

## Holistic Contentment

### Client, Staff and Management Responsibilities

To be a cohesive team for client needs, we must have a clear understanding of our roles in the care process. For this reason, we are separating and defining each branches role.



#### Client and Client Representative Responsibilities:

1. Be engaged in the Personal Centered Planning process, or Household Support Planning Process.
2. Inform the team (management and staff) of changes that occur in needs.
3. Sign all documents necessary for maintaining care or household support.
4. Be polite, non-verbally aggressive, and receptive to staff concerns and ideas related to proficiency of care or household support.
5. Pay for services on time.
6. Respect workers right to privacy.
7. Give at least a two-week notice, and go through the exit process, if client determines that they want a dissolution of contract with Holistic Contentment
8. Be assertive with staff, let them know what you need done and how you would like it to be done.

#### Staff Responsibilities:

1. Arrive to work on time
2. Wear clean clothes, unoffensive scents etc.

3. Maintain HIPAA compliance, or general privacy in the case of non-medical clients.
4. Respect client's rights, boundaries, and desires for their life.
5. Let management know as soon as possible if a shift will be missed for health reasons, give two weeks' notice for vacation days.
6. Ask client questions about client's needs. Make certain you know what the client would like to have done next.
7. Follow the policies outlined in your handbook.

#### Management Responsibilities:

1. Complete client intake, PCP, make certain client has paperwork, release forms signed for family members, doctors, etc. when client is receiving caregiving. When client is not receiving caregiving, complete client intake for household support.
2. Mediate between clients and staff as necessary, talk about any issues or concerns that may arise, in a compassionate and active listening format.
3. Make certain that all admin tasks are done (Paperwork, taxes, payroll, intakes and exits, staff interviews etc.)
4. Assist in emergency situations, cover shifts as necessary and dependent on parameters of "Conflict of interest" clauses (Program Oversight Staff and Owner may not work in the homes of Medicaid clients)
5. Make certain that any client charges are paid for in a timely fashion.
6. Be a teammate, do not dictate, always do your best to show up with compassion.