

Caregiver Handbook



Effective Date: July 1, 2025

Applies To: All Staff/Job Titles

Reviewed By: Taylor Thompson, RN

Review Date: Annually

Agency Identity & Purpose

Mission Statement

At **allheart Senior Care of Arkansas**, our mission is to deliver dependable, compassionate in-home care that enhances the quality of life for every individual we serve. We are committed to empowering clients to live safely and independently in the comfort of their homes—surrounded by dignity, respect, and support.

We achieve this by:

- **Providing personalized care** through a coordinated, interdisciplinary team that understands the unique needs of each client.
- **Upholding the highest standards** of professionalism, compliance, and ethical responsibility through ongoing training, communication, and oversight.
- **Leveraging modern technology**—including AxisCare, CareAcademy, Adobe and iSolved—to ensure secure, accurate, and efficient care delivery.
- **Supporting our caregivers** through clear policies, training, and flexible opportunities that reflect our mutual respect and shared mission.
- **Fostering transparency and trust** in all relationships—with clients, families, staff, and community partners.

Core Values

Our work is guided by the following core values:

Compassion

We approach every client and caregiver with empathy, kindness, and a genuine desire to help—providing care that reflects both heart and skill.

Transparency

We believe in open communication and honest collaboration—with clients, families, caregivers, and within our internal team.

Innovation

We embrace modern tools and fresh ideas to improve care delivery, streamline processes, and enhance the client and caregiver experience.

Teamwork

We believe quality care is a collective effort. Our success depends on communication, mutual support, and shared commitment across every role.

Growth & Learning

We invest in caregiver training and professional development to ensure the highest quality of care and continual improvement throughout the agency.

Agency Overview

allheart Senior Care of Arkansas is a licensed, mid-sized home care agency, established in 2018, based in Little Rock, Arkansas. With 5 office locations, we proudly serve all of southern Arkansas. We are committed to providing compassionate, reliable, and personalized care to individuals in the comfort of their own homes. Our agency operates under the regulations of the Arkansas Department of Health and adheres strictly to Medicaid and Veterans Affairs guidelines to ensure safe, ethical, and high-quality services.

We offer a broad range of support, including personal care, homemaking services, respite care and Targeted Case Management. Our interdisciplinary team—comprising independent caregivers, nurses, care coordinators, and case managers—works collaboratively to meet the unique needs of each client with dignity and respect.

As a 1099-based model, our direct care workers operate as independent contractors. This structure allows for flexibility while maintaining high standards through consistent oversight, onboarding, and clear expectations guided by agency policy. Our care coordinators serve as a vital link between clients, caregivers, and agency leadership—ensuring seamless communication, schedule management, and quality assurance at every stage of service.

allheart is proud to operate as a paperless agency, utilizing secure, user-friendly platforms to ensure efficiency, accuracy, and compliance. We use **AxisCare** as our primary electronic health record (EHR) system, e-signing forms and for electronic visit verification (EVV), recordkeeping and caregiver continuing education, **CareAcademy** for initial caregiver training, and **Adobe** for administrative document signing and storage.

We are committed to innovation, accountability, and continuous improvement across all levels of service. At the heart of our work are the values that shape every decision we make. Whether providing hands-on care or supporting operations behind the scenes, every member of our team shares one purpose: to care with heart, always.

Section 1: Services

Scope of Services

allheart Senior Care of Arkansas provides non-medical and supportive services to individuals in their homes and communities, in alignment with guidelines set forth by the Arkansas Department of Health, Medicaid, and Veterans Affairs programs. Our goal is to promote independence, preserve dignity, and enhance the quality of life for every client we serve.

The following services are offered either directly or through coordinated care efforts with licensed professionals:

Personal Care

- Assistance with activities of daily living (ADLs), including bathing, grooming, dressing, toileting, and mobility support.
- Transfers, ambulation assistance, and medication reminders.

Homemaker Services

- Light housekeeping, laundry, and linen changes.
- Meal preparation, grocery shopping assistance, and kitchen clean-up.

Respite Care

- Temporary in-home relief for primary caregivers.
- Scheduled or as-needed services to prevent caregiver burnout.

Targeted Case Management (TCM)

- Coordination of medical, social, and community services to help eligible clients meet health-related goals.
- Includes client advocacy, referrals, assessments, and service planning, following Medicaid and state guidelines.

Care Coordination

- Oversight of client care plans, caregiver-client matching, and ongoing quality assurance by care coordinators.
- Communication bridge between caregivers, clients, and agency leadership. **Telephonic & Virtual Support**
- Client check-ins, caregiver coaching, and care coordination may be delivered via secure phone or the AxisCare mobile application.

Exclusions

As a non-medical agency, allheart does **not** provide:

- Skilled nursing or wound care outside the scope of private-duty arrangements.
- Administration of medications by injection or IV.
- Medical diagnosis, physical therapy, or clinical assessments not covered by authorized providers.

Note: All services are documented and monitored in compliance with state regulations, agency policy, and payer requirements, including Electronic Visit Verification (EVV) through AxisCare.

Insurance Coverages

We proudly accept the following insurances:

- **Medicaid** (most coverage plans)
- **Veterans Affairs** (VA)
- **ARChoices**
- **PASSE** (Empower, CareSource, Summit Community Care, AR Total Care)
- **Long-Term Care Insurance**
- **Private Pay**

Section 2: Operations

Administrative Staff

Jarred Hagood & Julie Hagood- Agency Stakeholders

Jarred and Julie Hagood serve as the primary founders, owners and executive stakeholders of allheart Senior Care of Arkansas. While not involved in day-to-day operations, they oversee the overall strategic direction and financial health of the agency.

Responsibilities include:

- Executive-level decision-making

- Oversight of business operations and long-term planning
- Final authority on high-level staffing, finance, and policy matters
- Approval of agency-wide initiatives
- Insurance, licensing, and compliance backup contacts
- Vehicle accident coordination

Taylor Thompson, RN- Chief Nursing Officer (CNO)

As the central operations lead, the CNO oversees all aspects of agency function. Responsibilities include:

Responsibilities include:

- Full company operations and compliance oversight
- Policy creation, revision, and enforcement
- Staff onboarding and orientation coordination
- Management of agency platforms (AxisCare, CareAcademy, iSolved, Atrezzo, Adobe, etc)
- Scheduling oversight and workflow improvements
- Interdepartmental communication and efficiency
- Emergency response support
- Staff support, conflict resolution, and performance coordination

Andrea Scoles, CPC- Caregiver Payroll & Compliance

Andrea Scoles manages payroll and compliance for all **1099 contracted caregivers**, audits electronic visit verification (EVV) data and monitors for compliance. She ensures that visit documentation is verified and accurate before processing caregiver payments. She also processes all timesheets, billing logs, raise and bonus referral requests for caregivers and completes Medicaid audits with corresponding documentation, and licensure renewals.

Responsibilities include:

- Processing weekly payroll for 1099 caregivers via **iSolved**
- Verifying caregiver visits, timesheets, and billing records
- Handling Medicaid audit documentation
- Managing Arkansas Department of Health licensure renewals
- Maintaining caregiver documentation compliance
- Manages and processes private pay client billing & invoices

Katherine (Katie) Moss- Billing Coordinator

Katie Moss manages **client billing** for allheart Senior Care of Arkansas, with the exception of VA and Private Pay clients. She ensures that client services are properly authorized and billed and serves as the liaison for electronic visit verification (EVV) and payment card issues. Katie verifies nurse-entered authorizations, submits Medicaid claims, and supports caregivers who use reloadable pay cards instead of traditional direct deposit.

Responsibilities include:

- Submitting and managing all Medicaid billing and claims
- Reviewing and verifying service authorizations entered by nursing staff
- Assists in AxisCare visit verification approval and discrepancies
- Issues caregivers reloadable pay cards if caregivers **do not** use bank direct deposit
- Coordinating with compliance and payroll for accurate claim processing
- Aides in approving employee PTO/Sick Leave

Debbie Vaughn-Chart Auditor

Debbie Vaughn is responsible for maintaining accurate and complete documentation for both **caregiver and client records**. She performs routine audits of files to ensure compliance with agency standards and state requirements. Debbie works closely with care coordinators and nursing staff to identify and resolve documentation gaps and organizes records for easy access and reporting.

Responsibilities include:

- Auditing client and caregiver charts for completeness and compliance
- Organizing, sorting, and filing documentation
- Providing feedback to care coordinators and nurses regarding missing or incorrect documents

- Ensuring timely updates to client and caregiver records
- Supporting readiness for audits, inspections, or licensing reviews

Shayna Tarter- Marketing Director

Shayna Tarter leads all community outreach and marketing efforts for allheart Senior Care of Arkansas. She serves as the primary point of contact for referral sources, manages marketing strategies across service regions, and works closely with leadership to promote agency visibility. She meets regularly with healthcare providers, clinics, hospitals, and community organizations to ensure they are informed about allheart services, eligibility guidelines, and referral procedures. She plays a key role in maintaining strong relationships and driving growth through consistent communication and professionalism.

Responsibilities include:

- Representing the agency at community and professional events
- Identifying new outreach opportunities
- Collaborating with the RN Supervisors and CNO on referral follow-up
- Providing information on Medicaid and private-pay options
- ARChoice, Medicaid, SNAP and other assistance inquiries

RN Supervisors

The RN Supervisor is responsible for overseeing client care, caregivers and ensuring compliance with medical, regulatory, and documentation standards. Each RN Supervisor leads a geographic region and collaborates with other RNs, DHS, Care Coordinators, TCMs, caregivers, and administrative staff.

Responsibilities include:

- Conducting all required RN assessments and reassessments
- Completing and updating care plans within AxisCare
- Supervising caregiver performance in relation to clinical care plans
- Providing nurse delegation and guidance
- Entering authorizations for start and continued care
- Checking client eligibility and retaining accurate records
- Ensuring accurate, timely documentation using AxisCare
- Coordinating closely with care coordinators to maintain continuity of care
- Ordering DME supplies for Medicaid-based clients
- Submitting admission and renewal documentation for start of or continued care

Christina Stout, RN (Little Rock)

Office- (501) 551-4583

Tabitha Sanders (Star City)

Office- (870) 308-7229

Maggie Summers, RN (White Hall)

Office- (870) 643-1896

Tracy Hill, RN (Lake Village)

Office- (870) 997-5840

Jessica Reed, RN (Stuttgart)

Office- (870) 672-2847

Tabatha Proffitt, RN (Camden)

Office- (870) 807-6504

Care Coordinators

Care Coordinators are vital members of our interdisciplinary team, working under the supervision of the RN in their assigned office. Each Care Coordinator is responsible for ensuring that caregiver schedules are accurate, EVV compliance is maintained, and all required documentation is submitted timely. They also serve as a direct point of contact for caregivers in the field and support staff during emergencies, transitions, and client service changes. While each coordinator is assigned to a regional office, they may provide coverage agency-wide, especially during weekend on-call shifts.

Responsibilities include:

- Monitoring caregiver schedules for clients
- Running background checks and verifying registry status for new hires
- Submitting Medicaid PIN forms and ensuring caregiver data is complete
- Managing weekly and monthly documentation deadlines
- Communicating with caregivers about scheduling and service changes
- Logging all urgent or after-hours activity in Notes via issued work iPhone

Lucy Doyle- Little Rock
Office- (501) 772-6779

Tiffany Kagebein- Stuttgart
Office- (870) 456-3911

Harley Easter- White Hall Info:
Office- (870) 550-3506

Chelsey Hill- Lake Village
Office- (870) 997-5413

Haley Graves- Star City
Office- (870) 461-8005

Cindy Johnson- Camden
Office- (870) 807-1797

Targeted Case Managers (TCM)

Targeted Case Managers serve as essential advocates and coordinators for Medicaid-eligible clients, helping them navigate and access the full spectrum of services available. TCMs ensure ongoing needs assessments, maintain compliance with ADH and Medicaid regulations, and collaborate with care teams to improve client outcomes.

Responsibilities include:

- Creating and updating service plans in line with Medicaid criteria
- Performing required assessments (initial, monthly, quarterly, annual)
- Coordinating care between caregivers, providers, and community resources
- Maintaining compliant documentation in AxisCare
- Supporting clients with navigating available services and resolving issues
- Attending interdisciplinary team meetings and reporting changes in condition

Alexis Gantz- Central Region
Office- (501) 519-2686

Lakey Williams- Southern Region
Office- (870) 308-7232

Section 3: Employment & Legal Protections

Code of Ethics

At allheart Senior Care of Arkansas, we are committed to the highest standards of professionalism, integrity, and compassion. Every employee, caregiver, and team member plays a vital role in fostering a culture of respect, safety, and excellence in care.

Our ethical principles guide not only what we do, but *how* we do it:

- **Integrity:** We are honest, accountable, and transparent in our actions.
- **Respect:** We value the dignity and individuality of every client, caregiver, and team member.
- **Compassion:** We provide care with empathy, patience, and understanding.
- **Excellence:** We strive for quality, compliance, and continuous improvement in everything we do.

General Standards of Ethical Conduct

Employees and contracted caregivers are expected to:

- Uphold the mission, vision, and core values of allheart Senior Care of Arkansas.
- Follow all applicable laws, regulations, and agency policies.
- Protect confidential information and respect client privacy.
- Exhibit reliability, honesty, and courtesy in all job functions.
- Maintain professionalism in communication, conduct, and appearance.
- Avoid any behavior that disrupts the workplace, disrespects others, or compromises client care.
- No consumption of client's food or drink
- No use of client's telephone for personal calls
- No discussion of one's personal problems, religious or political beliefs with the client
- No friends or relatives of the caregiver or unauthorized participant are to accompany the caregiver to the client's residence
- No consumption of alcoholic beverages or use of non-prescribed drugs prior to or during service delivery
- No smoking in the client's residence
- No solicitation of money or goods from the client
- No breach of the client's privacy or confidentiality of records

Code of Conduct

Every team member—whether a caregiver, nurse, care coordinator, targeted case manager, or administrative staff—is expected to uphold the highest standards of conduct in all aspects of their work. This Code of Conduct applies to all individuals representing allheart Senior Care of Arkansas, whether in the field, over the phone, or in the office.

Professionalism & Representation

- Represent allheart with respect, courtesy, and professionalism at all times.
- Arrive on time and dressed appropriately for all scheduled shifts, appointments, or meetings.
- Maintain appropriate professional boundaries with clients and their families; avoid personal involvement, favoritism, or solicitation.

Confidentiality & Privacy

- Strictly adhere to HIPAA regulations and all agency policies related to client confidentiality and protected health information (PHI).
- Do not discuss client details in public or unauthorized settings, including on social media or personal devices.

Ethical Conduct

- Deliver care and services with honesty, fairness, and respect.
- Report any suspected abuse, neglect, exploitation, fraud, or waste immediately, as required by Arkansas law and agency policy.
- Refuse gifts, money, or personal favors from clients unless explicitly approved by agency leadership.

Compliance with Laws & Regulations

- Follow all applicable federal, state, and local laws, including those enforced by the Arkansas Department of Health, Medicaid, and Veterans Affairs.
- Adhere to all agency procedures regarding documentation, visit verification, billing, and communication protocols.

Communication & Teamwork

- Communicate promptly, respectfully, and professionally with clients, families, supervisors, and fellow team members.
- Use designated communication channels—such as AxisCare, phone, or email—for agency-related matters.
- Collaborate with RN Supervisors, Care Coordinators, Targeted Case Managers, and agency leadership to support continuity of care.

Use of Agency Systems

- Caregivers clock in/out and document visits using AxisCare, including ADLs, forms, and care notes.
- Staff employees use iSolved for clocking in/out, tracking hours, and accessing internal records.
- iSolved also serves as the payroll platform for both W-2 employees and 1099 caregivers.
- Initial caregiver training and certifications are maintained through CareAcademy and AxisCare software systems.
- All documents requiring signatures must be submitted electronically via Adobe, AxisCare, or another agency-approved system.

Client Safety & Quality of Care

- Prioritize the safety, dignity, and well-being of each client in all services provided.
- Immediately report any changes in a client's condition, safety concerns, or home hazards to the agency.
- Follow client-specific care plans and guidelines set forth by care coordinators or nurses.

Zero Tolerance for Discrimination, Harassment, or Retaliation

- allheart enforces a zero-tolerance policy for harassment, discrimination, bullying, or retaliation of any kind.
- Treat all clients, staff, and caregivers with respect, regardless of race, gender, religion, age, disability, background, or identity.
- No employee will face retaliation for reporting suspected violations, concerns, or complaints in good faith.

Substance Use & Fitness for Duty

- Team members must report to work free from the influence of drugs, alcohol, or any impairing substances.
- Substance use while on duty or on-call is strictly prohibited and may result in removal from the agency network.

Accountability

- Take responsibility for your actions and decisions, understanding that they directly affect the health and safety of others.

- Violations of this Code of Conduct may result in disciplinary action, up to and including termination of employment, removal from scheduling, or contract cancellation.

Prohibited Conduct

The following behaviors are strictly prohibited and may result in disciplinary action, up to and including termination:

- Falsification of records, timesheets, or documentation
- Abuse, neglect, or exploitation of any kind
- Theft, fraud, or misuse of company or client property
- Substance use or impairment while on duty
- Harassment, discrimination, or bullying of any kind
- Failure to adhere to client-specific care plans or safety protocols
- Insubordination or refusal to follow reasonable instructions
- Violations of confidentiality or HIPAA regulations

Contractor Acknowledgement of Conduct

I acknowledge that I have read, understand, and agree to comply with the **Code of Ethics** and the **Code of Conduct** outlined in the allheart Senior Care of Arkansas Company Handbook.

I understand that my behavior, professionalism, and adherence to agency policies directly impact the care and trust provided to our clients and the integrity of the organization.

I further acknowledge that failure to comply with the standards described may result in disciplinary action, up to and including termination or termination of contract.

By signing below, I affirm my commitment to uphold the values, expectations, and responsibilities of my role at allheart Senior Care of Arkansas.

Signature:

Resignation & Termination Policy

Involuntary Termination of Contract

Termination may occur due to (but not limited to):

- Policy violations
- Attendance or punctuality problems
- Misconduct, including but not limited to client abuse, fraud, or breach of confidentiality
- Abuse or neglect of a client
- Theft or fraudulent activity
- Possession or use of illegal substances at work
- Threats or acts of violence
- Violation of state or federal regulations

Job Abandonment

Failure to report to work for **two consecutive scheduled workdays** without notifying agency staff may be considered client abandonment and result in automatic voluntary termination or termination of contract.

Rehire Eligibility

Former employees and contracted caregivers may be eligible for rehire based on their reason for separation, prior performance, and agency needs. W-2 employees terminated for misconduct or policy violations are not eligible for rehire.

1099 Independent Contractor Compliance and Termination

Independent contractors engaged by allheart Senior Care of Arkansas are expected to comply with agency policies, client care requirements, and applicable laws. Because they are not employees, independent contractors are not subject to the company's progressive discipline process. Instead, the agency reserves the right to end or decline assignments, or to terminate the contractual relationship altogether, if a contractor fails to meet performance expectations, violates client safety standards, breaches confidentiality, or otherwise acts in a manner inconsistent with agency policy or legal requirements.

Termination of a contract does not require prior warnings or progressive steps, and the company may immediately discontinue offering assignments at its discretion. Contractors are free to accept or reject assignments during the course of their relationship with the agency.

Confidentiality & HIPAA Compliance Policy

To protect the privacy of all clients and ensure that every staff member and caregiver upholds the standards set by the **Health Insurance Portability and Accountability Act (HIPAA)** and related privacy laws.

What is Protected Health Information (PHI)?

PHI includes any client-identifiable health information—spoken, written, or electronic—such as:

- Name, date of birth, address, or phone number
- Medical records or diagnoses
- Service schedules or care plans
- Medicaid or insurance details
- Information in AxisCare, iSolved, or client charts **What You Must Not Do:**
- Do **not** share client information with anyone outside the agency without written consent.
- Do **not** discuss clients in public spaces, over speakerphone, or on unsecured devices.
- Do **not** post client details or interactions on social media, even in vague or anonymous terms.
- Do **not** take photos of clients or their homes unless expressly authorized.

What You Must Do:

- Use only **agency-approved systems** (AxisCare, iSolved, Adobe) to document or access client data.
- Lock your computer or device when unattended.
- Report any suspected privacy breach **immediately** to the CNO.
- Keep printed client documents secure and **return or shred** when no longer needed.
- Respect client dignity—speak respectfully and protect their stories.


Note: HIPAA is not just a federal requirement—it's a reflection of our values. Trust, respect, and privacy are at the heart of everything we do at allheart Senior Care of Arkansas.

Mandated Reporting

All employees and contracted caregivers—including caregivers, nurses, care coordinators, targeted case managers, and administrative staff—are **mandated reporters** under Arkansas law. This means that any suspicion or knowledge of abuse, neglect, or exploitation of a child or vulnerable adult **must** be reported immediately. Failure to report may result in civil penalties, criminal charges, and disciplinary action by the agency, up to and including termination of employment or contractual agreement.


Child Reporting (Under 18)

- physical abuse
- sexual abuse or exploitation
- neglect (lack of supervision, abandonment, unsafe environment)
- emotional abuse
- witness to domestic violence
- human trafficking

 1 (800) 482-5964

Adult Reporting (18+)

- physical abuse
- sexual abuse or exploitation
- neglect or self-neglect
- financial exploitation
- witness to domestic violence
- human trafficking
- verbal, emotional, or psychological abuse
- abandonment or unsafe living conditions

 1 (800) 482-8049

Reporting Responsibilities

1. Immediate Action

Any employee or caregiver who suspects or witnesses abuse, neglect, or exploitation must report it **immediately**.

- “Immediately” means without delay—even if unsure whether the incident qualifies.

2. Reporting Channels

- **Adult Clients (18+):** Arkansas Adult Maltreatment Hotline at **1-800-482-8049**.
- **Children (under 18):** Arkansas Child Abuse Hotline at **1-800-482-5964**.
- **Veterans/VA Clients:** In addition to state reporting, notify the assigned VA caseworker.

3. Documentation

- Document the facts in **AxisCare** as an incident report.
- Include: date, time, names of individuals involved, description of events, and the hotline reference number (if provided).

Failure to Report

Failure to report suspected child or adult abuse may result in criminal charges, civil penalties, and disciplinary action by the agency.

Training

- All employees and caregivers will receive **Mandated Reporter training** during orientation.

Whistleblower Policy

We are committed to operating with integrity, transparency, and in full compliance with applicable laws and regulations. Employees, caregivers, and contractors are encouraged to report concerns about illegal, unethical, or improper conduct without fear of retaliation.

What Should Be Reported?

You are encouraged to report any concerns related to:

- Fraud, waste, or misuse of agency funds or resources
- Violation of HIPAA or client confidentiality
- Abuse, neglect, or exploitation of clients
- Unsafe working conditions or threats to health and safety
- Violations of state or federal laws or agency policies
- Retaliation against someone who reports wrongdoing

Reporting Process

Initial Report

Reports may be made to any of the following:

- Chief Nursing Officer
- RN Supervisor
- TCM
- Payroll or Billing Personnel
- Care Coordinator

Anonymous Reporting

Anonymous complaints may be submitted using the Grievance/Incident Report Form located in AxisCare or available in the office.

External Reporting

If the matter involves suspected abuse, neglect, or criminal behavior, it must also be reported to the appropriate authorities, including:

- **Adult Protective Services:** 800-482-8049
- **Child Abuse Hotline:** 800-482-5964
- **Arkansas Department of Health Complaint Line:** 800-462-0599

Protection from Retaliation

No employee or caregiver who reports a concern in **good faith** will be retaliated against, disciplined, or terminated for making a report. Retaliation is strictly prohibited and may result in disciplinary action up to and including termination.

Confidentiality

All reports will be handled with as much confidentiality as possible, consistent with the need to conduct a thorough investigation and comply with applicable laws.

Right to File a Grievance

All employees and contracted caregivers have the right to file a grievance (formal or informal complaint). The process to do so is as follows:

1. Contact your designated office and inform the RN Supervisor or Care Coordinator and complete the complaint form in AxisCare Mobile app.
2. Contact Little Rock Corporate office.
3. Contact Arkansas Department of Health hotline @ (501) 661-2201 or email adh.hfs.complaint@arkansas.gov.

Internal Reporting:

- Employees and caregivers must notify the **CNO or RN Supervisor, TCM or Care Coordinator the same day**.
- Complete a Complaint Form in AxisCare **within 24 hours** of the verbal report.

External Reporting:

If the client is in immediate danger or if agency staff are unable to resolve the concern promptly, report to the appropriate authority:

- **Adult Protective Services:** 800-482-8049
- **Child Abuse Hotline:** 800-482-5964
- **Arkansas Department of Health Complaint Line:** 800-462-0599

Important: A **Complaint Form** must still be submitted to the office **within 24 hours** of reporting an emergency concern, even if external reporting has occurred. Form can be found on AxisCare or in-office.

Anonymous Complaints

Clients, families, or staff may report a grievance **anonymously** using either of the following methods:

- Submit an unsigned **Grievance Report Form** without including personal identifiers.
- Email: contact@allheartar.com

Note: All anonymous reports are taken seriously and reviewed promptly. Lack of identifying details may limit the agency's ability to investigate, but no one will be penalized for speaking up.

Harassment & Discrimination Policy

allheart Senior Care of Arkansas is committed to maintaining a work environment that is free from all forms of harassment, discrimination, and retaliation. Every employee, contractor, and client has the right to be treated with dignity and respect. Harassment and discrimination of any kind will not be tolerated.

Equal Opportunity Commitment

We strictly prohibit unlawful discrimination based on:

- Race
- Color
- National origin
- Sex (including pregnancy, sexual orientation, or gender identity)
- Age
- Religion
- Disability
- Veteran status
- Genetic information
- Any other characteristic protected under applicable federal or Arkansas state laws

Note: This policy applies to all employment practices including hiring, promotions, transfers, training, compensation, benefits, and termination.

Definition of Harassment

Harassment includes any unwelcome conduct—verbal, physical, or visual—that is based on a protected class and interferes with an individual’s work performance or creates an intimidating, hostile, or offensive working environment.

Examples of Harassment May Include:

- Unwanted touching or physical contact
- Slurs, jokes, or negative stereotyping
- Insults or threats based on protected characteristics
- Display or distribution of offensive images or materials
- Inappropriate comments about appearance or body
- Repeated unwelcome advances (sexual or otherwise)

Sexual Harassment

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made a condition of employment
- Submission to or rejection of such conduct is used as the basis for employment decisions
- The conduct interferes with an individual’s work performance or creates a hostile environment

Client and Workplace Protection

Harassment or discrimination involving clients will be taken just as seriously. If a caregiver or employee feels uncomfortable or threatened in a client’s home, they must report it immediately. Likewise, allheart will address any reports of staff misconduct toward clients without delay.

Reporting Procedures

If you believe you are being harassed or discriminated against—or have witnessed inappropriate conduct—you must report it immediately to one of the following:

- Care Coordinator
- CNO
- TCM
- RN Supervisor
- Admin Staff

Note: Anonymous or written complaints are also accepted. Retaliation for making a report in good faith is strictly prohibited.

Investigation and Response

allheart Senior Care of Arkansas will promptly and thoroughly investigate all complaints. To the extent possible, confidentiality will be maintained. If the investigation confirms a violation of this policy, appropriate corrective action will be taken.

No Retaliation

Retaliation against any individual who reports harassment, discrimination, or cooperates in an investigation is strictly forbidden. Any act of retaliation will be treated as a serious violation and result in disciplinary action.

Incident Reporting Policy

All work-related injuries, client injuries, near-misses, or unsafe situations must be reported **immediately** to a supervisor or the office. An incident report form must be completed within 24 hours. Employees and caregivers are responsible for reporting any incident that affects the safety, wellbeing, rights, or services of a client, caregiver, or staff member. Prompt and accurate reporting helps ensure agency accountability, regulatory compliance, and continuous improvement in care delivery.

What Constitutes an Incident?

An incident may include, but is not limited to:

- Client injury or fall (with or without witnesses)

- Suspected abuse, neglect, or exploitation
- Unsafe or unsanitary home environments
- Missing or incomplete care documentation
- Threats or aggressive behavior from clients, family members, or staff
- Caregiver no-call/no-show that impacts client safety
- Damage to client or agency property
- Medical emergencies or hospitalizations

When & How to Report

All incidents must be reported:

- **Immediately if involving injury, abuse, or emergency**
- **By the end of the shift/day for all other concerns**

***Note:** Reports should be submitted via the official **Grievance/Incident Form** via AxisCare. In cases of potential abuse or exploitation, a report must also be filed with **Adult or Child Abuse Hotline** and documented.*

Required Documentation

Incident Reports must include:

- Date, time, and location of the incident
- Individuals involved or affected
- Detailed narrative of what occurred
- Actions taken (including care provided or emergency contacts made)
- Signature of the reporter
- Name and signature of the staff member who received the report

Non-Retaliation

Employees and caregivers who report incidents in good faith are protected under the agency's **Whistleblower Policy**. Retaliation will not be tolerated.

Drug-Free Workplace Policy

We are committed to maintaining a safe, healthy, and productive work environment for all employees, clients, caregivers and visitors. In alignment with state and federal regulations, the use, possession, distribution, or influence of drugs and alcohol in the workplace is strictly prohibited.

Policy Guidelines

1. Prohibited Substances

Employees and contractors are prohibited from:

- Using, possessing, selling, distributing, or being under the influence of any illegal drugs or controlled substances while on duty, on company property, or in a client's home.
- Consuming or being under the influence of alcohol while working or while on-call.

2. Prescription Medications

Employees and caregivers taking legally prescribed medications that may impair their ability to safely or effectively perform their job must notify their supervisor or the CNO. Accommodations may be made on a case-by-case basis in accordance with the Americans with Disabilities Act (ADA).

3. Drug Testing

Employees and caregivers may be subject to drug testing under the following conditions:

- Post-incident or accident involving injury or property damage
- Reasonable suspicion based on observed behavior
- As required by state or federal guidelines

4. Refusal to Test

Refusing to submit to a drug test when required is considered a violation of this policy and may result in disciplinary action, including termination or termination of contract.

5. Reporting Violations

If you suspect a co-worker or caregiver is under the influence of drugs or alcohol while on duty, report the concern to the CNO or RN Supervisor immediately. Reports are confidential.

Disciplinary Action

Violation of this policy may lead to:

- Immediate removal from client assignment
- Termination of independent contractor agreement

Conflict of Interest Policy

Employees, contractors, and representatives of allheart Senior Care of Arkansas must act in the best interests of the agency and its clients at all times. Personal, financial, or professional interests must never interfere—or appear to interfere—with the performance of job duties or the delivery of quality care.

Definition of Conflict of Interest

A **conflict of interest** occurs when an individual's personal, financial, or professional interests:

- Interfere with their ability to perform their duties impartially.
- Create the appearance of bias or favoritism.
- Compromise client care, agency reputation, or compliance with laws and regulations.

Examples of Conflicts of Interest

Conflicts may include, but are not limited to:

- Providing services to clients outside of the agency's knowledge or billing system.
- Hiring, supervising, or evaluating relatives or close friends without disclosure.
- Engaging in outside employment or business activities that compete with, or conflict with, agency interests.
- Using agency resources, information, or property for personal gain.
- Steering clients, caregivers, or business opportunities away from allheart for personal benefit.

Disclosure Requirements

- Employees must disclose any potential or actual conflicts of interest to their RN Supervisor or the CNO **immediately**.
- Disclosures must be made in writing and will be reviewed by agency leadership.
- Failure to disclose may result in disciplinary action, up to and including termination of employment or contract.

Gift Policy

- Employees and caregivers may not accept cash, checks, or financial gifts from clients or their families.
- Small, non-monetary tokens of appreciation (such as baked goods, cards, or crafts) may be accepted.
- Any questions about whether a gift is acceptable should be directed to agency leadership before acceptance.

Protection Against Retaliation

Employees who disclose potential conflicts of interest in good faith will not face retaliation or adverse treatment.

Accountability

Violations of this policy may result in corrective action, up to and including termination of employment or contract. The agency reserves the right to remove any employee or caregiver from assignments where a conflict of interest exists or may be perceived.

Non-Solicitation Policy

To protect the integrity of our services, the privacy of our clients, and the professional boundaries between employees, caregivers, and clients, allheart Senior Care of Arkansas enforces a strict non-solicitation policy.

Policy Guidelines

1. Solicitation of Clients

Employees and contractors are strictly prohibited from:

- Offering private services to current or former clients of allheart Senior Care of Arkansas
- Encouraging or suggesting that clients discontinue services to receive care independently or through another agency
- Exchanging personal contact information for non-agency-related purposes

2. Solicitation of Co-Workers

During working hours or on agency property, employees may not:

- Solicit for personal business, religious or political causes
- Distribute non-agency-related literature or promotional materials
- Encourage others to leave their employment or contract with allheart Senior Care of Arkansas

3. **Recruitment by Outside Agencies**

Employees and contractors may not:

- Recruit or attempt to recruit other employees or caregivers on behalf of other companies, agencies, or independent work
- Share agency staffing or caregiver rosters for external recruitment purposes

4. **Post-Termination Restrictions**

Former employees and contractors may not solicit or accept direct work from allheart clients for at least **one year** following the end of their employment or contract. Violating this clause may result in legal action or financial penalties as outlined in contract terms.

Reporting and Enforcement

Violations of this policy should be reported immediately to the CNO or RN Supervisor. allheart Senior Care of Arkansas reserves the right to take any action necessary to protect its business interests, including termination of contract, civil litigation, and reporting violations to state licensing or regulatory boards if applicable.

Employment-At-Will Policy

At-Will Employment Statement

All employees of allheart Senior Care of Arkansas are employed on an at-will basis. This means that either the employee or the company may terminate the employment relationship at any time, with or without notice, and with or without cause, except as otherwise provided by law. Nothing in this handbook or in any other company document creates a contract of employment or guarantees employment for any specific duration. The at-will nature of employment can only be modified by a written agreement signed by the employee and the company's owners.

Independent Contractor Disclaimer

Caregivers who are engaged by allheart Senior Care of Arkansas as independent contractors are not employees of the company. They are self-employed individuals responsible for their own income taxes, Social Security, Medicare contributions, and any other obligations under federal or state law. Independent contractors are not entitled to employee benefits such as health insurance, retirement plans, paid time off, sick leave, holiday pay, or any other benefit provided to employees. The company does not withhold taxes or provide workers' compensation coverage for independent contractors. Independent contractors are free to determine the manner and means of providing services within the scope of their assignments, subject only to compliance with applicable laws, professional standards, and client care requirements. Any violation of agency policy may result in termination of the contractual relationship, but this does not change the independent contractor status of the caregiver.

Social Media & Public Representation Policy

The purpose of this policy is to protect the privacy of our clients, uphold HIPAA compliance, and safeguard the reputation of **allheart Senior Care of Arkansas**. This policy applies to all employees, contracted caregivers, and representatives when using personal or professional social media, blogs, or other online platforms. Team members are expected to use social media responsibly. Personal and professional online activity must never compromise client confidentiality, the agency's reputation, or compliance with state and federal laws.

Prohibited Activities

Employees may not:

- Post, share, or discuss **any client information** (names, photos, health details, addresses, or other identifiable information).
- Take photos, videos, or recordings of clients, client homes, or care activities.
- Represent themselves as speaking on behalf of **allheart Senior Care of Arkansas** unless authorized in writing by agency leadership or included in their job description.
- Post discriminatory, harassing, or offensive content that could reflect poorly on the agency.
- Use the agency's name, logo, or branding without prior approval. **Acceptable Use**

Employees may:

- Share positive experiences about working in home care, **as long as no client information is included**.
- Connect with coworkers online in a respectful, professional manner.
- Participate in official agency-sponsored social media campaigns when requested or approved.

Boundaries with Clients

- Employees must not “friend,” follow, or privately message clients or their family members on personal social media accounts.
- All communication with clients and families must remain within approved agency channels (AxisCare, phone, email, etc.).

Monitoring & Enforcement

- allheart reserves the right to monitor public online activity that references the agency.
- Violations of this policy may result in disciplinary action, up to and including termination of employment or contract.

Reminder on HIPAA

Breaches of client confidentiality on social media are **serious violations** of HIPAA and Arkansas state law. Such violations may result in legal penalties in addition to agency disciplinary action.

Electronic Communication & Device Use Policy

This policy ensures that all employees and contractors of **allheart Senior Care of Arkansas** use electronic communication systems and devices responsibly, securely, and in compliance with HIPAA and agency standards.

Devices

Applies to all employees and contractors using:

- Agency-provided devices (computers, tablets, phones).
- Personal devices used for agency work.
- Agency systems such as AxisCare, iSolved, CareAcademy, Adobe, and email.

Acceptable Use

Employees may use electronic communication and devices for:

- Documenting visits and services in AxisCare.
- Recording time and payroll information in iSolved.
- Submitting forms and signatures through Adobe, AxisCare or other approved platforms.
- Communicating with supervisors, coordinators, and team members through agency-approved channels (phone, text, email, AxisCare).

Prohibited Use

Employees may not:

- Share logins, passwords, or access codes for agency systems, except for previously approved shared logins.
- Use devices for harassment, inappropriate content, or personal gain during work hours.
- Download unauthorized apps, software, or files onto agency devices.

Device Security

- All devices used for agency work must be password-protected and secured when unattended.
- Lost, stolen, or compromised devices must be reported to the RN Supervisor or CNO immediately.
- Employees must log out of all agency systems when not in use.

Email & Messaging Standards

- Use professional, respectful language in all electronic communications.
- Emails should include only the minimum necessary information.
- Do not forward or copy client-related information outside of authorized recipients.
- Use agency email accounts for work-related communications whenever possible.

Monitoring & Enforcement

- The agency reserves the right to monitor the use of agency systems and devices.
- Violations of this policy may result in disciplinary action, up to and including termination of employment or contract.
- Breaches involving PHI may also result in civil or criminal penalties under HIPAA.

Section 4: Workplace Expectations

Dress Code Policy

To promote a clean, safe, and professional environment for both clients and staff while honoring individual preferences and legal guidelines.

Caregivers (1099 Contractors):

- Caregivers are welcome to wear **scrubs, casual, or comfortable, weather-appropriate clothing** of their choosing.
- Clothing must be **non-revealing**, clean, and appropriate for providing personal care or home services.
- **Closed-toe shoes** are strongly encouraged for safety.

- No offensive graphics or text on clothing.
- Personal hygiene and grooming should be maintained to ensure client comfort.

***Note:** While specific uniforms are not required, caregivers should be mindful that they represent allheart Senior Care of Arkansas and should dress in a way that maintains trust and professionalism.*

Technology Use

At allheart Senior Care of Arkansas, we rely on secure, compliant technology platforms to deliver high-quality care and manage agency operations efficiently. All employees and contracted caregivers are expected to use these tools responsibly and in accordance with company policy, HIPAA regulations, and client privacy standards.

Authorized Platforms & Their Use

- **AxisCare**
Our **primary electronic health record (EHR) and documentation system**, also used for **electronic visit verification (EVV)** by caregivers.
Used for **caregiver in-service hours** and continuing education.
- **iSolved**
Used for **all payroll functions**, including **W-2 employees and 1099 caregivers**. Staff also use iSolved for timekeeping and related HR tasks.
- **Adobe**
Used **only by nursing staff** for electronically signing documents.
- **CareAcademy**
Used **only by 1099 caregivers** for initial training. Employees do not use CareAcademy.

Technology Usage Guidelines

- All work within AxisCare, iSolved, Adobe, and CareAcademy must be accurate, timely, and secure.
- Personal devices used to access these systems (e.g., for clock-ins or documentation) must be password-protected.
- Do not share login credentials or leave systems open and unattended.
- Employees are strictly prohibited from using these systems for any non-work-related purpose.

Violations

Any misuse of agency systems, breach of confidentiality, or unprofessional conduct on social media may result in disciplinary action, up to and including termination or termination of contract.

Workplace Safety

The safety of our staff, caregivers, and clients is a top priority. We are committed to maintaining a safe, hazard-free working environment both in the office and during in-home care visits.

General Safety Expectations

All employees and contracted caregivers must:

- Follow safety protocols at all times
- Immediately report any unsafe conditions or incidents
- Maintain awareness of surroundings, especially in unfamiliar home environments
- Use proper body mechanics and lifting techniques to avoid injury
- Wear appropriate, non-revealing clothing and closed-toe footwear during client visits
- Refrain from using personal devices while driving or during client care
- Never enter a home where there is suspected violence, unsafe conditions, or illegal activity—call the office or 911 if necessary

In-Home Visit Safety

When providing care in clients' homes, staff and caregivers must:

- Always verify the address and assess surroundings before entering
- Announce themselves clearly when arriving at the door
- Be alert to pets, smoke, fire hazards, weapons, or signs of domestic abuse

- Keep personal belongings secure and avoid bringing valuables into client homes
- Maintain professional boundaries and avoid accepting gifts or large tips

Infection Control

At **allheart Senior Care of Arkansas**, all staff and caregivers are expected to follow strict infection control protocols to prevent the transmission of communicable diseases and to protect the health of clients, caregivers, and colleagues. These procedures apply in both office settings and during client visits in the field.

General Precautions

- Practice **Standard (Universal) Precautions** when handling bodily fluids or providing direct care, assuming all blood and bodily substances are potentially infectious.
- **Frequent hand hygiene** is required—before and after each client interaction, after removing gloves, and after contact with potentially contaminated surfaces.
- Use **alcohol-based hand sanitizer** when soap and water are not readily available.
- Use appropriate **Personal Protective Equipment (PPE)** including gloves, masks, face shields, and gowns when the situation requires, if available.

Office Environment Infection Control

- Shared workspaces and high-touch surfaces (phones, desks, keyboards, doorknobs) should be disinfected at least weekly.
- Employees with fever, vomiting, diarrhea, or other signs of contagious illness must notify the CNO and **should not report to work** until symptom-free for 24 hours without medication.
- Disposable items (tissues, masks, gloves) must be discarded in lined trash receptacles and removed regularly.

In-Home Client Visit Protocol

- Follow PPE guidelines when performing personal care.
- Gloves are encouraged, if available, during client care tasks involving bodily fluids, toileting, bathing, and any open wounds.
- Soiled gloves or contaminated supplies must be disposed of properly in trash receptacles.
- If a client exhibits symptoms of illness (fever, cough, rash, diarrhea), caregivers should document and report this to the Care Coordinator or RN Supervisor.
- Any exposure incidents or injuries (e.g., needlesticks, falls, bites, etc.) must be reported using the Incident Report Form the same day. **Reporting Illness**
- Staff are encouraged to remain current on all routine vaccinations, including annual flu shots.
- In the event of a known outbreak (e.g., flu, norovirus, COVID-19), infection control protocols may be elevated and include mandatory masking or temporary isolation precautions.
- Outbreaks or suspected transmission among staff or clients must be reported promptly to the CNO.

Training & Compliance

- Infection control education is provided during orientation and reviewed annually.
- Noncompliance with infection control procedures may result in disciplinary action, especially in cases where client safety is compromised.

Emergency Preparedness

allheart Senior Care of Arkansas is committed to ensuring all staff and caregivers are equipped to respond effectively and safely in the event of an emergency—whether at the office, during in-home visits, or while traveling between clients.

Types of Emergencies Covered

- **Medical Emergencies** (client or staff injury, cardiac events, falls, unresponsiveness)
- **Natural Disasters** (tornadoes, floods, ice storms, earthquakes)
- **Fire or Gas Leaks**
- **Home Environment Threats** (domestic violence, weapons present, aggressive pets, substance abuse)
- **Vehicle Accidents While on Duty**
- **Public Health Emergencies** (COVID-19, flu outbreaks)

Responsibilities

- Remain calm and ensure your own safety first.
- Call **911 immediately** if the situation is life-threatening.
- Stay with the client if safe to do so until emergency services arrive.
- Contact the allheart Senior Care of Arkansas office or on-call care coordinator **as soon as possible** to report the event.

- Do **not** attempt to move a client after a fall or injury unless they are in immediate danger (e.g., fire, gas leak).
- Follow all instructions given by emergency responders and document the situation accurately afterward.

Preparedness Requirements

All staff and caregivers are expected to:

- Know the physical location of **fire exits, extinguishers** in the office or home.
- Keep an updated **emergency contact list** on hand, including:
 - Agency Office Number
 - Local Emergency Services
- Ensure your mobile device is charged and accessible during all work hours.
- Have weather alerts and location tracking enabled if working in the field.

Inclement Weather & Disaster Protocol

- If severe weather (e.g., tornado warnings, flooding) is forecasted, non-essential in-home visits may be postponed.
- **Employees** will be notified via GroupMe regarding any office closures or altered shifts.
- **Caregivers** will be notified via AxisCare messaging and telephony of office closures.
- Staff and caregivers should never attempt to drive in unsafe road conditions—**your safety comes first**.
- If caught in a storm or emergency while at a client's home, stay indoors, move to a secure area (e.g., interior room or bathroom), and wait for further instructions from the office, emergency services or until the threat has passed.

Client Emergencies

If a client:

- Falls or sustains an injury
- Becomes non-responsive
- Has a seizure, stroke, or heart attack symptoms
- Displays symptoms of abuse, neglect, or unsafe living conditions

You must:

1. **Call 911** if appropriate.
2. Notify the office or on-call coordinator immediately.
3. Complete an **Incident Report** within 24 hours.

Section 5: Work Schedules & Payroll

Classification

Pay Classification

1099 contracted caregivers are compensated for actual hours clocked using Electronic Visit Verification (EVV) software mandated by Medicaid guidelines for personal care agencies.

Payroll System

iSolved is our payroll platform for all employees and 1099 caregivers. W-2 staff are responsible for ensuring their time records in iSolved are accurate and submitted in a timely manner.

Payroll Deadlines

- **1099** caregiver payroll closes on Tuesday morning at 9:00 AM.
- **Timesheets and billing logs** must be received before payroll closure to be processed.

Pay Schedule

Contracted caregivers are paid on a **weekly basis**. Pay day is each Friday unless changed due to holidays. Dates and deadlines for timecard submissions will be communicated through management or iSolved alerts.

***Note:** Some banks process payroll deposits early and your deposit will be received before Friday. Please do not call the office inquiring about pay unless it is Friday and compensation has not been received.*

Timekeeping Systems

- **Caregivers** clock in and out using **AxisCare**

Note: Falsification of time records is a serious offense and may result in disciplinary action, up to and including termination.

Timesheet Policy

In order to stay in compliance with governing entities, allheart Senior Care of Arkansas does not routinely accept timesheets for missed clocks. In the event a timesheet is requested, a clock in or out **must** be present via AxisCare. Exceptions to this are limited to the following:

- Emergencies
- Cellular service outages
- Natural disasters
- AxisCare error (**must** send screenshot to Care Coordinator)

AxisCare Mobile App is the preferred method of documenting time for contracted caregivers.

Note: If additional issues arise, a timesheet may be accepted. This is left to the discretion of the Payroll Supervisor and CNO. Repeated missed clocks will not be accepted for timesheets in any capacity.

Telephony

AxisCare provides a telephone service that may be utilized in certain situations for clocking in and/or out as an alternative to the mobile app.

Situations that may require telephony usage:

- Running errands with clients
- Caregiver phone issues
- Location correction requests pending
- Specific service provider outages

Telephony # (877) 641-2659

Requirements:

- Must utilize **client's** personal phone
- Caregiver ID is required
- ADLs must be marked as provided by following the instructions
- Care Note must be documented
- Listen to Telephony Message of the Day **completely**

Note: allheart Senior Care of Arkansas reserves the right to revoke the usage of Telephony if fraudulence is suspected.

Observed Holidays

The following holidays are observed:

- **New Year's Day**
- **Martin Luther King Jr. Day**
- **Memorial Day**
- **Juneteenth**
- **Independence Day**
- **Labor Day**
- **Thanksgiving Day**
- **Friday after Thanksgiving**
- **Christmas Eve**
- **Christmas Day**

Weekend Holidays

When a recognized holiday falls on a weekend, the following schedule will apply:

- If the holiday falls on a **Saturday**:
→ The holiday will be observed on the **preceding Friday**
- If the holiday falls on a **Sunday**:
→ The holiday will be observed on the **following Monday**

Holiday Operations

On **observed holidays** that fall on a **weekday or weekend**:

- The office will be **closed**
- **No Care Coordinator will be on call**
- Operations will resume the next business day

Holiday Pay for 1099 Caregivers

Independent contractors are not entitled to holiday pay or benefits. However, the company may, at its sole discretion, offer higher compensation rates for assignments scheduled on recognized holidays. These rates are not guaranteed, may vary depending on agency needs, and do not create any entitlement beyond the specific assignment for which they are offered. Independent contractors are always free to accept or decline holiday assignments.

Performance Evaluation Policy

Evaluation Frequency

- **1099 Caregivers** are eligible for raises every three months for satisfactory work, clocking and communication.
 - All **In-Service education** must be up to date to be eligible.
 - Missing clocks for the month of the raise request will be disqualifying.

Evaluation Criteria

Performance evaluations assess both qualitative and quantitative aspects of a caregiver's role, including:

- Attendance & reliability
- Accuracy and timeliness of documentation
- Communication and collaboration with clients, coworkers, and leadership
- Professionalism and accountability
- Responsiveness to training, supervision, and constructive feedback
- Compliance with agency policies and procedures

Raises & Compensation Adjustments

- Based on the results of each evaluation, caregivers may be eligible for a **quarterly raise**.
- Raises are awarded at the discretion of agency leadership and are dependent on both **performance** and **budgetary considerations**.
- Raises will be reflected on the **first paycheck following the evaluation period**, when applicable.

Unsatisfactory Performance

- Employees receiving an unsatisfactory rating will not be eligible for a raise during that quarter.
- A performance improvement plan (PIP) may be implemented to support success in future evaluations.

Referral Bonus Program

allheart Senior Care of Arkansas encourages our employees and 1099 caregivers to help us grow by referring individuals to join our care team or enroll in services. As a token of appreciation, we offer bonuses for successful referrals.

Caregiver Referral – \$50 Bonus

Eligibility Requirements:

- Referring caregivers **must** be established and active in order to receive bonus
- The referred caregiver must be hired and work for a minimum of **one full month**
- They must **not miss any clock-ins or clock-outs** during that month
- The bonus will be issued to the referrer on the next payroll following the 30-day successful work period

Client Referral – \$75 Bonus

Eligibility Requirements:

- Referring caregivers **must** be established and active in order to receive bonus

- The referred client must have **qualifying insurance coverage** (e.g., Medicaid, Veterans Affairs, etc.)
- We must be able to **bill and receive payment for two full weeks of services**
- Once both conditions are met, the referring employee or caregiver will receive the bonus on the following payroll

Note: Section 6 of this handbook has been removed.

Section 7: Training & Orientation

Caregiver Training (1099 Contractors)

To qualify for client assignments, Medicaid and Arkansas Department of Health guidelines mandate specific curriculum training. allheart Senior Care of Arkansas utilizes CareAcademy for contracted caregiver education for Personal Care Aide (PCA) certification.

Training includes modules on:

- Infection control and universal precautions
- Fall prevention and home safety
- HIPAA & confidentiality
- Abuse recognition and reporting
- EVV and AxisCare usage
- Personal care and dementia support
- Mobility & chronic diseases

Note: Alternative training options are available for disabled persons or persons unable to complete CareAcademy. CareAcademy takes approximately 7 days to complete with 24 hours of content mandated.

Initial Training Waiver Policy:

Caregivers who hold a **CNA, PCT/PCA certificate or license** may request a **waiver** for the initial CareAcademy training. Documentation of credentials and experience must be submitted and approved by agency leadership before any client assignments are made.

Caregiver Continuing Education

Governing Bodies

- Medicaid & Arkansas Department of Health **require 12-hours** of in-service education each year.
- In-Services are located in AxisCare forms section of the caregiver mobile app.

Tracking & Documentation

- Caregiver training records are maintained in **CareAcademy** and **AxisCare**
- Staff documents (e.g., signed policies, completed checklists) are stored via **iSolved**

Failure to Complete Training

Lack of timely training completion may result in removal from client assignments, delay in access to systems, or corrective action in accordance with agency policy.

Note: Section 8 of this handbook has been removed.

Section 9: Client Related Policies

Operating Hours

Monday-Thursday: **8AM-5PM**

Friday: **8AM-3PM**

On-Call Hours: **Friday-Sunday 8AM-5PM**

Holiday Closures

The following holidays are observed:

- **New Year's Day**
- **Martin Luther King Jr. Day**
- **Memorial Day**
- **Juneteenth**
- **Independence Day**
- **Labor Day**
- **Thanksgiving Day**
- **Friday after Thanksgiving**
- **Christmas Eve**
- **Christmas Day**

*Note: Offices are closed, and staff is **not available** during observed holidays.*

Client Consent

The supervising RN will evaluate and create a service plan to meet your needs. allheart Senior Care of Arkansas will assign an aide to provide services prescribed on your service plan. The Agency does not guarantee a specific aide or a specific time of service. The aide is expected to arrive and leave per the assigned scheduled times. Aides should notify the agency if they are late or are unable to work. If the client approves, another aide will be assigned to provide personal care services.

Aides May Not:

1. Perform medical treatments or administer medication
2. Accept money, gifts, or consume the client's food/drink (unless authorization has been granted by the client)
3. Provide any services not assigned on the plan of care.
3. Leave the home during their shift for anything other than what is assigned on the plan of care.
5. Be the guardian, parent, spouse or attorney in fact (power of attorney).

Release of Information

(First Name, Last Name) authorizes allheart Senior Care of Arkansas to obtain medical records concerning my information which may be contained in those medical records, including my psychiatric/mental health, chemical dependency, and/or any illness to be released, in accordance with State and Federal laws. I understand, I may revoke this authorization by written request at any time. I understand that the revocation will not apply to information that has already been released in response to this authorization. allheart Senior Care of Arkansas will not condition my continued personal care upon my signing this authorization. I hereby agree to identify and hold allheart Senior Care and their workers free and harmless from any actions against them for alleged invasion of privacy, libel, slander, or defamation arising from or related to disclosure of such information.

Advance Directive Policy

Under Arkansas law, if you are a competent adult age 18 or older, you have the right to choose whether you want to accept or refuse medical or surgical treatment. You may also choose to direct the acceptance or refusal of life - sustaining treatments in advance, which is known as an "advance directive" or "living will". An advance directive permits you to declare your treatment instructions in advance, in case you become terminally ill or permanently unconscious and you are unable to make such decisions on your own. You may also use an advance directive to appoint a person to make the decisions for you in case you become unable to do so. For the advance directive to be valid, a copy of the signed legal order for D.N.R. must be on file. It is allheart Senior Care of Arkansas' policy to follow, honor, and respect your advance directive. Forms to assist you in making an advance directive are available through your nurse upon request.

I, (First Name, Last Name) wish to have allheart Senior Care of Arkansas follow my decision regarding my Advance Directives. It is my right to make decisions based on my medical care, medical or surgical treatment. In case of an emergency, it is understood that it is allheart Senior Care of Arkansas' policy to call 911. Then to call my family listed with the numbers below:

DNR CLIENT MUST HAVE A COPY OF THE DNR ORDER ON FILE FOR DNR TO BE IMPLEMENTED.

Grievance Reporting

If a client expresses dissatisfaction, concern, or a formal complaint:

1. **Step 1: Acknowledge & Listen**
 - Caregiver or staff listens calmly and respectfully.
 - Take note of the client's concern without making promises or becoming defensive.
2. **Step 2: Report to Supervisor**
 - Call or email the assigned care coordinator, nurse, or TCM
 - Must be reported **within 24 hours** of receiving the grievance.
3. **Step 3: Document the Grievance**
 - Complete a Grievance Report Form using AxisCare (paper form available in office).
 - Submit securely—do **not** leave written notes at the client's home.
4. **Step 4: Internal Review Begins**
 - Office leadership reviews the grievance.
 - A response is typically provided to the client within **5 business days**.
 - May involve follow-up with the caregiver, care coordinator, or third parties.
5. **Step 5: Resolution & Follow-up**
 - Resolution steps are documented and implemented.
 - Client is notified of the outcome by the care coordinator or designated team member.
 - All records are stored securely in the client's file.
6. **Step 6: If Unresolved, Client May Contact Regulatory Agencies**
 - Arkansas Department of Health
 - Medicaid Beneficiary Support
 - Veterans Affairs Caseworker
 - This information is included in the client's welcome packet.

Client Rights & Responsibilities

We are committed to upholding the dignity, autonomy, and well-being of every client we serve. All staff and contractors are expected to honor these rights and to understand the mutual responsibilities that support a respectful and effective care relationship.

Client Rights

Each client receiving services through allheart Senior Care of Arkansas has the right to:

Respect and Dignity

- Be treated with kindness, courtesy, and respect regardless of race, religion, age, gender, identity, disability, or socioeconomic status.
- Receive services that support personal privacy, comfort, and independence.

Confidentiality

- Have personal health information kept private and secure, in accordance with HIPAA and agency policy.
- Review and receive a copy of their care records upon request, with reasonable notice.

Quality of Care

- Receive appropriate, timely, and competent care services as outlined in the individualized care plan.
- Request a change in caregiver or report dissatisfaction without fear of retaliation.
- Be informed of services offered by the agency and being provided to the client.

Participation and Consent

- Participate in initial and ongoing care planning, goal setting, and service decisions.
- Give or withhold consent for services and changes to care.

Safety and Complaint Resolution

- Receive services in a safe environment, free from abuse, neglect, or exploitation.
- Report grievances or complaints and expect a timely, fair response from the agency.
- Contact the Arkansas Department of Health or other regulatory agencies if concerns are not resolved by the agency.
- Control access to the client's home.

Information

- Receive oral and written information regarding insurance coverage and services being provided or to be provided.
- Be provided written information regarding client rights & responsibilities.
- Receive prior notice and explanation of reasons for termination, referral, transfer, discontinuance or change of service(s).
- Information on the process for grievance reporting.
- Be informed of the agency name, how to contact, operational hours and be given the toll-free numbers for Arkansas Department of Health (ADH), Medicaid and Adult Protective Services (APS).
 - **ADH** (800) 223-0340
 - **Medicaid** (501) 376-2211
 - **APS** (800) 482-8049

Client Responsibilities

Clients (or their legal representatives) are expected to:

Respect Staff and Caregivers

- Treat all caregivers and agency personnel with courtesy and respect.
- Maintain a safe and appropriate environment for service delivery (including no illegal activity or weapons in the home).

Provide Accurate Information

- Inform the agency of changes to their condition, environment, schedule, or care preferences.
- Notify the agency of hospitalizations, infections, or emergencies.

Follow the Care Plan

- Participate in developing and adhering to the agreed-upon care plan.
- Communicate any concerns or needed adjustments promptly.

Support a Safe Workplace

- Refrain from any abusive, harassing, or inappropriate behavior toward staff.
- Ensure pets are secured during service visits unless otherwise agreed upon.
- Understand that caregivers are never authorized to transport them to any location in their personal vehicle. Medicaid approved transportation should be utilized.
- Assume any and all risk should the client choose to be a passenger in any vehicle operated by the caregiver.

Payment and Documentation

- Provide all requested documentation for service eligibility, billing, or compliance.
- Notify the agency of changes to Medicaid, Veterans Affairs, or other payer status.

Client Acceptance & Termination

These criteria ensure that a client is eligible for services and meets the necessary requirements for your agency's care team to provide quality service.

Eligibility Requirements

- Client must have qualifying insurance (e.g., Medicaid, private insurance) that the agency can bill for services.
- For Medicaid recipients, the client must be eligible for Medicaid Personal Care (includes ARChoices).
- Clients must meet any financial requirements set by Medicaid or other programs supported by the agency.

Care Needs

- The client's needs must align with Medicaid tiering system (e.g., assistance with ADLs like bathing, dressing, mobility assistance, medication assistance).
- For VA clients, authorization for care is granted directly to the agency via the VA PCP with a specific plan of care.

Caregiver Availability

- The client's care needs must be matched to available caregiver skill sets and staffing levels. The agency must ensure there are caregivers available to meet the client's schedule and personal preferences.
- The client's preferences and needs must be discussed upfront with the Care Coordinator to ensure that caregivers align with the client's preferences for gender, language, and specific care requirements.

Referral & Discharge Criteria

- Clients can be referred to the agency by caregivers, clients, healthcare providers, family members, or case managers, but they must meet the eligibility and care requirements outlined above.
- The client may be discharged from services if their care needs change significantly (e.g., they no longer require personal care or require a higher level of care).

- Discharge can also occur if the client or their family does not comply with agency policies, the client is unreachable, or if the client is abusive or threatening safety.

Section 10: 1099 Caregiver Related Policies

Background & Registry Checks

Medicaid guidelines require all contracted caregivers and employees to complete background and registry checks every 5 years. Caregivers are responsible for the fees associated with these checks. These fees are held out of the first paycheck for newly onboarded caregivers.

Note: Federal background checks (finger printing) are required on those that have lived outside of Arkansas in the past 5 years.

State Criminal Background-\$22.00

Federal Background-\$14.25

Adult Maltreatment Registry-\$10.50

Child Maltreatment Registry-\$10.00

Total-\$56.75

Compensation, Raises & Bonuses

Initial pay rate is based on experience. Initial pay rate may be increased based on caregiving experience and licenses and/or certifications history.

Payment Method

allheart offers 2 payment methods: direct deposit or reloadable pay card.

- Direct deposit is set up via **iSolved**. It is encouraged that you download this app for easy use and access. An email will be sent to you to create an account and enter this information yourself. If there is disability, office staff can enter it for you.
- Reloadable pay card may be issued; this serves as a form of direct deposit and debit card. The card will be mailed to the address in the caregiver's AxisCare profile.

Raises

Raises may be requested every 3 months by the contracted caregiver, designated Care Coordinator or RN Supervisor. The care coordinator will complete the form and refer it to payroll. Payroll will audit your clocking history (*must use app*), in-service completion and that all required documents in your file are up to date.

Bonuses

We value our caregivers and when they assist in our organizational growth, it is rewarded.

- Caregiver Referral Bonus: \$50 for referring new caregivers that work for 1 full month, have no missing clocks.
- Client Referral Bonus: \$75 for referring new clients with qualifying insurance, must be billed for 2 full weeks.

Holiday Pay

Independent contractors are not entitled to holiday pay or benefits. However, the company may, at its sole discretion, offer higher compensation rates for assignments scheduled on recognized holidays. These rates are not guaranteed, may vary depending on agency needs, and do not create any entitlement beyond the specific assignment for which they are offered. Independent contractors are always free to accept or decline holiday assignments.

Custom pay rate

Some of the clients we serve live in very rural areas, are total care or have extra care needs. For these clients, additional pay may be offered. Please consult with your care coordinator regarding care needs of clients.

Note: Custom pay rate will be voided if clocking (in/out) is missed for the shift. Mobile app must be utilized for clocking.

Timesheets

May be accepted ONLY if there is a clock in or out documented via AxisCare mobile app or telephony. Additional reasons a timesheet may be accepted:

- Emergency
- Natural disaster
- Service outage
- Technology glitch and/or error

Note: Screenshot of the service code during a technology glitch must be sent to the Care Coordinator.

Communication

allheart Senior Care of Arkansas must have a form of contact with each contracted caregiver. This is a paperless facility. Each contracted caregiver must have an active email address and working phone where they can be reached, receive updates, blast messages about important information, utilize the AxisCare Mobile app, complete forms, view updated policies, complete continuing education and document.

Contracted caregiver and the client may NOT have the same phone number.

Note: Changes in email address or phone number must be reported. Failure to have an adequate way of communication will result in termination of contract.

Electronic Visit Verification

There are strict guidelines for verifying visits and clocking per Medicaid. You must clock in and out appropriately. Failure to do so will result in inability to be compensated. The agency cannot pay for hours worked without a method of tracking the hours and location of the clocks. Medicaid gives the agency two (2) options for clocking in and out:

AxisCare Mobile App

Preferred method. The free software and mobile app provided, has the capability to date and timestamp clock in and outs, capture GPS location (even without cellular service) and keep an accurate record of clocks (required by Medicaid). There is also a set distance in which the contractor can clock in/out at the client's address (clocking from across the street or down the road will not work). Medicaid requires the geo-fence to be 201 meters. Please see below for submitting a location correction.

Note: Client must sign at the end of each shift on the caregiver's AxisCare Mobile app.

Telephony

Telephony is utilized by the **client's** phone. It is an automated system through AxisCare in which allows you to clock in/out if you are out of the home (running errands or shopping, Dr appointment) with the client. In order to utilize telephony, you must know your Caregiver ID Number. This service captures the number you are calling from, and it **must** match the client's phone number on file.

(877) 641-2659

Location Correction Use

When logging into the mobile app at the client's home and receiving the blue "**clock in**" button is grey, with a message stating, "**Too far away from client home**", but the caregiver may actually be within the radius of the client's home or in the client's home.

- Select the "Show Me a Map" link.
- It will take you to a map.
- If you are currently at the client's home click on the "Suggest Current Location" button. Let your Care Coordinator know you have submitted a location correction.

Offline Mode

If a caregiver without an internet connection attempt to record visit information. Offline Mode captured the main information needed as if the caregiver were online. The app simply alerts the caregiver that they don't have an internet connection and automatically begins Offline Mode.

Note: The information recorded while offline will not be visible within AxisCare until you have access to a stable internet connection. Once you have access to the connection, the pending transactions automatically saved. **The app must be open to successfully save the pending transaction.**

Medicaid Fraud

allheart Senior Care of Arkansas provides services to Medicaid clients. There are strict rules placed on Personal Care agencies for Medicaid providers, and they **must** be followed. If you participate in any of the items listed below the agency will be notified by the Office of Medicaid Inspector General's office and an investigation will be initiated.

Examples of Fraud

- Clocking in and/or out while your client is in the hospital, nursing home, level II assisted living facility, facility for intellectually disabled or psychiatric facility
- Clocking in and/or out but not providing care
- Clocking in and/or out with allheart Senior Care of Arkansas clients while being clocked in with another agency's clients
- Being clocked in with more than one (1) client at a time
- Having someone else clock in and/or out for you
- Entering agreement(s) with client, verbal or otherwise, that benefit the client financially
- Conspiring with clients to mislead the agency to believe care is being provided when it is not

Note: Caregivers that commit Medicaid Fraud will be reported to the Office of Medicaid Inspector General (OMIG).

Home Health & Hospice Restrictions

Caregivers with allheart Senior Care of Arkansas may not be clocked in and providing care during the time that home health or hospice aides are in the home providing services. Doing so, is double billing for the same service and is fraudulent.

Smoking Policy

allheart Senior Care of Arkansas is a smoke-free agency. Smoking is prohibited in the client's home and while running errands with the client (includes vaping/smokeless tobacco). Not adhering to this policy may result in contract termination.

Stop smoking information is available from the agency, local health department and by contacting "Stamp Out Smoking" @ 1-800QUIT-NOW.

Common Troubleshooting Issues

Issue	Who to Contact	Notes
Missing Clock In/Out	CareCoordinator	Document in AxisCare
iSolved Login Issues	iSolved Self-Service	(888) 822-0720
EVV/Caregiver Payroll	Andrea Scoles	(501) 313-2472
Direct Deposit Issues	Andrea Scoles/Katie Moss	(501) 313-2472
Paycard Issues	Katie Moss/Fintwist	(501) 313-2472/ (888) 265-8228
Caregiver Location	AxisCare Support	(800) 528-6201 support@axiscare.com
AxisCare Error/Tech Issue	AxisCare Support	(800) 528-6201
AxisCare Account Locked	Taylor Thompson, Andrea Scoles or Katie Moss	(501) 313-2472
ADLs Missing	RN Supervisor	VARIES