

# **SAMPLE MANUAL**

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**Put Company Name Here  
Non-Medical Home Care  
(Washington State)**

## **Policy & Procedure Manual**

COMPANY NAME  
Address

Ph: #

Fx: #

Email: Address

Website: domain

# COMPANY NAME

## Policy and Procedure Manual

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**(Table of Contents has 17 categories and the policy manual is a total of 106 pages with operation's forms)**

**COMPANY NAME**  
**Policy and Procedure Manual**

**IV. - Plan of Operation**

**WAC 246.335.055**

PUT COMPANY NAME HERE have established and implemented policies and procedures to be maintained electronically and a hard copy retained internally for reference. Our agency is made up of a governing body that operates as a team to ensure our rules, policies, procedures and standards are upheld and adhered to.

**Policy for the Administrative Governing Authority**

The owner/director of the governing body assumes full legal authority and responsibility for the operation, management, clients' right, privacy, and financial liability of our agency. The governing body serves as the governing authority for the agency, which will function according to our rules and standards.

**(Plan of Operation has 1 page)**

**Supervision and Monitoring of Services**  
**Provided by Staff**

**WAC 246.335.055**

In general, management of services, performance evaluations, and quality improvement are the responsibility of the administrator or whoever else has been assigned.

- Our agency will hire and employ a client manager.
- The client manager is on call 24/7.
- The client manager will assign in writing a qualified alternate to act in their absence
- The client manager will assure:
  1. Supervision of all client care provided by personnel;
  2. Management, development, and changes in written client care policies;

**(Supervision and Monitoring of Services has 2 pages)**

**COMPANY NAME**  
**Policy and Procedure Manual**

**Plans to Preserve and Dispose of Records**

**WAC 246.335.055**

It is our agency's policy to have each client's file maintained, and each client having their own separate folder or binder with written records pertaining to each client's own personal care services. If there are two clients' residing at the same address, there will be a separate file for each client.

We will maintain all client records following the state's rules and regulations, which include medical records, who can access them, and disclosure of records.

1. All client records are the property of our agency.
2. Client records will be:
3. Accessible in an integrated document
4. Maintained in the agency offices for review by appropriate agency staff and the department

(Plans to Preserve and Dispose of Records has 1.5 pages)

**Reporting of Client Abuse and Neglect**

**WAC 246.335.060**

PUT COMPANY NAME HERE will not put up with abuse or neglectful situations. All employees must complete a disclosure statement child/adult abuse information act form prior to employment and is included in the pre-employment criminal background check per state licensing rules and regulations.

- If a caregiver witness an incident of abuse or neglect, our agency requires the caregiver to implement the following steps:
- An immediate oral report must be made by telephone to the proper law enforcement agency and the Department of Social and Health Services and, upon request, must be followed by a written Incident Report.
- The telephone number for Child Abuse and Neglect/Protective Services is (360) 475-3500 or the crisis line is 360-479-3033. All reports must have the following information:

(Reporting of Client Abuse and Neglect has 5 pages)

**Get More Information:**

For additional information on getting licensed as a non-medical home care agency provider in your state contact the office of Care Enterprise, LLC at 770-966-5236, [www.careenterprisellc.com](http://www.careenterprisellc.com), or [contact@careenterprisellc.com](mailto:contact@careenterprisellc.com).

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**Policy and Procedure Manual**