POLICY

1) Paraprofessional home care workers are required to be available to accept assignments on a regular basis.

2) 2) Employees that do not accept work assignments within a **thirty (30) day period**, unless on approved leave such as FMLA, personal leave of absence, disability and worker's compensation, may be subject to termination. Failure to use the time and attendance system to clock in and/ or out, or to follow the duty sheet guidelines below, will result in disciplinary action, up to and including termination.

PROCEDURE

1) WORK SCHEDULES: Cases are from **two (2) to twenty-four (24) hours** per day. Home care workers must be flexible with respect to travel and availability.

2) TIMEAND ATTENDANCE: Selfhelp utilizes an automated Electronic Visit Verification System to record paraprofessional caregiver time and attendance (*LHCSA Policy SP-008*).

   a) All paraprofessional workers are required to report their arrival and departure time (i.e. clocking in and out) utilizing the automated time and attendance system (i.e. electronic visit verification) system.

   b) If a worker is unable to use the automated time and attendance system from their client's home, the home care worker must inform their coordinator. In those instances, the coordinator will instruct the home care worker on the appropriate procedure to record their time and

attendance.

c) Aides who forget to clock in when arrive at client's home, will be asked to clock in when coordinator calls to verify attendance.

d) Aides who forget to clock in when arrive at client's home, will be asked to clock in when coordinator calls to verify attendance.

e) The LHCSA Coordinator will document any use of Duty Sheet, and all submitted duty sheets must be completed as follows:
    i. Use blue or black ink.
    ii. Use correct dates and times to document the services provided and to protect against a fraud accusation.
    iii. Tasks on the duty sheet must match the Plan of Care or include a statement documenting the reason that the care was not being rendered as directed on the Plan of Care (this also needs to be communicated to the coordinator).
    iv. Do not cross out or use white out on any mistakes. This is a legal document. If there are errors, start another duty sheet. Call your coordinator or payroll supervisor if you have any questions.
    v. Must be signed by the client and home care worker daily at the end of each shift. Duty sheets cannot be signed in advance.

f) If time and attendance is recorded manually, the documentation/Duty Sheet must be submitted no later than the following **Monday at 5:00pm** to ensure the employee's paycheck is processed timely.

g) Failure to properly complete and submit a duty sheet by the deadline may result in the delay of an employee's pay until the following week.

h) If fraudulent activity is identified in time and attendance record, the occurrence will result in termination and possible reporting to regulatory authorities, which may further result in the paraprofessional worker being excluded from any future work in the home care field.
    Fraudulent activity or unacceptable practices include, but is not limited to:
    i. Submission of false documentation;
    ii. Forgery of client signature;
    iii. Submission of duty sheets for time not worked;
    iv. Having someone else clock in or out for you;
    v. Sending an unauthorized substitute worker;

vi.   Signing of the time sheets by the client or the assigned home care worker prior to providing services (see below);

vii.   Failure to consistently use the automated time and attendance system;

viii.   Unexplained late submission of duty sheets; and

ix.   Unauthorized use of a Social Security number.