*Fall 2021 Safety Training*

***Reporting Changes in Condition of Client*(s):**

As caregivers, you are REQUIRED to report any changes to the client’s condition, physical or mental, that is abnormal, i.e., fall, injury, safety concerns, worsening conditions, etc. ASAP. If you are unsure if you need to report it or not, report it! This can be done by phone, email, change in condition on Clear Care app, or message on Telephony. You can leave a message on the main office number any time!

***Hospitalizations***:

ER and/or Hospital Admission -Report to office ASAP: The cause for hospitalization, if they were transported by ambulance or personal transportation, date, time, what Hospital, diagnosis, and if they were admitted or not? If they are admitted to the hospital, you CANNOT clock in or out while the client is admitted. If your scheduled shift(s) need to be adjusted when your client is discharged home to reflect the actual time you worked that day, call the office to get your times adjusted accordingly. Report to the office the discharge date, time, condition of client, change in medications (if applicable), if they have any changes to their care plan, and if they have any follow up appointments scheduled.

***Client’s scheduled surgeries/procedures:***

Call the office to report the procedure and to adjust your schedule if necessary for client’s outpatient procedures. If the client is admitted after surgery/procedure, you CANNOT clock in/out while the client is admitted.

***All Changes in Condition need to be reported to the office AS SOON AS POSSIBLE.*** Call the office and if no answer or after hours, leave a message with as much information you have at the time and we will follow-up with you on the client’s condition.

If it is discovered that the client had a change in condition that was not reported in a timely manner, it will be written up in your file, and additional training and/or disciplinary actions could be required, as appropriate.

The office is required to complete an incident report to the case manager and to the state, if applicable, for each incident within 24 hours. You are our eyes and ears in the field and you are all essential to keep our clients’ safe and healthy!

Other reminders/updates:

***Client signatures for shift verification:***

You and the client need to verify you are completing all of your shifts. This can be done on the Clear Care app while clocking out, or by leaving a message if you use Telephony. Most of you are doing a great job, but if there are concerns, we will be contacting you to review this requirement and help troubleshoot any possible technical issues with this process.

As always, if you have any questions or concerns, please contact the office.

**Thank you for all of your hard work and dedication to your clients!**