first aid supplies, flashlights, batteries, non-perishable food, and water, to sustain clients and staff members during emergencies.

3.4.2. Emergency equipment, such as fire extinguishers, smoke detectors, and emergency lighting, will be regularly inspected, tested, and maintained in accordance with relevant regulations.

3.5. Client and Staff Safety

3.5.1. Clients will be educated on emergency preparedness and provided with information on how to respond to different emergency situations.

3.5.2. Staff members will receive training on emergency response procedures, including first aid and CPR certification, as applicable.

3.5.3. Personal emergency contact information and medical information for clients and staff members will be securely maintained and readily accessible during emergencies.

4. Disaster Preparedness Procedures

4.1. Emergency Response Activation

4.1.1. In the event of a disaster, the agency's emergency response plan will be activated, and the designated emergency coordinator will initiate the necessary response actions.

4.1.2. Staff members will follow the instructions provided by the emergency coordinator and take appropriate measures to ensure the safety and well-being of clients.



4.2. External Assistance and Resources

4.2.1. The agency will establish relationships and communication channels with relevant emergency response agencies, local authorities, and community resources.

4.2.2. In the event of a disaster that exceeds the agency's immediate capacity to respond, external assistance and resources will be sought to support the agency's emergency response efforts.

4.3. Post-Emergency Recovery

4.3.1. Following an emergency or disaster, the agency will conduct an assessment of any damage or impact and initiate recovery procedures.

4.3.2. Client and staff members' well-being will be monitored and appropriate support services will be provided as needed.

4.3.3. Lessons learned from the emergency response and recovery efforts will be documented, and necessary adjustments will be made to enhance future emergency preparedness.

5. Training and Education

5.1. Staff members will receive training on emergency preparedness and response procedures during their orientation and regularly through refresher training sessions.

5.2. Clients will receive educational materials and instructions on emergency preparedness, as appropriate, to ensure their understanding of response procedures.

6. Compliance with Regulations

6.1. Lending Hands CGS, LLC Agency will comply with all applicable state regulations regarding emergency preparedness, as specified by the Home Care Services Bureau (HCSB) in California.

7. Review and Revision

7.1. This Emergency and Disaster Preparedness Policy will be reviewed periodically to ensure compliance with current regulations, best practices, and any changes in agency operations.

7.2. Any revisions to the policy will be communicated to all relevant staff members and clients, and necessary updates will be made promptly.



Ethics and Professional Conduct

1. Purpose

The purpose of this Ethics and Professional Conduct Policy is to establish guidelines for ethical behavior and professional conduct for all staff members of Lending Hands CGS, LLC Agency, located at 427 W 5th st, apt 2317, Los Angeles, Ca, 90017. This policy aims to ensure the highest standards of integrity, professionalism, and client-centered care in compliance with the state regulations outlined in CHAPTER 13 of the Home Care Services Bureau (HCSB) in California.

2. Ethical Principles

2.1. Client-Centered Care: We are committed to providing personalized care that respects the dignity, autonomy, and individual needs of each client.

2.2. Respect: We treat clients, their families, and fellow staff members with respect, fairness, and non-discrimination, regardless of their race, gender, religion, age, disability, or any other protected characteristic.

2.3. Privacy and Confidentiality: We maintain strict confidentiality regarding client information and respect their privacy rights, adhering to applicable privacy laws and regulations.

2.4. Honesty and Integrity: We act with honesty, integrity, and transparency in all interactions with clients, families, colleagues, and other stakeholders.

2.5. Professionalism: We uphold the highest standards of professionalism in our conduct, appearance, communication, and relationships with clients and colleagues.

2.6. Compliance: We comply with all applicable laws, regulations, and professional standards governing the provision of home care services.

3. Professional Conduct

3.1. Client Interactions

3.1.1. Staff members shall communicate with clients and their families in a professional and compassionate manner, demonstrating active listening and empathy.

3.1.2. Respect for clients' privacy and dignity shall be maintained during all interactions, ensuring confidentiality and discretion.

3.1.3. Staff members shall honor clients' rights and preferences, encouraging their involvement in decisions related to their care.



3.2. Compliance with Laws and Regulations

3.2.1. Staff members shall adhere to all applicable federal, state, and local laws, regulations, and licensing requirements related to home care services.

3.2.2. Any concerns or suspected violations of laws or regulations shall be promptly reported to the appropriate authorities and the agency's management.

3.3. Conflict of Interest

3.3.1. Staff members shall avoid any conflicts of interest that may compromise their professional judgment or objectivity.

3.3.2. Disclosure of any potential conflicts of interest shall be made to the agency's management.

3.4. Confidentiality and Privacy

3.4.1. Staff members shall maintain the confidentiality of client information and refrain from disclosing any personal, medical, or financial details without proper authorization.

3.4.2. Access to client records and information shall be limited to authorized personnel on a need-to-know basis.

3.5. Professional Development

3.5.1. Staff members shall engage in ongoing professional development to enhance their skills, knowledge, and competence in delivering quality care.

3.5.2. Attendance at relevant training programs, workshops, and educational opportunities shall be encouraged and supported by the agency.

3.6. Reporting Violations and Concerns

3.6.1. Staff members shall promptly report any suspected violations of this policy, ethical breaches, or concerns regarding client care to the agency's management.

3.6.2. Whistleblower protections will be provided to ensure that individuals reporting in good faith are protected from retaliation.



4. Compliance and Accountability

4.1. Compliance with this Ethics and Professional Conduct Policy is mandatory for all staff members of Lending Hands CGS, LLC Agency.

4.2. Violations of this policy may result in disciplinary action, up to and including termination of employment, as determined by the agency's management and in accordance with applicable laws and regulations.

5. Review and Revision

5.1. This Ethics and Professional Conduct Policy will be reviewed periodically to ensure alignment with current regulations, ethical standards, and industry best practices.

5.2. Any updates or revisions to the policy will be communicated to all staff members, and necessary training will be provided to ensure understanding and compliance.



Cultural Competence and Diversity

1. Purpose

The purpose of the Cultural Competence and Diversity Policy is to ensure that Lending Hands CGS, LLC Agency, located at 427 W 5th st, apt 2317, Los Angeles, Ca, 90017, provides culturally sensitive and inclusive care to clients from diverse backgrounds. This policy aims to promote respect, understanding, and responsiveness to the cultural and linguistic needs of clients in accordance with the state regulations outlined in CHAPTER 13 of the Home Care Services Bureau (HCSB) in California.

2. Cultural Competence

2.1. Definition: Cultural competence refers to the ability to effectively interact and provide care to individuals from diverse cultural, ethnic, and linguistic backgrounds, respecting their values, beliefs, and practices.

2.2. Respect and Non-Discrimination: We value and respect the diversity of our clients and employees, and we prohibit discrimination based on race, ethnicity, religion, gender, sexual orientation, age, disability, or any other protected characteristic.

2.3. Culturally Responsive Care: We strive to provide care that is sensitive and responsive to the cultural, religious, and linguistic needs of our clients, while promoting their autonomy and preferences.

3. Communication and Language Support

3.1. Language Access: We recognize the importance of effective communication with clients who have limited English proficiency. Language assistance services, such as qualified interpreters or translated materials, will be provided as needed to ensure clear and accurate communication.

3.2. Staff Language Skills: We will make efforts to recruit and hire staff members who possess multilingual skills to better meet the language needs of our diverse client population.

3.3. Interpreter Services: Trained interpreters will be utilized for effective communication during client interactions, assessments, care planning, and any other necessary communication between staff and clients.

4. Respect for Cultural Beliefs and Practices

4.1. Client's Values and Preferences: We respect and honor the cultural, religious, and personal values and preferences of our clients in the provision of care.

4.2. Dietary and Food Preferences: We accommodate clients' dietary and food preferences within the scope of their health and safety, taking into consideration cultural, religious, and personal choices.



4.3. Religious and Spiritual Practices: We support clients' religious and spiritual practices, ensuring that their beliefs are respected and appropriate accommodations are made.

4.4. Customized Care Plans: Care plans will be individualized to reflect the cultural, religious, and personal needs of each client, with input from the client, their family, and cultural advisors if necessary.

5. Cultural Awareness and Training

5.1. Staff Training: All staff members will receive cultural competence training to enhance their understanding and awareness of different cultural practices, beliefs, and values.

5.2. Ongoing Education: Continuous education and training opportunities will be provided to staff to ensure ongoing cultural competence and awareness.

6. Community Engagement and Partnerships

6.1. Community Collaboration: We will actively engage with local community organizations, cultural groups, and resources to foster understanding, build relationships, and address the unique needs of diverse client populations.

6.2. Cultural Resource Directory: A directory of cultural resources and services within the community will be maintained to facilitate appropriate referrals and access to cultural-specific resources.

7. Review and Revision

7.1. This Cultural Competence and Diversity Policy will be reviewed periodically to ensure compliance with current state regulations and to incorporate best practices in cultural competence.

7.2. Any updates or revisions to the policy will be communicated to all staff members, and necessary training will be provided to ensure understanding and compliance.



Human Resource Policies and Procedures

Recruitment and Hiring Policy

1. Introduction

Lending Hands CGS, LLC is committed to recruiting and hiring qualified and compassionate individuals who share our mission of providing exceptional personal home care services to clients in the state of California. This policy outlines the procedures and guidelines for the recruitment, selection, and hiring of employees to ensure compliance with state regulations, including CHAPTER 13 of the Home Care Services Bureau (HCSB).

2. Equal Employment Opportunity

Lending Hands CGS, LLC is an equal opportunity employer and does not discriminate on the basis of race, color, religion, gender, gender identity, sexual orientation, national origin, age, disability, or any other protected status as required by applicable laws and regulations. All hiring decisions will be made based on qualifications, experience, and ability to perform the essential job functions.

3. Job Posting and Descriptions

- Vacant positions will be posted internally and externally.
- Job descriptions will clearly outline the roles, responsibilities, qualifications, and essential job functions for each position.
- Job postings will include a statement affirming our commitment to diversity and equal opportunity.

4. Applicant Screening

- All applications will be reviewed to ensure they meet the minimum qualifications stated in the job description.
- Applications will be assessed based on relevant education, experience, and required certifications.

5. Interviews and Selection

- Qualified applicants will be invited for interviews conducted by a hiring committee, which may include representatives from management and senior caregivers.
- Interview questions will be relevant to the position and comply with state guidelines.
- Interviewers will assess applicants based on their skills, experience, cultural fit, and commitment to the agency's mission.
- Reference checks will be conducted for finalists to verify the accuracy of information provided.

6. Background Checks and Clearances



- All potential employees will undergo background checks, including criminal history checks, as required by state regulations.
- Employees must be cleared on the home care aide registry before being placed in direct contact with clients.
- Any staff with client contact will also undergo checks for tuberculosis infection.

7. Orientation and Training

- New hires will undergo a comprehensive orientation program to familiarize them with the agency's policies, procedures, and values.
- All employees will receive training on relevant topics, including safety protocols, client care, and reporting abuse and neglect.
- Training will be documented and maintained in employee records.

8. Employment Offer

- Job offers will be extended to selected candidates based on the outcome of the interviews, background checks, and reference verifications.
- Offer letters will include details of compensation, benefits, and any applicable employment terms.

9. Probationary Period

- New employees will be subject to a probationary period, during which their performance and suitability for the position will be evaluated.
- During the probationary period, the agency reserves the right to terminate employment if the employee's performance or conduct does not meet expectations.

10. Employee Records

- All employee records, including applications, background checks, and training records, will be maintained securely and in compliance with state regulations.

11. Recruitment Advertising

- Job openings may be advertised through various channels, such as online job boards, social media, and community organizations.

12. Continuous Improvement

- The agency will regularly review and update recruitment and hiring procedures to ensure compliance with changing state regulations and best practices.

Lending Hands CGS, LLC is dedicated to attracting and hiring exceptional individuals who demonstrate the highest standards of care and professionalism. By adhering to this Recruitment and Hiring Policy, we aim



to build a team of caregivers who are committed to providing compassionate and person-centered home care services to our valued clients.



Employee Onboarding Policy

1. Introduction

At Lending Hands CGS, LLC, we recognize the importance of providing a comprehensive and efficient onboarding process to ensure the successful integration of new employees into our agency. This policy outlines the procedures and guidelines for the onboarding of new hires, which is designed to comply with state regulations, including CHAPTER 13 of the Home Care Services Bureau (HCSB).

2. Pre-Employment Preparation

- Prior to the first day of work, the Human Resources (HR) department will communicate with the new employee to provide important information, including the date, time, and location of the onboarding session.
- The HR department will collect necessary paperwork, such as tax forms, emergency contact information, and other required documents as per state and federal regulations.

3. Orientation Session

- All new hires will participate in a comprehensive orientation session, conducted by the HR department, which covers agency policies, procedures, and the agency's mission, vision, and values.
- The orientation will include information on employee benefits, work hours, dress code, and workplace safety.
- New employees will be introduced to key personnel and shown around the workplace.

4. Training

- During the onboarding process, new employees will receive training specific to their job roles, including caregiver training and any additional certifications required by the state.
- The training program will cover topics such as client care, safety protocols, infection control, and reporting abuse and neglect.
- Training records will be maintained and updated regularly.

5. Introduction to Policies and Procedures

- New employees will receive a copy of the agency's policy and procedure manual, and the HR department will go over key policies relevant to their roles.
- Employees will be encouraged to ask questions and seek clarification on any policy or procedure.

6. Introduction to Client Care

- New caregivers will be introduced to their assigned clients, along with their care plan and specific needs.



- Senior caregivers or supervisors will provide guidance and support to ensure a smooth transition in providing care to clients.

7. Probationary Period

- New employees will be on a probationary period, during which their performance and adherence to agency policies will be monitored.
- Regular evaluations and feedback will be provided to support employee growth and development.

8. Ongoing Support and Mentoring

- New employees will have access to ongoing support and mentoring from experienced caregivers and supervisors.
- Supervisors will conduct regular check-ins with new employees to assess progress and provide additional training if needed.

9. Employee Integration

- The HR department will organize team-building activities to facilitate integration into the agency's culture and promote camaraderie among employees.

10. Continuous Improvement

- The onboarding process will be continuously evaluated and updated to align with state regulations and best practices, ensuring the effectiveness of the orientation and training.

Lending Hands CGS, LLC is committed to providing a well-structured and supportive onboarding process for new employees. By adhering to this Employee Onboarding Policy, we aim to create a positive and welcoming experience for new hires, enabling them to confidently deliver exceptional care to our valued clients while upholding the agency's standards of professionalism and compassion.



Employee Records and Confidentiality Policy

1. Introduction

At Lending Hands CGS, LLC, we recognize the importance of maintaining accurate and confidential employee records to comply with state regulations, including CHAPTER 13 of the Home Care Services Bureau (HCSB). This policy outlines the procedures and guidelines for the management and confidentiality of employee records.

2. Employee Records

- The Human Resources (HR) department will maintain comprehensive records for all employees, including caregivers, administrative staff, and management personnel.
- Employee records will include personal information, employment history, training certifications, performance evaluations, and any other relevant documents required by state and federal regulations.
- Records will be kept in a secure, designated area to prevent unauthorized access.

3. Access to Employee Records

- Access to employee records will be restricted to authorized personnel only. This includes HR staff, management, and supervisors who require access for legitimate business purposes.
- Employees may request access to their own records, and such requests will be fulfilled in accordance with state privacy laws.
- Records will not be shared or disclosed to unauthorized individuals or entities, except as required by law or with the employee's explicit written consent.

4. Confidentiality

- All employees, including HR staff and management, are required to maintain strict confidentiality regarding employee records and personal information.
- Employees must not disclose or discuss sensitive employee information with unauthorized individuals, including other employees, clients, or external parties.
- Confidentiality agreements will be signed by all employees upon hire, emphasizing the importance of safeguarding employee information.

5. Data Security

- Employee records will be stored in secure physical and electronic formats to prevent data breaches or unauthorized access.
- HR staff will use strong passwords and encryption methods to protect electronic records from cyber threats.
- Physical records will be kept in locked cabinets or rooms accessible only to authorized personnel.



6. Record Retention

- Employee records will be retained in accordance with state and federal laws. Records will be kept for the duration of the employee's employment and for the required period after termination.
- When records are no longer required to be retained, they will be disposed of securely to prevent unauthorized access.

7. Release of Information

- Employee information will only be released in compliance with state and federal laws or in response to official requests from government agencies or law enforcement.
- Requests for employee information from external parties will be verified for legitimacy before any disclosure is made.

8. Training and Education

- All employees, especially HR staff and management, will undergo training on confidentiality and data protection policies and procedures.
- Periodic refresher training will be conducted to reinforce the importance of maintaining confidentiality.

Lending Hands CGS, LLC is committed to upholding the confidentiality and security of employee records in compliance with state regulations. This Employee Records and Confidentiality Policy serves as a guideline for all employees to ensure the protection of sensitive information and maintain the trust and privacy of our valued employees. Any breach of this policy will be subject to disciplinary action, up to and including termination, in addition to potential legal consequences.



Employee Performance and Evaluation Policy

1. Introduction

At Lending Hands CGS, LLC, we believe that employee performance and evaluation are crucial for maintaining high-quality care and ensuring the satisfaction of our clients. This policy outlines the procedures and guidelines for conducting regular performance evaluations of our employees in accordance with state regulations, including CHAPTER 13 of the Home Care Services Bureau (HCSB).

2. Performance Evaluation Process

- The Human Resources (HR) department will oversee the performance evaluation process for all employees, including caregivers, administrative staff, and management personnel.
- Performance evaluations will be conducted annually for all employees and may include additional reviews based on specific circumstances or performance concerns.

3. Evaluation Criteria

- The performance evaluation will assess an employee's job-related skills, knowledge, attitude, and adherence to agency policies and procedures.
- Specific evaluation criteria may vary based on the employee's role, responsibilities, and job performance expectations.
- Evaluations may include client feedback, supervisor assessments, and self-assessments by the employees themselves.

4. Evaluation Procedure

- Supervisors or managers will be responsible for conducting performance evaluations of their respective team members.
- Employees will be informed in advance of the evaluation process and provided with a self-assessment form to complete.
- Supervisors will gather feedback from clients, colleagues, and other relevant parties to gain a comprehensive understanding of the employee's performance.

5. Performance Review Meeting

- After completing the evaluation, supervisors will schedule a performance review meeting with the employee to discuss the evaluation results.
- During the meeting, the supervisor will provide feedback on strengths and areas for improvement, and discuss any performance-related concerns.
- The employee will have the opportunity to share their perspective, ask questions, and seek clarification on the evaluation.



6. Performance Improvement Plans (PIPs)

- If performance concerns are identified during the evaluation, a Performance Improvement Plan (PIP) may be developed in collaboration with the employee.
- The PIP will outline specific performance goals, timelines, and support resources to help the employee enhance their skills and address areas of improvement.
- Regular follow-up meetings will be scheduled to monitor progress and provide ongoing support and guidance.

7. Training and Development

- Employee performance evaluations will serve as a basis for identifying training and development needs.
- Lending Hands CGS, LLC will offer relevant training programs and opportunities to enhance employee skills and knowledge.
- Employees will be encouraged to participate in professional development activities to improve their job performance.

8. Record Keeping

- All performance evaluations and related documents will be maintained in the employee's confidential personnel file.
- Access to employee performance records will be restricted to authorized personnel as outlined in the Employee Records and Confidentiality Policy.

Lending Hands CGS, LLC is committed to conducting fair and comprehensive performance evaluations to support the professional growth and development of our employees. By following this Employee Performance and Evaluation Policy, we aim to maintain a highly skilled and motivated workforce, ensuring the delivery of exceptional care and services to our valued clients.



Employee Health and Safety Policy

1. Introduction

At Lending Hands CGS, LLC, we are committed to ensuring the health and safety of our employees in compliance with the state regulations, including CHAPTER 13 of the Home Care Services Bureau (HCSB). This policy outlines the procedures and guidelines to create a safe and healthy work environment for all our employees.

2. Occupational Health and Safety Responsibilities

- The management of Lending Hands CGS, LLC is responsible for establishing and maintaining a safe and healthy work environment.
- All employees are responsible for adhering to the health and safety policies and reporting any hazards or concerns to their supervisors.

3. Risk Assessment and Mitigation

- The agency will conduct regular risk assessments of the work environment to identify potential health and safety hazards.
- Identified risks will be promptly addressed, and appropriate measures will be implemented to mitigate or eliminate hazards.

4. Employee Training

- All employees will receive comprehensive health and safety training during their orientation and periodically thereafter.
- The training will cover topics such as infection control, emergency procedures, safe lifting and transferring techniques, and the proper use of personal protective equipment (PPE).

5. Personal Protective Equipment (PPE)

- Employees will be provided with necessary PPE, such as gloves, masks, and gowns, to ensure their safety and the safety of clients.
- Employees will receive training on the proper use, disposal, and replacement of PPE.

6. Infection Control

- Strict infection control measures will be followed to prevent the spread of infections and communicable diseases.
- Employees will receive training on infection control protocols, including hand hygiene, proper disposal of contaminated materials, and sanitization of equipment and surfaces.

7. Reporting of Incidents and Injuries

- Employees are required to report any workplace incidents, accidents, or injuries to their supervisors immediately.



- All incidents will be thoroughly investigated, and corrective actions will be taken to prevent similar occurrences in the future.

8. Emergency Preparedness

- The agency will have an emergency response plan in place, which will be communicated to all employees.
- Employees will receive training on emergency procedures, including fire safety, evacuation routes, and first aid.

9. Health Screenings

- Employees may be required to undergo health screenings, including tuberculosis (TB) testing, as mandated by state regulations.
- Health screenings will be documented and kept confidential in the employee's health record.

10. Mental Health and Wellness

- Lending Hands CGS, LLC acknowledges the importance of mental health and wellness for its employees.
- The agency will provide resources and support to address mental health concerns and promote a positive work-life balance.

11. Compliance Monitoring

- The HR department will monitor compliance with health and safety policies and conduct periodic audits and inspections.
- Any deviations or non-compliance will be addressed promptly and corrective actions will be implemented.

12. Record Keeping

- Health and safety records, including incident reports, training documentation, and health screenings, will be maintained in employee's confidential personnel files.

At Lending Hands CGS, LLC, we prioritize the health and safety of our employees as they provide essential care to our clients. By adhering to this Employee Health and Safety Policy, we aim to maintain a safe work environment, prevent injuries, and promote the well-being of our dedicated workforce. This policy will be reviewed and updated as needed to ensure compliance with state regulations and industry best practices.



Employee Grievance and Complaint Procedures

1. Introduction

At Lending Hands CGS, LLC, we value the well-being and satisfaction of our employees. We recognize that grievances or complaints may arise from time to time, and we are committed to providing a fair and efficient process for addressing and resolving such issues. This policy outlines the procedures for employees to voice their concerns, file grievances, or lodge complaints in compliance with state regulations, including CHAPTER 13 of the Home Care Services Bureau (HCSB).

2. Scope

This policy applies to all employees of Lending Hands CGS, LLC, including caregivers, administrative staff, and management.

3. Confidentiality

All grievances and complaints will be treated with the utmost confidentiality. Information related to the complaint will be shared only with those directly involved in the resolution process.

4. Informal Resolution

Employees are encouraged to first attempt to resolve any concerns or issues informally. They can do so by discussing the matter with their immediate supervisor or any other member of management they feel comfortable approaching.

5. Formal Grievance Procedure

If an employee's concerns are not adequately addressed through informal means, they may choose to file a formal grievance following the steps below:

Step 1: Filing the Grievance

- The employee must submit a written grievance detailing the nature of the complaint, the names of involved parties, and any relevant dates or incidents.
- The grievance should be addressed to the Human Resources (HR) department and submitted in person, via email, or through the designated complaint form.

Step 2: Grievance Review

- The HR department will acknowledge receipt of the grievance within 5 business days and initiate a thorough investigation.
- An assigned HR representative will review the complaint, interview involved parties, and gather any supporting documentation.

Step 3: Resolution

- The HR representative will work with the parties involved to identify potential solutions and attempt to mediate a resolution.



- A decision will be reached within 5business days after the completion of the investigation.

Step 4: Appeal Process

- If the employee is not satisfied with the resolution provided, they may appeal the decision in writing to a higher-level manager within 5business days of receiving the outcome.
- The higher-level manager will conduct a separate review and issue a final decision within 5business days.

6. No Retaliation

Lending Hands CGS, LLC strictly prohibits retaliation against any employee who files a grievance or complaint in good faith. Any form of retaliation will be subject to disciplinary action, up to and including termination.

7. Record Keeping

All documentation related to the grievance and complaint procedures will be maintained in the employee's confidential personnel file.

8. External Complaint

If the employee believes their grievance has not been adequately addressed internally, they have the right to file a complaint with the appropriate state regulatory authority or other relevant external agency.

Lending Hands CGS, LLC is dedicated to fostering a positive and supportive work environment. Our Employee Grievance and Complaint Procedures aim to provide a fair and impartial process for addressing employee concerns. By adhering to this policy, we strive to maintain open communication, resolve issues promptly, and promote the well-being and job satisfaction of our valued employees. This policy will be reviewed regularly to ensure compliance with state regulations and best practices.



Training and Professional Development Policy

1. Introduction

At Lending Hands CGS, LLC, we are committed to providing high-quality care to our clients. We recognize that our employees are our most valuable asset and investing in their training and professional development is essential to delivering exceptional services. This policy outlines our approach to training and development, ensuring that our staff remains skilled, knowledgeable, and capable of meeting the evolving needs of our clients while adhering to the guidelines set forth by the Home Care Services Bureau (HCSB) of California.

2. Training Requirements

All employees, including caregivers, administrative staff, and management, must undergo initial and ongoing training to ensure competency and compliance with state regulations.

3. Orientation Training

- New employees will participate in an orientation program to familiarize themselves with Lending Hands CGS, LLC's policies, procedures, and expectations.
- Orientation will cover topics such as the agency's mission, vision, and values, client rights and safety, emergency procedures, and infection control.
- The orientation training must be completed before any direct interaction with clients.

4. Safety Training

- All employees will receive safety training to understand and implement basic safety precautions while performing their duties.
- This training will include instructions on lifting and transferring clients safely, preventing falls, and maintaining a hazard-free environment.

5. Client Care Training

- Caregivers and relevant staff will undergo training on providing for and responding to clients' daily living needs effectively and compassionately.
- Training will cover assisting clients with personal hygiene, medication management, nutrition, mobility support, and other home care services.

6. Abuse and Neglect Prevention

- All staff will be educated on identifying and reporting suspected or known cases of dependent adult or elder abuse, as required by state law (Welfare and Institutions Code, Section 15630), and child abuse (Penal Code, Sections 11164 to 11174.3).
- A copy of the reporting guidelines and procedures will be accessible to all employees.



7. Professional Development

- Lending Hands CGS, LLC encourages continuous professional development for its employees.
- Staff members will have opportunities to participate in workshops, seminars, webinars, and conferences related to their roles and responsibilities.
- The agency will support employees pursuing certifications or further education in relevant fields.

8. Training Records

- HR will maintain comprehensive training records for all employees, documenting their participation in orientation, safety training, client care training, and abuse prevention training.
- Records will include training dates, course content, and any certifications attained.

9. Evaluation and Assessments

- The effectiveness of training programs will be periodically assessed through employee feedback and evaluations.
- The training curriculum will be regularly reviewed and updated to reflect changing regulations and industry best practices.

10. Refresher Training

- Ongoing training and refresher courses will be provided to reinforce key skills and knowledge.
- Employees will be informed of any updates or changes in policies or procedures that may impact their roles.

At Lending Hands CGS, LLC, we believe that well-trained and informed staff are crucial to delivering outstanding care to our clients. Our commitment to training and professional development ensures that our employees are equipped with the necessary skills and knowledge to provide compassionate and effective home care services. By adhering to this policy, we aim to continually improve our services, comply with state guidelines, and uphold the highest standards of care for our valued clients.



Termination and Separation Policy

1. Introduction

The Termination and Separation Policy of Lending Hands CGS, LLC outlines the procedures and guidelines to be followed when terminating the employment of any employee. This policy ensures that all terminations are carried out in compliance with state regulations and are conducted in a fair, respectful, and compassionate manner.

2. Grounds for Termination

Termination of employment may occur for various reasons, including but not limited to:

- Unsatisfactory job performance
- Violation of agency policies and procedures
- Misconduct or unethical behavior
- Failure to meet state licensing requirements
- Insubordination or refusal to follow instructions
- Absenteeism or excessive tardiness
- Lack of required certifications or licenses
- Restructuring or downsizing of the agency

3. Termination Procedure

a) Documentation: Before considering termination, the supervisor or manager must document the reasons for termination, any warnings or counseling sessions provided to the employee, and any previous efforts to address performance issues.

b) Review and Approval: The decision to terminate an employee must be reviewed and approved by the appropriate management personnel and HR department to ensure consistency and fairness.

c) Notice: The employee will be provided with a written notice of termination, stating the reasons for the decision, the effective termination date, and any applicable severance or benefits.

d) Exit Interview: An exit interview will be conducted with the employee to discuss the reasons for termination, address any concerns, and provide them with the opportunity to ask questions.

e) Final Pay and Benefits: The final paycheck, including any accrued but unused paid time off, will be provided to the employee on the last day of employment, or as required by state law.

4. Voluntary Resignation

a) Notice: Employees who choose to resign voluntarily should provide a written notice to their immediate supervisor and HR department, stating the intended last day of work.



b) Exit Interview: An exit interview will be conducted with the resigning employee to gather feedback and identify areas of improvement.

5. Return of Agency Property

Terminated employees must return all agency property, including keys, documents, and any other materials, upon their separation from Lending Hands CGS, LLC.

6. Confidentiality

Terminated employees must adhere to the agency's confidentiality policy even after their separation, ensuring that client information and agency matters remain confidential.

7. Compliance with State Regulations

The termination process will comply with all relevant state regulations, including those outlined in CHAPTER 13 of the Home Care Services Bureau (HCSB) of California.

8. Appeal Process

If an employee wishes to appeal the termination decision, they may submit a formal appeal to the HR department within a specified timeframe. The appeal will be reviewed by an impartial committee or individual, and a final decision will be communicated to the employee.

The Termination and Separation Policy of Lending Hands CGS, LLC outlines the procedures and guidelines to be followed when terminating an employee's employment. We are committed to ensuring that all terminations are conducted fairly, compassionately, and in accordance with state regulations. This policy serves to maintain a positive work environment and uphold the agency's commitment to delivering exceptional care to our clients.



Forms

Client Intake Form

Client Intake Form	
Lending Hands CGS, LLC	
Client Information:	
Full Name: _____	
Date of Birth: _____	
Gender: _____	
Address: _____	
City: _____	
State: _____	
ZIP Code: _____	
Primary Phone: _____	
Alternate Phone: _____	
Email: _____	
Emergency Contact Name: _____	
Emergency Contact Phone: _____	
Medical Information:	
Primary Care Physician: _____	
Physician Phone: _____	
Preferred Hospital: _____	



Health Insurance Provider: _____

Policy/Member ID: _____

Medications (List all medications, dosage, and frequency):

Care Needs and Preferences:

Briefly describe the client's care needs, including assistance required with activities of daily living (e.g., bathing, grooming, dressing), mobility, meal preparation, medication management, and any specific preferences or requests:

Emergency Plan:

Is there an emergency plan in place? (Yes/No)

If yes, please provide details:

Additional Information:



Is there any additional information or specific concerns that you would like to share regarding the client's care needs or preferences?

I hereby acknowledge that the information provided above is accurate and complete to the best of my knowledge.

Client Signature: _____

Date: _____



Consent Form

Consent Form

Lending Hands CGS, LLC

Client Consent for Personal Home Care Services

I, _____ (Client's Full Name), hereby provide my consent for receiving personal home care services from Lending Hands CGS, LLC. I understand and agree to the terms and conditions outlined below:

1. Nature of Services:

I understand that Lending Hands CGS, LLC provides personal home care services, including assistance with activities of daily living, companionship, medication reminders, light housekeeping, meal preparation, and transportation as needed.

2. Caregiver Assignment:

I acknowledge that Lending Hands CGS, LLC will assign a qualified and trained caregiver to provide the personal home care services. I understand that the assigned caregiver may vary based on availability and scheduling needs.

3. Confidentiality and Privacy:

I understand and agree that all personal and health-related information shared with Lending Hands CGS, LLC will be treated with strict confidentiality. I authorize the agency to share necessary information with the assigned caregiver(s) to ensure the provision of appropriate care.

4. Rights and Responsibilities:

I acknowledge that I have received a copy of the Client Rights and Responsibilities policy, which outlines my rights as a client and the responsibilities I have towards the caregiver and the agency. I agree to abide by the policies and guidelines set forth in this document.



5. Payment and Billing:

I understand that I am responsible for the payment of services provided by Lending Hands CGS, LLC. I agree to pay the agreed-upon rates and any additional charges as outlined in the service agreement or fee schedule. I acknowledge that payment arrangements will be discussed and agreed upon prior to the initiation of services.

6. Termination of Services:

I understand that either party (the client or Lending Hands CGS, LLC) has the right to terminate the services provided. I agree to provide reasonable notice (as per agency policy) in case I wish to discontinue services, and Lending Hands CGS, LLC will provide notice as per agency policy in case they need to terminate services.

7. Consent to Emergency Medical Treatment:

In the event of a medical emergency, I authorize Lending Hands CGS, LLC and its employees to seek and obtain necessary medical treatment, including but not limited to calling emergency services or transporting me to a hospital. I understand that every effort will be made to contact my designated emergency contacts before taking such action.

8. Acknowledgment of Risks:

I acknowledge that there are inherent risks associated with receiving personal home care services, including but not limited to accidents, falls, and unforeseen medical complications. I understand that Lending Hands CGS, LLC will take reasonable precautions to minimize these risks but cannot guarantee complete prevention.

I have read and understood the information provided in this consent form. By signing below, I give my informed consent to receive personal home care services from Lending Hands CGS, LLC.

Client Signature: _____



Date: _____

Witness Signature: _____

Date: _____



Incident Report Form

Lending Hands CGS, LLC

Incident Report Form

Client Information:

Name: _____

Date of Incident: _____

Location of Incident: _____

Description of Incident:

Please provide a detailed description of the incident, including what happened, who was involved, and any relevant factors or circumstances.

Witnesses:

Were there any witnesses to the incident? If yes, please provide their names and contact information.

Witness 1:

Name: _____

Contact Number: _____

Witness 2:

Name: _____

Contact Number: _____

Actions Taken:

Describe the immediate actions taken following the incident, including any first aid administered or medical assistance sought.

Notification:

Has the incident been reported to any of the following individuals or entities? If yes, provide details of the report.

1. Supervisor/Manager:

Name: _____

Date of Report: _____



Description of Report: _____

2. Client's Family/Representative:

Name: _____

Date of Report: _____

Description of Report: _____

3. Medical Professional:

Name: _____

Date of Report: _____

Description of Report: _____

Follow-Up:

Describe any actions planned or taken as a follow-up to the incident, including steps to prevent similar incidents in the future.



Report Completed By:

Name: _____

Position/Title: _____

Date: _____

Please submit this completed Incident Report Form to the appropriate supervisor or manager within 24 hours of the incident. It is important to accurately document all incidents to ensure the safety and well-being of our clients and staff.

Note: This Incident Report Form is for internal use only and should not be shared with anyone outside of the organization unless required by law or authorized by management.



Behavior Incident Form

Lending Hands CGS, LLC

Behavior Incident Form

Client Information:

Name: _____

Date of Incident: _____

Location of Incident: _____

Behavior Incident Details:

Describe the behavior incident in detail, including what happened, the behavior exhibited, and any triggering factors or circumstances.

Behavior Escalation Scale:

Please indicate the level of behavior escalation according to the following scale:

Level 1: Mild Behavior (verbal outburst, minor resistance)

Level 2: Moderate Behavior (agitation, physical aggression towards objects)

Level 3: Severe Behavior (physical aggression towards others, self-harm)

Level 4: Crisis Behavior (violent aggression, immediate danger)

Please select the appropriate level: _____

Intervention Strategies:

Describe the intervention strategies used to address the behavior incident, including de-escalation techniques, redirection, or any other actions taken.

Effectiveness of Intervention:

Assess the effectiveness of the intervention strategies employed. Did the interventions effectively de-escalate the situation or address the behavior? Please explain.



Follow-Up and Support:

Outline any follow-up actions or support measures implemented to assist the client and prevent future behavior incidents. This may include consultation with a behavior specialist, modification of care plan, or additional training for caregivers.

Report Completed By:

Name: _____

Position/Title: _____

Date: _____

Please submit this completed Behavior Incident Form to the appropriate supervisor or manager within 24 hours of the incident. Timely and accurate reporting of behavior incidents is crucial for providing the best care and support to our clients.

Note: This Behavior Incident Form is for internal use only and should not be shared with anyone outside of the organization unless required by law or authorized by management. Confidentiality must be maintained at all times.



Client Feedback Form

Lending Hands CGS, LLC

Client Feedback Form

Client Information:

Name: _____

Date of Service: _____

We value your feedback and strive to provide the best quality care and service. Your honest input will help us improve our services and meet your needs more effectively. Please take a few moments to complete this feedback form. Thank you for your time and cooperation.

1. Overall Satisfaction:

Please rate your overall satisfaction with the care and service you received from Lending Hands CGS, LLC.

☐ Very Satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied

☐ Very Dissatisfied

2. Communication:

How would you rate the communication between you and the caregivers or staff of Lending Hands CGS, LLC?



☐ Excellent

☐ Good

☐ Fair

☐ Poor

☐ N/A

3. Caregiver Performance:

Please rate the performance of the caregiver(s) who provided services to you.

☐ Excellent

☐ Good

☐ Fair

☐ Poor

☐ N/A

4. Timeliness:

How satisfied were you with the punctuality and timeliness of the caregivers from Lending Hands CGS, LLC?

☐ Very Satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied



☐ Very Dissatisfied

5. Care Quality:

Please rate the quality of care you received from Lending Hands CGS, LLC.

☐ Excellent

☐ Good

☐ Fair

☐ Poor

☐ N/A

6. Staff Professionalism:

How would you rate the professionalism and behavior of the staff at Lending Hands CGS, LLC?

☐ Excellent

☐ Good

☐ Fair

☐ Poor

☐ N/A

7. Comments or Suggestions:

Please provide any additional comments, suggestions, or specific areas where you feel we can improve our services.



Thank you for taking the time to provide your feedback. Your input is valuable to us. If you would like us to follow up with you regarding your feedback, please provide your preferred contact information below:

Name: _____

Phone: _____

Email: _____

Please return this completed feedback form to our office or hand it to your assigned caregiver. We appreciate your trust in Lending Hands CGS, LLC and look forward to continuing to serve you with the utmost care and professionalism



Employee Application Form

Lending Hands CGS, LLC

Employee Application Form

Personal Information

Full Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Social Security Number: _____

Date of Birth: _____

Position Applied for

Job Title: _____

Employment Type: ☐ Full-Time ☐ Part-Time ☐ Temporary

Work Experience Please provide details of your work experience, starting from the most recent position.

Employer: _____

Job Title: _____

Dates of Employment: From _____ To _____

Reason for Leaving: _____

Employer: _____

Job Title: _____

Dates of Employment: From _____ To _____

Reason for Leaving: _____



Education Please provide details of your educational background.

High School/GED: _____

Graduation Year: _____

College/University: _____

Degree: _____

Graduation Year: _____

Skills and Qualifications Please describe any relevant skills, certifications, or qualifications that you possess.

References: Please provide the names and contact information of at least three professional references.

Name: _____

Title/Position: _____

Phone: _____ Email: _____

Name: _____

Title/Position: _____

Phone: _____ Email: _____

Name: _____

Title/Position: _____

Phone: _____ Email: _____

Additional Information Please provide any additional information or comments you would like to share regarding your application.



Certification and Agreement By signing below, I certify that all the information provided in this application is true and accurate to the best of my knowledge. I understand that any false information or misrepresentation may result in the rejection of my application or termination if already employed.

Applicant's Signature: _____ Date: _____

Note: This application form is for the purpose of initial assessment only and does not constitute an offer of employment.



Timekeeping Form

Lending Hands CGS, LLC

Timekeeping Form

Employee Name: _____

Employee ID: _____

Department: _____

Week Ending: _____

Date	Start Time	End Time	Total Hours
[Day 1]			
[Day 2]			
[Day 3]			
[Day 4]			
[Day 5]			
[Day 6]			
[Day 7]			

Total Weekly Hours: | _____ |

Employee's Signature: _____ Date: _____

Payroll Form

Employee Information:

Employee Name: _____

Employee ID: _____

Department: _____

Pay Period: _____

Earnings:

Regular Hours: _____

Overtime Hours: _____

Double-Time Hours: _____

Holiday Hours: _____

Vacation Hours: _____

Sick Hours: _____

Other: _____

Deductions:

Federal Tax: _____

State Tax: _____

Social Security: _____

Medicare: _____

Health Insurance: _____

Retirement Plan: _____

Other: _____



Gross Pay: _____

Total Deductions: _____

Net Pay: _____

Employee's Signature: _____ Date: _____

Payroll Administrator's Signature: _____ Date: _____

Note: Please submit the completed Timekeeping and Payroll Forms to the Payroll Department at the end of each pay period. Make sure all hours are accurately recorded and authorized by the employee's supervisor.



Training and Professional Development Request Form

Lending Hands CGS, LLC

Training and Professional Development Request Form

Employee Information:

Employee Name: _____

Employee ID: _____

Department: _____

Training Details:

Training Title: _____

Training Provider: _____

Training Date(s): _____

Training Location: _____

Estimated Cost: _____ (if applicable)

Training Objectives:

(Please describe how this training will benefit you and the organization)

Approval:

I understand that the approval of this training request is subject to the company's policies and budget constraints. I confirm that attending this training will not negatively impact my job responsibilities, and I will make every effort to minimize any disruption to the workflow.

Employee Signature: _____

Date: _____

Supervisor/Manager Approval:



I have reviewed the training request and assessed its relevance to the employee's role and the organization's goals. I understand the potential benefits of this training and its impact on the employee's professional development.

Supervisor/Manager Name: _____

Supervisor/Manager Signature: _____

Date: _____

Human Resources Approval (if required):

I confirm that the employee meets the eligibility criteria for training and that the training request aligns with the organization's policies and guidelines.

HR Representative Name: _____

HR Representative Signature: _____

Date: _____

Training Confirmation:

Once the training request is approved, the employee will receive a confirmation email containing further details and instructions regarding the training.

Please submit this form to the Human Resources Department for review and approval. If you have any questions or need assistance, please contact HR at [HR Phone Number] or [HR Email Address].



Performance Evaluation Form

Lending Hands CGS, LLC

Performance Evaluation Form

Employee Information:

Employee Name: _____

Employee ID: _____

Job Title: _____

Department: _____

Review Period: _____ (e.g., From: [Date] To: [Date])

Evaluator Information:

Evaluator Name: _____

Evaluator Title/Position: _____

Evaluator Signature: _____

Date: _____

Performance Criteria:

Please rate the employee's performance in each category based on the scale below:

- 5: Outstanding - Consistently exceeds expectations and achieves exceptional results.
- 4: Exemplary - Consistently meets and often exceeds expectations.
- 3: Satisfactory - Meets expectations and performs well in the role.
- 2: Improvement Needed - Partially meets expectations; improvement is required.

1: Unsatisfactory - Does not meet expectations; immediate improvement is necessary.

Performance Categories:

1. Job Knowledge and Skills:

Technical knowledge and expertise related to the job.

Ability to apply knowledge effectively to tasks and challenges.

Continuous improvement in skills and staying updated with industry trends.

Rating: [] (1 to 5)

2. Quality of Work:

Accuracy and precision in completing tasks.

Attention to detail and commitment to producing high-quality results.

Consistency in delivering work that meets or exceeds standards.

Rating: [] (1 to 5)

3. Productivity and Efficiency:

Ability to manage time effectively and prioritize tasks.

Meeting deadlines and achieving productivity goals.

Efficient use of resources to accomplish objectives.

Rating: [] (1 to 5)

4. Communication Skills:

Effective communication, both written and verbal.

Active listening and clear expression of ideas.

Ability to collaborate and work well with others.

Rating: [] (1 to 5)

5. Problem Solving and Decision Making:



Identifying and analyzing problems or challenges.

Implementing effective solutions and making sound decisions.

Seeking input and considering alternatives when necessary.

Rating: [] (1 to 5)

6. Attendance and Punctuality:

Regular and punctual attendance at work.

Adherence to scheduled breaks and lunch periods.

Rating: [] (1 to 5)

Overall Performance Rating:

Outstanding (5-4): []

Satisfactory (3): []

Improvement Needed (2-1): []

Comments and Feedback:

(Please provide specific feedback and comments on the employee's performance, including strengths, areas for improvement, and any notable achievements.)

Employee Self-Evaluation:

(Employee's self-assessment of their performance, achievements, and areas for growth)

Employee Acknowledgment:

I have received and reviewed this performance evaluation. I understand the feedback provided and agree with the ratings and comments.

Employee Signature: _____



Date: _____

Note: This performance evaluation form is intended to assess the employee's job performance objectively. It should be used as a tool for continuous improvement and to identify areas where additional support or training may be required. The completed evaluation should be discussed with the employee in a constructive and supportive manner.



Performance Improvement Plan (PIP)

Lending Hands CGS, LLC

Performance Improvement Plan (PIP)

Employee Information:

Employee Name: _____

Employee ID: _____

Job Title: _____

Department: _____

Date: _____

Evaluator Information:

Evaluator Name: _____

Evaluator Title/Position: _____

Date: _____

Objective of the Performance Improvement Plan (PIP):

The purpose of this Performance Improvement Plan is to address concerns regarding the employee's performance and provide a clear plan for improvement. The plan is designed to assist the employee in meeting performance expectations and achieving success in their role.

Performance Areas for Improvement:

(Identify specific areas where the employee's performance needs improvement, with clear examples or incidents that highlight the issues.)



Performance Expectations:

(Outline the specific performance expectations and goals the employee is expected to meet during the PIP period.)

Timeline for improvement: _____

Measurable targets: _____

Support and resources provided: _____

Timeline for improvement: _____

Measurable targets: _____

Support and resources provided: _____

Timeline for improvement: _____

Measurable targets: _____

Support and resources provided: _____

Action Plan:

(Describe the actions the employee and the company will take to support the employee's improvement.)

Employee Actions:

Acknowledge areas for improvement and commit to the PIP.

Participate actively in the PIP process and seek help or guidance when needed.

Attend any training sessions or workshops provided to enhance skills.

Maintain open communication with the evaluator and seek feedback regularly.

Company Actions:

Provide necessary resources, training, or coaching to support improvement.

Regularly meet with the employee to assess progress and offer guidance.

Assign a mentor or support system if needed.

Review and update the employee's progress regularly.

Timeline:

The Performance Improvement Plan will be in effect for a period of specify the duration, e.g., 60 days. Regular reviews will be conducted to assess progress and determine whether the performance expectations have been met.

Review Meetings:

Regular meetings will be held to review the employee's progress, discuss challenges, and provide feedback. The meetings will be scheduled on specify frequency, e.g., bi-weekly.

Final Evaluation:

At the end of the Performance Improvement Plan period, a final evaluation will be conducted to determine whether the employee's performance has improved to meet the expected standards. Based on the evaluation results, appropriate actions will be taken.

Employee Acknowledgment:

I have received and reviewed this Performance Improvement Plan. I understand the areas for improvement and the expectations outlined in the plan. I am committed to making the necessary changes and improvements to meet the performance expectations.

Employee Signature: _____

Date: _____

Evaluator's Comments:

Evaluator's Signature: _____ Date: _____

Note: The Performance Improvement Plan (PIP) is designed to help employees identify areas for improvement and develop a plan to meet performance expectations. It should be used as a constructive tool to support employees in their professional growth and success within the organization.



Complaint or Grievance Form

Lending Hands CGS, LLC

Complaint or Grievance Form

Date: _____

Complainant Name: _____

Employee ID (if applicable): _____

Department (if applicable): _____

Contact Number: _____

Email Address: _____

Nature of Complaint or Grievance:

(Describe the nature of the complaint or grievance in detail, including the incident(s) that led to the concern. Please provide specific dates, times, and individuals involved, if applicable.)

Impact of Complaint or Grievance:

(Explain how this complaint or grievance has affected you, your work, or your well-being.)



Desired Resolution:

(Indicate the outcome you are seeking or the resolution you believe would address the complaint or grievance.)

Actions Taken (if any):

(Outline any actions you have taken to address the issue prior to filing this formal complaint or grievance.)

Witnesses (if any):

(Provide the names and contact information of any individuals who witnessed the incident(s) related to the complaint or grievance.)

Supporting Documents (if any):

(Attach any supporting documents, such as emails, memos, or other relevant evidence related to the complaint or grievance.)

Date(s) and Details of Incident(s):



(Please provide the specific dates and detailed description of the incident(s) leading to the complaint or grievance.)

Employee's Signature (if applicable): _____

Date: _____

Manager/Supervisor's Comments:

(Manager/Supervisor should provide comments on the complaint or grievance, including any actions taken or proposed resolutions.)

Manager/Supervisor's Signature: _____

Date: _____

Human Resources Comments:

(Human Resources representative should provide comments on the complaint or grievance, including any investigations conducted and proposed resolution.)

HR Representative's Signature: _____

Date: _____

Resolution and Follow-Up Plan:

(Describe the resolution or action plan to address the complaint or grievance, including any follow-up steps to prevent similar incidents in the future.)

Date of Resolution: _____

Action Taken: _____

Follow-Up Plan: _____

Follow-Up Date: _____

Status Update: _____

Final Resolution and Outcome:

(Once the complaint or grievance is resolved, document the final outcome.)

Date of Final Resolution: _____

Final Outcome: _____



Note: This Complaint or Grievance Form is intended to provide a formal process for employees to raise concerns, complaints, or grievances within the workplace. All information provided will be treated with the utmost confidentiality, and the matter will be investigated and addressed promptly. The agency is committed to ensuring a fair and respectful work environment for all employees.



Employee Exit Interview Form

Lending Hands CGS, LLC

Employee Exit Interview Form

Date: _____

Employee Name: _____

Employee ID: _____

Department: _____

Last Working Day: _____

Exit Interview Purpose:

The purpose of this exit interview is to gather feedback from the departing employee regarding their experiences, insights, and suggestions related to their employment with Lending Hands CGS, LLC. Your honest feedback will help us identify areas for improvement and enhance our work environment for current and future employees.

Confidentiality Note:

Please be assured that all information provided in this exit interview will be treated confidentially. Your responses will be used for internal purposes only and will not affect your references or future opportunities with our organization.

Exit Interview Questions:

1. What were the primary reasons for your decision to leave Lending Hands CGS, LLC?
2. Were there any specific events or situations that influenced your decision to resign? If yes, please provide details.
3. How would you describe your overall experience working at Lending Hands CGS, LLC?
4. Did you receive adequate training and support to perform your job effectively? If not, what improvements could be made?
5. Were you satisfied with your work-life balance during your employment? If not, please share your



thoughts.

6. How would you rate the communication and feedback channels within the organization?

7. Did you feel recognized and appreciated for your contributions during your time at Lending Hands CGS, LLC?

8. Please share any suggestions or improvements you believe would enhance the work environment for future employees.

9. Were there any specific issues or concerns that you felt were not adequately addressed during your employment?

10. What aspects of your role or the organization did you enjoy the most?

11. Is there anything that you think the management or leadership team should be aware of to improve employee satisfaction and engagement?

12. Would you consider returning to Lending Hands CGS, LLC in the future if the opportunity arose?

13. Please provide any additional comments or feedback you would like to share:

Acknowledgment:

By signing below, you acknowledge that you have participated in the exit interview voluntarily and that the information provided is accurate and truthful to the best of your knowledge.

Employee Signature: _____ Date: _____

Human Resources Representative:

Name: _____

Signature: _____

Date: _____

Note: The information gathered from this exit interview will be used for organizational improvement and development purposes. Your valuable input is appreciated, and we wish you the best in your future endeavors. Thank you for your contributions to Lending Hands CGS, LLC.