



CARING COMPANIONS IN-HOME SENIOR CARE

Client Handbook

Everything you need to know about your care, your caregivers,
and how to reach us, any hour of the day.



CALL OR TEXT US ANY TIME

(417) 234-8494

1 **KEEP THIS PAGE HANDY**
Who to call

911

For any life-threatening emergency, call 911 first.

If hospice is involved, call the hospice team first, unless it's an emergency they've told you to call 911 for. Then call us.

CARING COMPANIONS

(417) 234-8494

Answered 24 hours a day, 7 days a week, 365 days a year. You'll always reach a real person. Office hours are 8am to 5pm, Monday to Friday. After hours, on weekends and on holidays, your call goes to the coordinator on call.

Email samantha@mo-care.com
Fax (417) 719-7870
mo-care.com

Please call the office, not your caregiver.

For schedule changes, questions or concerns, call the office. Caregivers don't give out their personal phone numbers, and the office makes sure every change reaches the right people.

TO REPORT ABUSE, NEGLECT OR EXPLOITATION

1-800-392-0210

Missouri Adult Abuse and Neglect Hotline. In an emergency, call 911.

POISON CONTROL

1-800-222-1222

Experts answer 24 hours a day.

YOUR IMPORTANT NUMBERS

Your care coordinator

Your staffing coordinator

Doctor

Backup person who can step in (required)

Pharmacy

Family contact

Hospice or home health (if any)

Backup person's phone

WELCOME TO THE FAMILY

We're so glad you're here.

All of us at Caring Companions are pleased to welcome you. Your care, your safety and your happiness at home are very important to us.

We provide caring help at home that lets the people we serve stay as independent as possible, for as long as possible. We treat every client with respect and dignity, like a member of our own family. **You are in control of your care plan.** Your caregiver is there to help you stay happy and healthy, at home.

Help at home can feel new, and it's normal for you or your loved ones to feel unsure about it at first. This handbook will help you get to know us, understand how home care works, and know your rights as a client. If anything isn't clear, please ask. We're here to help.

Thank you for trusting us. We look forward to working with you.

Samantha Troutman

Co-Founder and CEO, Caring Companions

OUR MISSION

To provide excellent care and new ideas that help seniors age in place, safely and happily, at home.

OUR VISION

To keep raising the standard of home care, with professional caregivers who bring integrity and compassion to every visit.

IN THIS HANDBOOK

Who to call	1
Welcome, and who we are	2
Your care	3
Your first week, and beyond	4
Staying in touch	5
The Caring Companions app	6
Working together	7
Billing and payment	9
Ways to save, and extras you may not know about	10
Your rights	11
Your responsibilities	12
Our caregivers' code of ethics	13
Abuse, neglect and exploitation	14
Your privacy	15
Consent and advance directives	16
Concerns and complaints	17
Medication policy	18
Safety in your home	19
Ending services	20
Emergency information sheet	21

WHAT WE STAND FOR

- ✓ **Integrity.** Doing the right thing, even when no one is looking.
- ✓ **Compassion.** Care that comes from the heart.
- ✓ **Accountability.** Owning our work, and fixing what goes wrong.
- ✓ **Respect.** Meeting every person where they are.
- ✓ **Excellence.** Going above and beyond, every visit.

3 SERVICES WE PROVIDE

Your care

Every client has a personal care plan, built with you and changed whenever your needs change. Each level of care includes everything in the one before it.

Level 1

Wellness Care

- ✓ Company and conversation
- ✓ Meals, groceries and errands
- ✓ Light housekeeping, laundry and linens
- ✓ Rides to appointments and outings
- ✓ Medication reminders and routines
- ✓ Phones, pets, mail and hobbies

Level 2 • plus hands-on care

Personal Care

- ✓ Bathing, grooming and dressing
- ✓ Toileting and incontinence care
- ✓ Walking and mobility
- ✓ Transfers and positioning
- ✓ Help with eating and special diets
- ✓ Oral hygiene, nail and hair care

Level 3 • more experienced caregivers

Advanced Care

- ✓ Alzheimer's and other dementias
- ✓ Supervision for confusion or wandering
- ✓ Significant mobility limits
- ✓ Parkinson's and stroke-related needs
- ✓ More involved personal care

Hourly

Visits of 4 hours or more, on the days you choose.

Overnight

A caregiver from evening to morning.

24-Hour

A rotating team so someone is always there.

Respite

A break for the family caregiver.

WHAT CAREGIVERS CAN AND CANNOT DO

Caring Companions provides **non-medical** home care. Our caregivers can assist with daily activities, mobility, and medication reminders, but cannot administer medications, fill pill organizers, change dressings, or perform nursing procedures.

For everyone's safety, caregivers cannot perform unsafe lifting, move heavy furniture, climb ladders or stools, or complete outdoor maintenance. All assistance must follow your care plan.

If you need help beyond these guidelines, please contact our office. We're happy to help find a solution.

4 WHAT TO EXPECT **Your first week, and beyond**

Starting care is a big step. Here's how it usually goes, so nothing comes as a surprise.

1

Your free assessment

We visit the home, get to know your loved one, and learn their routines, what they enjoy, and what's gotten harder.

2

Your care plan and agreement

We write your care plan together and go over your Client Care Agreement, including your notification and photo choices.

3

Meet your caregiver

We match a caregiver by skills, personality and schedule, and share their profile with a friendly photo before the first visit, so you know who's coming.

4

The first visits

Your caregiver follows the care plan and writes a note after every visit. Call us any time with questions or changes.

WHEN NEEDS CHANGE

Your care grows with you, without changing agencies.

Moving to a different level

If more hands-on help is needed, we can move you from Wellness Care to Personal Care or Advanced Care. If things get easier, we can step back down. Your caregivers and your agency stay the same.

More hours, nights or around the clock

Add hours, add overnight care when nights are the worry, or move to 24-hour care when someone needs to be there all the time.

Going into the hospital or rehab

Please call the office as soon as you can so we can pause visits. Before care starts again, we'll check the care plan with you, because needs often change after a hospital stay.

A break for the family

If a family caregiver needs time off, respite visits can fill the gap, scheduled or as needed.

5

COMMUNICATION AND CARE OVERSIGHT

Staying in touch

YOUR FAMILY CIRCLE

Your Family Circle is the group of people you choose to be part of your care, such as a daughter, son or close friend. To protect your privacy, we can only share care updates with people you've authorized in writing. If someone calls and isn't authorized yet, we'll kindly say we can't discuss care details until permission is on file. You can add or remove people at any time by signing a new Contacts & Permissions form.

TEXT UPDATES YOU CAN CHOOSE

On your Contacts & Permissions form (part of your Client Care Agreement), you choose who in your Family Circle gets text updates. If you tick the boxes, we'll text them when:

- ✓ A caregiver is running late, with an idea of when they'll arrive
- ✓ There's a change in which caregiver is coming, with a link to the new caregiver's profile

CARE NOTES AND INVOICES IN AXISCARE

On the same form, you choose which contacts get their own sign-in to AxisCare, our care and billing system: to see care notes from each visit, to see invoices, or both. Only the people you check get access, and you can change it any time.

PHOTOS AND HOME ACCESS

On your Client Care Agreement, you choose whether caregivers may take photos: to share privately with your Family Circle, for our marketing, or not at all. You can change your choice any time in writing. The agreement also records how caregivers get into the home, such as a key, lockbox or door code. We keep access details private and share them only with the caregivers who need them.

HOW WE KEEP WATCH BETWEEN VISITS

Every shift note is read

Caregivers write a note after every visit. Our office reads them, and anything that needs attention is followed up quickly, often the same day.

Clock-in alerts

If a caregiver hasn't clocked in a few minutes after a visit should start, our office is alerted right away and follows up.

Care plan reviews

We review your care plan at least every 90 days, and often more than that. Because we're always watching the shift notes, when we see needs change or increase, we update the plan and the whole care team right away.

A real person, any hour

Our phone is answered 24 hours a day, 7 days a week. Call (417) 234-8494 with anything, big or small.

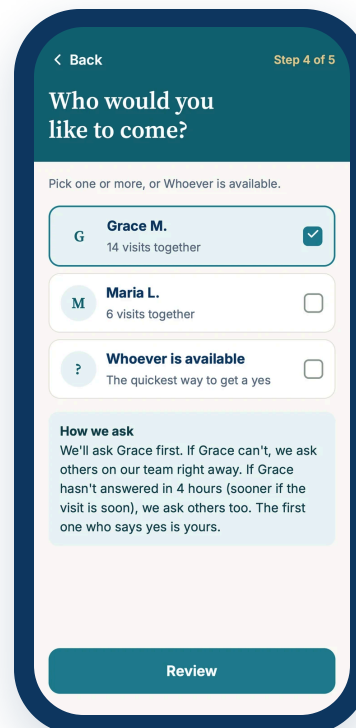
6 MORE FLEXIBILITY, IN YOUR HANDS The Caring Companions app

Life doesn't always follow a schedule. A doctor's appointment comes up, a family caregiver needs an afternoon off, or it would just be nice to have company on a quiet day. The Caring Companions app is there for those moments.

The app gives you **access to our whole team of caregivers as a resource**. You can ask for Wellness Care visits from your phone, with no weekly minimum. Use it on its own for flexible care with no set schedule, or on top of a regular schedule when you need a little more.

HOW IT WORKS

- ✓ Ask for a Wellness Care visit any day, 7am to 6pm, for 2 hours or more
- ✓ Pick a set time or a flexible window, and say who you'd like to come
- ✓ See the estimated cost before you send it; the final cost is on your weekly invoice
- ✓ No weekly minimum, and no extra charge for visits under 4 hours
- ✓ The app is free any month you have a visit. Months without a visit have a small app fee, listed in your Client Care Agreement



PLEASE READ: A REQUEST, NOT A GUARANTEE

When you ask for a visit in the app, your request goes out to our caregivers, and a caregiver who's free can pick it up. **We can't promise that someone will be available for every request.** If no one picks it up, we'll let you know. Think of the app as one more way to reach our team, not as a booked visit until you hear who's coming.

Care your loved one depends on belongs in the regular schedule. Set days and times in your care plan are the care you can count on. The app is for flexible help: on its own when you only need us now and then, or for extra visits on top of your schedule.

What the app books. Wellness Care (Level 1) only. Hands-on Personal Care is scheduled with our care team. App visits are billed at your regular rate.

Cancelling an app visit. Cancel any time in the app. No fee with 24 hours' notice; with less than 24 hours, the visit is billed at 2 hours. Sign in at family.mo-care.com with the email we have on file.

GENERAL INFORMATION **Working together**

Schedule changes

All changes to your schedule go through the office, whether it's one visit or a permanent change. Please don't call your caregiver directly. We'll let your caregiver know. The more notice you can give, the better.

Your caregivers

Scheduling is our hardest job. We work hard to keep the same caregivers with you, because that relationship matters. When schedules change, sometimes we need to send someone different. Every caregiver we send is screened and trained, or they wouldn't be working with us.

Caregiver phone numbers

Our caregivers don't give out their personal phone numbers. Please don't ask, so they aren't put in an awkward spot. The office can always reach them for you.

When a caregiver calls out

Emergencies happen. When your caregiver can't make a visit, they call the office, and we let you know right away. We'll do our best to send a replacement.

Asking a caregiver to stay late

If you need extra hours, call the office first so we can approve it. We'll do everything we can to help. If your caregiver can't stay, it's because they have other commitments.

Severe weather

Caregivers make every reasonable effort to come in bad weather, but we never ask them to take unnecessary risks. When bad weather is expected, we'll call to let you know a visit may not happen, so you can make other plans.

Outings with a cost

If your caregiver goes with you to a movie, a meal, or anywhere with an admission cost, please pay for them as well as yourself, along with any parking or tolls. Caregivers can't pay out of their own pocket for you.

Checks and money

A caregiver may help you write a check, but will never sign one for you. Please never write a check to your caregiver. If you give your caregiver cash for shopping, you'll get the receipt and your exact change back. If you don't, please ask. This protects you, them and us.

Keeping it professional

Our caregivers don't discuss religion, politics, or their own money or personal problems with clients. If this ever happens, please call the office.

Gifts

Please don't offer gifts, tips or money to your caregiver. They aren't allowed to accept them. A thank-you card, or a call to the office to tell us they did a great job, means the world.

Screened, insured and bonded

Every caregiver and office team member has federal, state and county background checks and a driving record check before they start, and checks are repeated. Caregivers are bonded and insured, including to drive clients. We carry professional liability, general liability, non-owned auto, employment practices and workers' compensation insurance.

Our employees, never contractors

Every caregiver is a Caring Companions employee. We handle their payroll and all taxes, including Social Security, Medicare and unemployment taxes. You never become anyone's employer.

Rides and errands

Caregivers can drive you to errands and appointments in your car or theirs. In your car, there's no mileage charge, but your auto insurance must be current. In the caregiver's car, mileage is billed per mile, at the rate in your Client Care Agreement (see Billing and payment).

Hiring your caregiver privately

You can't hire your Caring Companions caregiver privately, even for a few extra hours. It would break your Client Care Agreement, and a direct-hire fee applies (see your agreement). It's also unfair to ask a caregiver to help on their own time. Any time your caregiver spends with you is part of your invoice.

Tell us how we're doing

If anything about your care isn't right, even a caregiver arriving late, please call the office right away. We want to know, and we want to fix it. And if your caregiver is doing a wonderful job, call and tell us that too. We love those calls.

If something can't be fixed

If a problem with a caregiver can't be worked out, we'll do our best to send a different caregiver. Your satisfaction is our biggest concern.



Clocking in and out. Caregivers record the start and end of every visit electronically, so your invoice matches the time actually worked. Please let them clock in and out as the office directs.

8 **CLEAR PRICING, NO SURPRISES** Billing and payment

Your rate

Your hourly rate depends on the level of care in your care plan: Wellness Care, Personal Care or Advanced Care. Your Client Care Agreement lists your rate. We'll give you at least 4 weeks' written notice before any rate change.

Visit minimums

Scheduled visits are at least 4 hours, with at least 8 hours a week. (App visits are different: see The Caring Companions app.) If you send your caregiver home early, the visit is still billed at 4 hours. If the office approves a shorter visit ahead of time, it's billed at a higher hourly rate, listed in your Client Care Agreement.

Weekly invoice and autopay

Your invoice week runs Monday through Sunday. After each week, you get one invoice by email showing every visit from that week. Autopay then pays it from the card or bank account you keep on file, so your account always stays current. Credit card payments have a small processing fee, listed in your Client Care Agreement; debit card and bank (ACH) payments don't.

Cancelling a visit

There's no fee to cancel a visit with at least 24 hours' notice. With less than 24 hours' notice, the visit is billed at 2 hours, because your caregiver counted on that time for their pay. Please call the office as early as you can.

HOLIDAYS AND OVERTIME

Care on these holidays is billed at time and a half:

- ✓ New Year's Day
- ✓ Easter Sunday
- ✓ Memorial Day
- ✓ Juneteenth
- ✓ Independence Day
- ✓ Labor Day
- ✓ Thanksgiving Day
- ✓ Christmas Day

If you ask a caregiver to work more than 40 hours in a week, the extra hours are billed at time and a half.

Mileage

When a caregiver uses their own car for you, whether driving you or running your errands, mileage is billed per mile, at the rate in your Client Care Agreement. There's no mileage charge when they drive your car.

Returned payments and unpaid balances

A returned payment has a fee; the office can tell you the current amount. If an account goes four weeks without payment, someone from the office will call you, and care is paused until the account is current.

Paying with insurance or benefits? If you use long-term care insurance, VA benefits or Medicare GUIDE, ask us how billing works for your plan. We can bill many long-term care insurers directly.

GOOD TO KNOW

9 Ways to save, and extras you may not know about



Best Price Guarantee

For new private-pay clients, we'll beat a comparable written rate from a professional home care agency for your first 6 months. Additional eligibility terms may apply.



HomeTogether TV, included

With 20 or more private-pay hours a week, video calls, on-screen reminders and quiet safety sensing on their TV come at no charge.



Good Days Out

Visits can include outings: lunch at a senior center, the library, a garden walk. You approve each place, and the caregiver drives and stays with them.



Medicare GUIDE respite

For people living with dementia at home with Original Medicare. Eligible families can receive covered respite visits. We're an approved GUIDE respite provider.



Long-term care insurance

We verify your benefits, help with the claim forms, and can bill many insurers directly.



VA benefits

Aid & Attendance and VA Community Care can help veterans and surviving spouses pay for care at home. Ask us how.



**Caring
Companions**
Consumer Directed Services

Have Missouri Medicaid? Our sister company, Caring Companions CDS, helps Missourians on Medicaid choose their own caregiver, even a friend or family member, and Medicaid pays them. Call (417) 218-2888 or visit caringcds.com.

Know someone who could use help? When someone you refer starts care with us, you get a credit on your invoice. See the back cover.

10

CLIENT BILL OF RIGHTS

Your rights

Before care begins, every client is told in writing about their rights and how to use them. Clients and caregivers both deserve to be treated with dignity and respect.

AS A CLIENT, YOU HAVE THE RIGHT TO

- 1 Be cared for by qualified, trained and competent caregivers who use safe infection-control practices.
- 2 Have caregivers arrive on time, or be told about a delay, and get timely answers to your concerns.
- 3 Be treated with courtesy, dignity and respect, and have your property treated with respect.
- 4 Be spoken to in a way and a language you understand.
- 5 Privacy and confidentiality about your health, your finances and what happens in your home, as the law and our policies allow.
- 6 Be free from abuse of any kind, including intimidation, and physical, sexual, verbal, emotional, material or financial abuse.
- 7 Report possible abuse, neglect or exploitation by anyone from Caring Companions to the authorities.
- 8 Care that respects who you are, and responds to your needs and preferences.
- 9 Receive care without regard to race, color, religion, national origin, age, sex, sexual orientation, disability, military status, language, or family and cultural background.
- 10 Know the laws, rules and policies that affect how we operate, including our code of ethics.
- 11 Know what your care costs, and be told in advance of any increase.
- 12 Help create your care plan, and give input on which caregiver you'd like.
- 13 Know who your caregiver reports to at Caring Companions.
- 14 Have things explained, and give your consent before any care is provided.
- 15 Have information about you released only with your permission, or when the law requires it.
- 16 Advance notice of any change in your services.
- 17 Reasonable notice if we plan to end your services or move your care to another caregiver or agency.
- 18 Know how to make a complaint, and make one about care that was or wasn't provided, or about disrespect for your property, without fear of retaliation. We look into every complaint, and record both the complaint and how it was resolved.

WORKING WELL TOGETHER

11 Your responsibilities

Good care is a partnership. As a client, you're responsible for:

- 1 Share complete information about your health and abilities when it could affect your care.
- 2 Tell us about any risks to your caregiver, including any contagious illness or exposure in the home.
- 3 Tell us about unexpected changes in your condition, such as a fall or a mild stroke.
- 4 Ask about anything you don't understand.
- 5 Call the office with any concerns about your care.
- 6 Follow your care plan, or tell us if you have concerns about it, and accept the results if it isn't followed.
- 7 Follow the terms of your Client Care Agreement.
- 8 Tell us in advance about any schedule changes.
- 9 Tell us about any advance directives you sign, such as a Do Not Resuscitate order.
- 10 Tell us when your address, phone number, or doctors and health professionals change.
- 11 Pay your invoices at the agreed rates and times.
- 12 Provide the supplies and equipment needed for your care, including basic infection-control supplies: gloves, soap, paper towels and hand sanitizer.
- 13 Keep heat, air conditioning, electricity and water working in the home.
- 14 Name a backup caregiver or responsible person who can step in if we can't reach the home. This is required.
- 15 Never hire or pay a Caring Companions caregiver privately, or ask a caregiver to work outside scheduled times.
- 16 Keep your home safe for care, including a smoke-free space while your caregiver is there.
- 17 Keep any weapons away from where your caregiver works, ideally locked away.
- 18 Secure any pets that could be aggressive before your caregiver arrives.
- 19 Respect the property of Caring Companions and your caregiver.
- 20 Give as much notice as you can if you need to cancel a visit.
- 21 Treat your caregivers with courtesy and respect, and keep them free from abuse of any kind.

12

WHAT YOU CAN EXPECT FROM EVERY CAREGIVER

Our caregivers' code of ethics

Every caregiver receives and agrees to this code of ethics when they join us. With your permission, a caregiver may use your bathroom and eat a lunch they've brought in your home. A caregiver will **never**:

- ✓ Use your car for their own purposes
- ✓ Eat or drink your food or drinks (except water)
- ✓ Use your phone for personal calls
- ✓ Discuss their own or others' personal problems, religion or politics
- ✓ Accept gifts, tips or money, or ask for anything for personal gain
- ✓ Bring other people into your home
- ✓ Drink alcohol, or use drugs for any non-medical reason, in your home or before a visit
- ✓ Smoke in your home
- ✓ Share your private information or records
- ✓ Buy anything from you, even at a fair price
- ✓ Take control of your money, personal affairs or estate, including becoming your power of attorney, conservator or guardian
- ✓ Take anything from your home
- ✓ Commit any act of abuse, neglect or exploitation

If a caregiver ever breaks this code, please call the office at **(417) 234-8494**, any time. You won't get anyone in trouble for asking a question, and you won't be treated any differently for telling us.

HONESTY AND COMPLIANCE

We're committed to fairness, ethics and honesty with our clients and caregivers. We work to prevent, find and correct dishonesty and fraud, and we protect anyone who reports it in good faith, as federal and state law require. Wrongdoing can lead to dismissal and referral to law enforcement.

We take our duty to follow federal, state and local rules seriously. Caregivers learn the rules for their work during orientation. If you ever have an ethical concern about your care, tell us. Your concern will be heard and respected.

13

PROTECTING THE PEOPLE WE SERVE

Abuse, neglect and exploitation

Elder abuse happens when someone, knowingly or not, causes harm or a risk of harm to an older adult. People 80 and older, and anyone who depends on others for daily care, are at greater risk. The person causing harm is most often a family member, spouse or caregiver.

Physical abuse

Using force that may cause injury, pain or impairment, including hitting, pushing, shaking or slapping, and the wrong use of drugs or restraints. *Signs:* unexplained bruises, welts, cuts or broken bones; broken glasses; injuries in different stages of healing; a sudden change in behavior; a caregiver who won't let visitors see the person alone.

Sexual abuse

Any sexual contact without consent, including with someone unable to give consent. *Signs:* bruises or injuries in private areas, unexplained infections or bleeding, torn or stained underclothing, or the person saying it happened.

Emotional abuse

Causing distress with words or actions: insults, threats, humiliation, treating an adult like a child, or cutting them off from family, friends and activities. *Signs:* being upset or agitated, withdrawn or unresponsive.

Neglect and abandonment

Failing to provide food, water, clothing, shelter, hygiene, medicine, comfort or safety that someone is responsible for, or deserting the person. *Signs:* dehydration, weight loss, bed sores, poor hygiene, untreated health problems, or unsafe or unclean living conditions.

Financial exploitation

Misusing someone's money, property or assets: cashing checks without permission, forging a signature, or pressuring someone to sign papers. *Signs:* sudden bank changes or large withdrawals, new names on accounts, missing money or valuables, sudden changes to a will, or unpaid bills despite enough money.

Self-neglect

When an older adult's own behavior threatens their health or safety, such as not eating, not taking needed medicine, or living in unsafe conditions. It doesn't include a fully capable adult making a personal choice they understand.

IF YOU SUSPECT ABUSE, REPORT IT

1-800-392-0210

Missouri Adult Abuse and Neglect Hotline, or online at health.mo.gov. Missouri law asks anyone who believes an older adult or adult with disabilities is being abused to report it. Reports can be anonymous, and the reporter's name is kept confidential. In an emergency, call 911.

WHAT CARING COMPANIONS DOES

Any of our team who suspects abuse reports it to the office and to the hotline. If we believe a client has been abused, neglected or exploited, we start our own investigation, report it to the Missouri Department of Health and Senior Services, and cooperate fully with every investigation.

14 NOTICE OF PRIVACY PRACTICES

Your privacy

This notice explains how health information about you may be used and shared, and how you can get access to it. Please read it carefully.

We're committed to protecting your private health information. The law requires us to protect it and to give you this notice. We follow the practices in this notice while it's in effect. We may change our practices when the law allows, and the change would apply to all information we keep. You can ask for a copy of this notice at any time.

Information we keep

Contact details, date of birth, health history and conditions, medicines, emergency contacts, doctors, insurance or VA authorization details, your care plan and visit notes, and the clock-in and clock-out record of each visit. We keep only what we need for your care.

How we use and share your information

Your care. To provide and coordinate your care, including with your doctors, nurses, therapists and others caring for you.

Payment. To prepare paperwork for your long-term care insurer or another payer, including getting approval for your care.

Our operations. To run the company and improve your care, such as quality reviews, training, and licensing.

Reminders. To remind you about scheduled visits and services.

People involved in your care. With a family member or another person you name who's involved in your care or its payment, when it's relevant. You can ask us not to share with someone, and we'll agree unless it's an emergency. If you can't be asked, we'll use our professional judgment and share only what's directly relevant.

When the law requires or allows it

When federal, state or local law requires it; for public health; to prevent a serious threat to health or safety (only to someone able to help); to report suspected abuse, neglect or domestic violence; for court orders, subpoenas and law enforcement as the law allows; for

military and veterans authorities; for coroners, medical examiners and funeral directors; for disaster relief; for organ and tissue donation; and for workers' compensation.

With your written permission

For anything else, we won't use or share your information without written permission from you or your representative. You can take back that permission in writing at any time. It won't undo anything already shared while it was in effect. Psychotherapy notes always need your permission.

Your rights about your information

- See and get a copy of your records
- Ask us to correct information you believe is wrong
- Get a list of certain times we've shared your information
- Ask us to limit what we use or share
- Ask us to contact you in a certain way or at a certain place
- Get a paper copy of this notice

Make these requests in writing to our Privacy Officer (contact details below). If you believe your privacy rights have been violated, you can complain to us, or to the U.S. Department of Health and Human Services, Office for Civil Rights (see below). We will never retaliate against you for filing a complaint.

How we contact you

We may contact you and your Family Circle by phone, voicemail, text, email or the Caring Companions app. Text and email aren't fully secure. You can ask us in writing to stop using any of these.

Questions or a privacy concern

Contact our Privacy Officer, Samantha Troutman, at (417) 234-8494 or samantha@mo-care.com. You can also contact the U.S. Department of Health and Human Services, Office for Civil Rights, at 1-800-368-1019.

15

YOUR DECISIONS

Consent and advance directives

Informed consent

You have the right to decide whether to accept or refuse home care services. You, or the person you've chosen to speak for you, can refuse any care as far as the law allows, and we'll explain what refusing could mean. Talking openly about your choices helps make sure your rights are respected.

Advance directives

We support your right to make decisions about your care. At your first visit, we'll let you know about your right to have an advance directive. We'll respect your wishes, and you'll never be treated differently for having one or not.

An advance directive is a legal document that tells others what care you want if you can't make or share your own health care decisions. You can complete one on your own or with help from an elder law attorney. In Missouri, there are two common kinds, and you can have one or both:



Durable power of attorney for health care

Names a person you trust to make health care decisions for you if you can't, whether for a short time or for good. They make the choices you would have made, or, if they can't know, what they believe is best for you.



Health care directive (living will)

Tells your doctor and family which treatments you would or wouldn't want, such as life-sustaining treatment, if you can't speak for yourself. You can also share your beliefs and values to guide them.

If you sign an advance directive, a Do Not Resuscitate order, or an Outside the Hospital Do Not Resuscitate form, please give us a copy so your caregivers know your wishes.

16

WE WANT TO HEAR FROM YOU

Concerns and complaints

Every client and family can raise a concern or file a complaint, and take part in any investigation, **without fear of retaliation**. Your care continues as normal while we work it out.

1

Tell us

Call the office any time, or write to us. Every concern goes to the agency administrator.

2

We look into it

We start looking into your concern right away, and talk with everyone involved.

3

We follow up

We tell you what we found and what we're doing about it, and record how it was resolved.

4

Still not right?

Call Samantha directly. For abuse, neglect or exploitation, also call the state hotline below.

CARING COMPANIONS

Samantha Troutman, Agency Administrator and President
Troutman Enterprises LLC, doing business as Caring Companions In-Home Senior Care
Phone (417) 234-8494 (24/7)
Email samantha@mo-care.com
Fax (417) 719-7870

HELPFUL TO INCLUDE

- ✓ Your name, address and daytime phone number
- ✓ Your relationship to the person receiving care
- ✓ The names of the people involved
- ✓ A short description of what happened
- ✓ Whether you have documents, pictures or video (please don't send them, just tell us)

ABUSE, NEGLECT OR EXPLOITATION

Report it to the **Missouri Adult Abuse and Neglect Hotline at 1-800-392-0210** (or online at health.mo.gov), and please tell us too. In an emergency, call 911. If we have reason to believe a client has been abused, neglected or exploited by anyone working for us, we report it to the Missouri Department of Health and Senior Services and cooperate fully with the investigation.

17 **KEEPING MEDICINES SAFE** Medication policy

Caring Companions is a non-medical home care agency. Our caregivers may not set up or give out medicines, and they may not fill a pill organizer. If you ask, your caregiver will politely say no and let the office know. A family member or another responsible person can fill the pill organizer.

Caregivers can

- ✓ Remind you to take medicines as prescribed
- ✓ Read the label to you
- ✓ Hand you the medicine container
- ✓ Open the container or blister pack

Caregivers can't

- ✓ Give or set out any medicine, including over-the-counter
- ✓ Give instructions about any medicine
- ✓ Fill a pill organizer
- ✓ Apply creams or ointments, or give medicine by mouth, injection or any other way
- ✓ Give eye, ear or nose drops
- ✓ Check blood sugar
- ✓ Flush any tubing or catheter
- ✓ Put medicine on a dressing
- ✓ Change oxygen settings

Keep an up-to-date list of all your medicines on the refrigerator, where caregivers and emergency responders can find it. Questions about this policy? Call (417) 234-8494.

18

MOST HOME ACCIDENTS CAN BE PREVENTED

Safety in your home

A simple fall can lead to a serious injury. Go through this checklist and tick each item that's already true in your home. Call us with any questions.

PREVENTING SLIPS AND FALLS

- ✓ Grab bars in every bathroom and shower, screwed into the wall studs
- ✓ A non-slip mat or strips in the tub and shower
- ✓ Night lights near bathrooms, bedrooms and stairs
- ✓ Stairs, halls, walkways and entrances well lit
- ✓ No loose throw rugs, or only rugs with non-slip backing
- ✓ Clear walkways through every room and hall
- ✓ Doorways and exits never blocked

EVERYDAY SAFETY

- ✓ Phone numbers for family, friends and doctors by the phone
- ✓ A current medication list on the refrigerator
- ✓ If you live alone, a daily phone check-in with a friend who can get help
- ✓ Appliances in good working order
- ✓ Cords checked twice a year for fraying, never overloaded, and kept away from water

POISON SAFETY

- ✓ Medicines and cleaners in their original containers, stored away safely
- ✓ Caps closed tightly after every use
- ✓ Fuel-burning appliances checked so they work properly
- ✓ A carbon monoxide alarm near where people sleep (look for the UL 2034 label)

Think someone's been poisoned? Call **Poison Control at 1-800-222-1222**, any hour.

FIRE SAFETY

- ✓ Smoke alarms on every level and outside every sleeping area
- ✓ Smoke alarms tested monthly
- ✓ A Class ABC fire extinguisher mounted near an exit, gauge checked
- ✓ Two ways out of every room, and a meeting place outside
- ✓ A fire drill twice a year
- ✓ Emergency numbers posted by every phone

In a fire, get out first, then call 911 from outside. You may have as little as two minutes.

19

IF CARE NEEDS TO END

Ending services

You can end services when you need to. If you know about a change ahead of time, **two weeks' notice** helps us plan for your caregivers, but we understand that many times there's no notice at all. Care with Caring Companions may also end, or be transferred or referred elsewhere, for reasons including:

- ✓ You no longer need home care
- ✓ We can no longer provide the level of care you need
- ✓ Your caregiver's safety is at risk
- ✓ Invoices aren't paid
- ✓ The Client Care Agreement or care plan isn't followed

If we need to end or transfer your care, we'll give you reasonable notice and help you find other care when we can.



Thank you for letting our family be part of yours.

We'll do everything we reasonably can to earn and keep your trust. If you ever need us, we're one call away.

(417) 234-8494

samantha@mo-care.com · mo-care.com

20

FILL IN, THEN POST A COPY ON THE REFRIGERATOR

Emergency information sheet

Paramedics look on the refrigerator first. Fill this in, make a copy for the refrigerator, and give the office a copy when anything changes. Ask us and we'll make the copies for you.

NAME

DATE OF BIRTH

ADDRESS

HOME PHONE

DIAGNOSES AND HEALTH CONDITIONS

ALLERGIES (MEDICINES, FOODS, LATEX)

CURRENT MEDICINES (OR ATTACH A LIST)

DOCTOR AND PHONE

PHARMACY AND PHONE

PREFERRED HOSPITAL

INSURANCE OR MEDICARE NUMBER LOCATION

EMERGENCY CONTACT AND PHONE

SECOND CONTACT AND PHONE

HOSPICE OR HOME HEALTH (IF ANY)

HEARING AIDS, GLASSES, DENTURES, MOBILITY AIDS

Advance directive on file?

☐ Yes ☐ No

DNR or Outside the Hospital DNR?

☐ Yes ☐ No

Where the paperwork is kept:



Caring Companions, 24/7

In an emergency, call 911 first. Then call us.

(417) 234-8494

Questions for the office, and things to remember

HAPPY WITH YOUR CARE?

Tell others on Google

A few kind words help another family find good care, and they mean the world to your caregivers.



Point your phone's camera at the code, then tap the link.

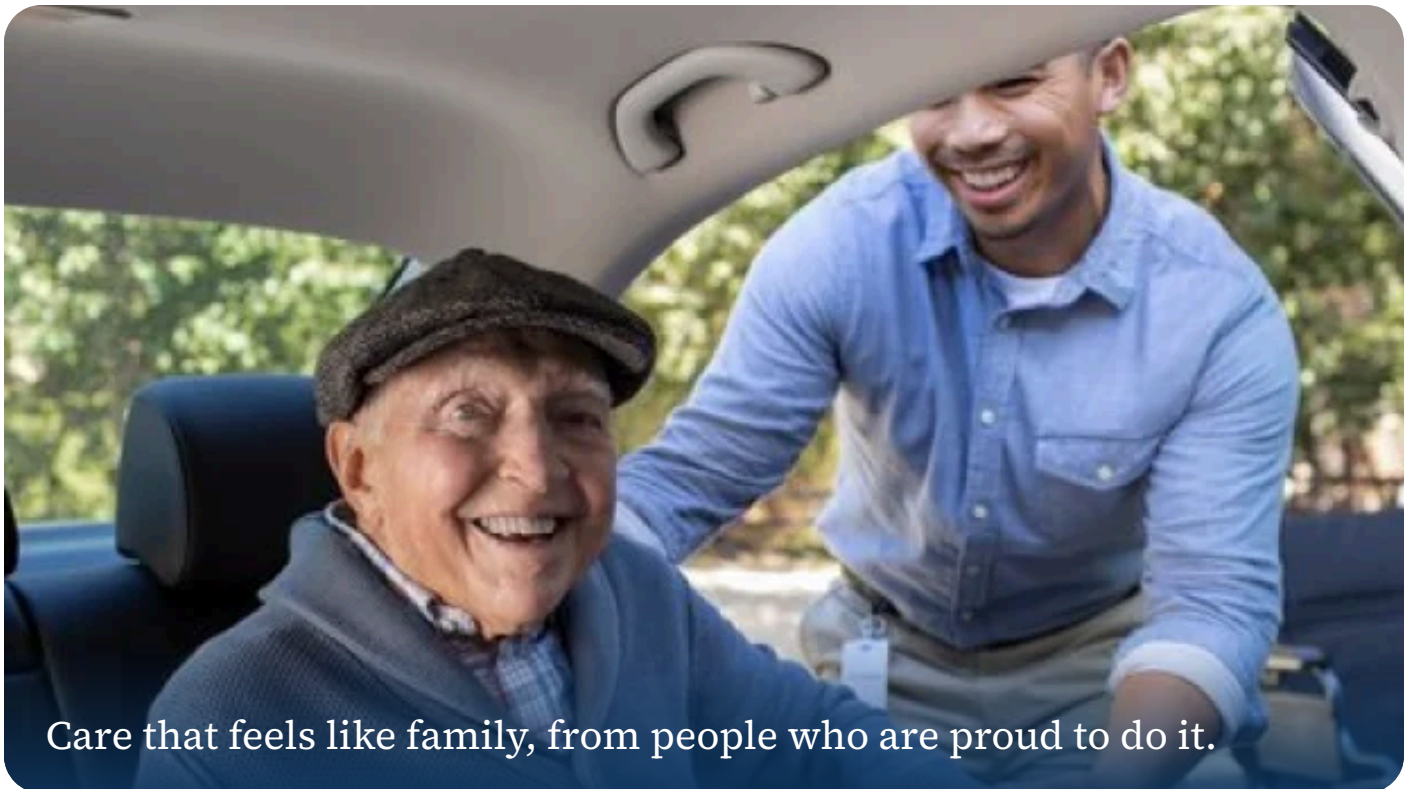
OUR THANK-YOU FOR REFERRALS

Know someone who could use help?

Most of our families come to us because someone they trust told them about us. If you know a family who could use help at home, we'd be honored to meet them.

1. Call us at **(417) 234-8494** with their name, or give them our number.
2. We meet them for a free assessment, with no obligation.
3. Once they start care and have had their first 20 hours with us, **you get a credit on your invoice.**

Ask us for the current credit amount. One credit for each person you refer who starts care.



Care that feels like family, from people who are proud to do it.