

S. JONES HOME CARE AGENCY POLICY & PROCEDURE MANUAL™

The Complete Operational Blueprint for a
Professional, Compliant & Successful Home Care Agency

LEAD WITH **PURPOSE**. OPERATE WITH **EXCELLENCE**.

Building Stronger Agencies.

Serving More Families. Changing More Lives.



**COMPASSIONATE
APPROACH**
Care that puts
people first.



PROVEN FRAMEWORK
Step-by-step policies
and procedures for
sustainable success.



**FAITH & VALUES
DRIVEN**
Built on compassion,
integrity, and purpose.



**COMPLIANCE
EXCELLENCE**
Operate with confidence.
Deliver with excellence.

Sheila D. Jones, RN

Founder & CEO

S. Jones Home Care Business Academy

CAIFORNIA HOME CARE AGENCY POLICY & PROCEDURE MANUAL

SAMPLE PREVIEW

140 Policies • Organized Into 9 Operational Sections • Built Around California CDSS Home Care Organization (HCO) Licensing Requirements

WHAT'S IN THIS PREVIEW

This preview shows the complete Table of Contents for the full 140-policy manual, followed by 5 complete, unedited sample policies — exactly as they appear in the full package, with real California Health & Safety Code and Labor Code citations intact. Replace the bracketed [Your Agency Name, LLC] with your own agency's name throughout, and the manual is ready to use.

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(140 Policies — Full Manual)

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5 COMPLETE SAMPLE POLICIES

The five policies below are reproduced in full, exactly as they appear in the complete manual — nothing shortened, nothing simplified. Every policy in the full 140-policy manual follows this same six-part structure: Purpose, Definitions, Policy, Procedures, Cross-Policy References, and Forms.

Notice the specific California citations throughout — Health and Safety Code, Labor Code, and named CDSS forms. This is what separates a genuinely usable compliance manual from a generic template.

Sample 1: Client rights & responsibilities

[Your Agency Name, LLC]

PURPOSE

To ensure every client is informed of, and receives the full benefit of, their rights as a recipient of non-medical home care services, and to establish the client's corresponding responsibilities in the care relationship.

DEFINITIONS

1. **Client Representative:** A person legally authorized to act on behalf of a client, such as a holder of power of attorney, conservator, or other legal representative.
2. **Client Rights:** The protections afforded to every individual receiving services from the Agency, provided in writing and explained at the start of services.

POLICY

[Your Agency Name, LLC] affirms and protects the rights of every client, and provides each client or client representative with a written statement of these rights at the start of services.

PROCEDURES

1. Care Coordinator provides the client or client representative with a written Client Rights Statement at intake and reviews it verbally to confirm understanding.
2. Client has the right to be treated with dignity, courtesy, and respect at all times.
3. Client has the right to participate in the development of, and to consent to, their Plan of Care, and to refuse any service.
4. Client has the right to confidentiality of their personal and health-related information.
5. Client has the right to be free from abuse, neglect, exploitation, and retaliation.
6. Client has the right to voice a grievance or complaint without fear of discontinuation of services or other retaliation.
7. Client has the right to be informed, in advance, of the services to be provided and any associated fees.
8. Client is responsible for providing accurate information about their needs, health, and home environment, and for treating Agency staff with courtesy and respect.
9. Client or client representative signs an acknowledgment confirming receipt of the Client Rights Statement, which is retained in the client's record.

CROSS-POLICY REFERENCES

1. Abuse Reporting Procedures
2. Client Grievance/Complaint Process
3. Service Delivery Process
4. Client Records

FORMS

1. Client Rights Statement
2. Client Rights Acknowledgment Form

Sample 2: Hiring practices & pre-employment screening

[Your Agency Name, LLC]

PURPOSE

To ensure that all individuals hired by the Agency, including Home Care Aides, meet all applicable state screening and eligibility requirements before providing services to clients, and to protect the health, safety, and well-being of clients.

DEFINITIONS

1. **Home Care Aide (HCA):** An individual employed by the Agency, either directly or through a registry, to provide non-medical home care services to a client.
2. **Affiliated Home Care Aide:** A Home Care Aide who is registered with the California Home Care Aide Registry and affiliated with the Agency's Home Care Organization (HCO) license.
3. **Live Scan:** The State of California's electronic fingerprinting process used to obtain a criminal background clearance through the Department of Justice (DOJ) and Federal Bureau of Investigation (FBI).
4. **Home Care Aide Registry:** The registry maintained by the California Department of Social Services (CDSS) under Health and Safety Code § 1796.28 et seq., which all Affiliated Home Care Aides must be registered on prior to providing services.

POLICY

[Your Agency Name, LLC] will not assign any individual to provide services in a client's home until that individual has successfully completed all pre-employment screening required by the Home Care Services Consumer Protection Act (Health and Safety Code § 1796.10 et seq.) and Agency policy. No exceptions will be made to this policy, regardless of staffing needs.

PROCEDURES

1. Applicant completes a written employment application and participates in an in-person or virtual interview with Agency management.
2. Applicant provides documentation establishing identity and eligibility to work in the United States (Form I-9).
3. Applicant is fingerprinted through Live Scan, and results are submitted to and cleared by the Department of Justice and Federal Bureau of Investigation prior to any unsupervised contact with a client.
4. Applicant completes and signs a Statement of Prior Criminal Convictions.
5. Applicant provides current documentation of a negative TB (tuberculosis) test or clearance, consistent with local public health guidance, prior to client contact.
6. Applicant is registered on the California Home Care Aide Registry prior to being assigned to a client, per Health and Safety Code § 1796.28 et seq.
7. Agency contacts and documents at least two professional references.
8. Applicant reviews and signs acknowledgment of the Job Description, Personnel Policies, and Employee Code of Conduct applicable to the position.

9. All screening documentation is retained in the employee's confidential personnel file for the duration of employment and as required by law thereafter.

CROSS-POLICY REFERENCES

1. Abuse Reporting Procedures
2. Employee Records & Confidentiality
3. Job Descriptions
4. Entry-Level Training Policy

FORMS

1. Employment Application
2. Live Scan Request Form (BCIA 8016)
3. Statement of Prior Criminal Convictions
4. TB Clearance Verification
5. Home Care Aide Registry Confirmation
6. Reference Check Form

Sample 3: Workplace violence prevention plan

[Your Agency Name, LLC]

PURPOSE

To protect employees from workplace violence in every setting where they perform work, including client homes, consistent with California Labor Code § 6401.9.

DEFINITIONS

1. **Workplace Violence:** Any act or threat of physical violence, harassment, intimidation, or other threatening behavior occurring at the worksite, including a client's home, regardless of who commits it.
2. **Workplace Violence Incident Log:** The written record the Agency maintains of every workplace violence incident, as required by California law.

POLICY

[Your Agency Name, LLC] maintains a written Workplace Violence Prevention Plan covering every location where employees perform work, including client homes, and takes all reports of workplace violence seriously and without retaliation against the reporting employee.

PROCEDURES

1. Administrator is designated as the person responsible for implementing and maintaining the Agency's Workplace Violence Prevention Plan.
2. Employees may report an act, threat, or concern of workplace violence to any Supervisor, the HCO Designee, or the Administrator, verbally or in writing, without fear of retaliation.
3. Agency evaluates workplace violence hazards as part of its Home Environment Safety Assessment for every client, and takes corrective action — including reassignment, added precautions, or declining or discontinuing service — where a hazard is identified.
4. Any report of a threat or act of violence is assessed immediately; where there is danger to an employee, Agency directs the employee to leave the location and contact law enforcement.
5. Every workplace violence incident is documented on the Workplace Violence Incident Log, consistent with California recordkeeping requirements, and investigated by the Administrator.
6. All employees receive training on the Workplace Violence Prevention Plan at hire and at least annually thereafter, covering how to recognize potential violence, how to report it, and how to respond.
7. Plan is reviewed and updated at least annually and after any reportable incident.

CROSS-POLICY REFERENCES

1. Home Environment Safety Assessment
2. Incident Reporting
3. Annual Training Policy
4. Employee Personal Safety

FORMS

1. Workplace Violence Prevention Plan (full document)
2. Workplace Violence Incident Log
3. Workplace Violence Training Record

Sample 4: Hipaa privacy policy

[Your Agency Name, LLC]

PURPOSE

To protect the privacy of client health information consistent with the HIPAA Privacy Rule, to the extent applicable to the Agency's operations, and as a matter of Agency best practice regardless of covered-entity status.

DEFINITIONS

1. **Protected Health Information (PHI):** Individually identifiable health information relating to a client's past, present, or future physical or mental health, the provision of care, or payment for care.
2. **Minimum Necessary Standard:** The principle that access to and disclosure of PHI should be limited to the minimum amount reasonably necessary to accomplish the intended purpose.

POLICY

[Your Agency Name, LLC] limits the use and disclosure of client health information to the minimum necessary for providing and coordinating care, obtains client authorization for disclosures beyond those permitted by law, and designates a Privacy Officer responsible for compliance.

PROCEDURES

1. Administrator (or a designee) serves as the Agency's Privacy Officer, responsible for implementing and overseeing this policy.
2. PHI is used or disclosed only as necessary for treatment, payment, or health care operations, or as otherwise authorized by the client or required by law.
3. Client or client representative is provided a Notice of Privacy Practices at intake, describing how their health information may be used and their rights regarding that information.
4. Staff access PHI only to the extent necessary to perform their job duties, consistent with the minimum necessary standard.
5. A client's request to access, amend, or receive an accounting of disclosures of their PHI is directed to the Privacy Officer and addressed within the timeframe required by law.
6. Any suspected privacy violation is reported to the Privacy Officer immediately and investigated.
7. Staff receive training on HIPAA privacy requirements at hire and at least annually thereafter.

CROSS-POLICY REFERENCES

1. Client Records
2. Employee Records & Confidentiality
3. HIPAA Security Policy
4. HIPAA Breach Notification Policy

FORMS

1. Notice of Privacy Practices
2. HIPAA Privacy Training Acknowledgment
3. PHI Access/Amendment Request Form

Sample 5: Medication management

[Your Agency Name, LLC]

PURPOSE

To define the scope and limits of Home Care Aide involvement with client medications, consistent with the non-medical, unlicensed nature of the Agency's services.

DEFINITIONS

1. **Medication Reminding:** Reminding a client of the scheduled time to take their medication, and assisting with tasks such as opening a container or reading a label.
2. **Medication Administration:** The act of giving, preparing a dose of, or determining the dosage of medication for a client — a clinical task outside the scope of non-medical home care services.

POLICY

[Your Agency Name, LLC]'s Home Care Aides may only remind clients to take their medication as described in the client's Plan of Care; Home Care Aides do not administer medication, prepare medication doses, inject medication, or exercise any clinical judgment regarding medication.

PROCEDURES

1. Care Coordinator documents the client's medication reminder needs in the Plan of Care, based on information from the client, family, or the client's physician.
2. Home Care Aide reminds the client at the scheduled time, may open a container or read a label, and observes the client self-administer their medication.
3. Home Care Aide never administers an injection, prepares a pre-filled or split dose, or determines or adjusts a dosage under any circumstance.
4. Home Care Aide reports any missed dose, client refusal, apparent adverse reaction, or other medication concern to the Care Coordinator/Supervisor immediately.
5. Any request for a Home Care Aide to perform a medication task beyond reminding is declined and referred to the client's physician, pharmacist, or a licensed home health agency.
6. Medication reminders provided are documented on the applicable service log.

CROSS-POLICY REFERENCES

1. Personal Care Services
2. Specialized Care
3. Service Delivery Process
4. Incident Reporting

FORMS

1. Plan of Care
2. Medication Reminder Log

GET THE COMPLETE PACKAGE

What you've seen here is 5 of 140 policies. The complete California Home Care Agency Policy & Procedure Manual includes all 140 — fully cross-referenced, organized into 9 operational sections, with a Table of Contents, Document Control page, Glossary, and Alphabetical Index.

Also available:

- Complete Forms Library — 75 working forms cross-referenced to every policy
- Business Plan & Financial Roadmap — including a real break-even analysis
- Complete Job Descriptions — 12 roles covering a full home care agency org chart

[CONTACT]
