

**ADvantage
Program
CD-PASS**



CD-PASS Employee

Handbook

Consumer-Directed Personal Assistance Services & Supports

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Introduction

The purpose of this information is to give you a brief overview of *ADvantage* Program CD-PASS services, your role, your employer's role, and how CD-PASS works.

The *ADvantage* Program was designed to assist people with long term care needs to stay in their homes and communities. The CD-PASS service offers *ADvantage* Members the option to be employers of their Personal Services Assistants (PSA) or Advanced Personal Services Assistants (APSA).

As a Member-employed PSA, you may be involved in a wide range of in-home services, including support and assistance with activities of daily living such as bathing, dressing, grooming, shopping, and cleaning. In addition, you may be involved in companion type services like letter writing or providing transportation to approved activities or events. Approved activities and events are developed by the Interdisciplinary Team and are identified in the service plan.

If you work as an APSA, your duties may include routine personal care for ostomies, catheter care, and using lifts for transfers.

Your work is direct, personal, and important.

Be sure to read this handbook and your job description to perform your job appropriately.



Summary of Roles and Responsibilities

Employee

- Is qualified to provide services
- Completes an application
- Completes employee forms
- Passes criminal and registry checks
- Performs job to the satisfaction of employer
- Completes timesheets
- Asks for a Hepatitis B vaccinations if wanted

Member/Employer*

- Develops job description
- Recruits, screens, interviews, supervises, schedules, trains, and evaluates employees
- Maintains employee records
- Dismisses employees when necessary
- Confirms and approves employee time sheets
- Sends timesheets to Acumen

Financial Management Services (FMS)

- Completes applicants' background checks
- Verifies new employees meet qualifications
- Pays for Hepatitis B vaccinations

Acumen (Fiscal Agent)

- Processes completed employee forms
- Processes timesheets
- Issues paychecks to employees
- Answer questions from employees about paychecks

* Your employer may have an Authorized Representative who assists him or her in fulfilling employer responsibilities.

Creating a Respectful Workplace

Creating and maintaining a respectful workplace is a shared responsibility between you and your Employer. A respectful workplace is one in which you feel appreciated and valued.

Here are some ideas for creating a respectful workplace:

- Try to build a personal relationship with your employer – you can start with something as simple as asking how his or her day is going and build from there
- Show you are listening when your employer talks to you by maintaining eye contact or responding with questions or comments
- Avoid comments or jokes that could be considered racist or sexist
- Before acting, consider the impact of your words and actions on others
- Understand your triggers or “hot buttons.” Knowing what makes you angry and frustrated enables you to manage your reactions and respond in a more appropriate manner
- When problems arise, address them in a positive and solution-driven manner
- Rely on facts rather than assumptions. Gather relevant facts, especially before acting on assumptions that can damage relationships
- View today’s difficult situations from a broader and more realistic perspective by considering what they mean in the overall scheme of things

(Richman, 2007)

Expectations

Your employer will have specific expectations about working in his/her home. In addition, the following is expected:

- Be sure that you fully understand your job responsibilities as described in the job description.
- You will participate in Universal Precautions training.
- Provide advance notice if you will not be able to be at work at the agreed-upon time. If you are sick or unable to make it to your employer's home, it is your responsibility to notify your employer as soon as possible.
- Do not discuss any personal or medical information about your employer. This information is confidential and should not be discussed with anyone.
- Do not exchange money or personal property (i.e., borrowing, lending, and selling anything with your employer is not appropriate). You should not accept gifts from your employer.
- Always document any bills you pay for your employer on a cash record and obtain receipts for paid bills, shopping, or any other transactions that you may handle for your employer.
- Maintain a daily record of dates and time worked on your timesheet.
- Show respect for your employer's home and personal belongings.
- Notify your employer if you plan to quit working for him or her. Give as much notice as possible, preferably at least two weeks.

Confidentiality

As you perform your job, you will often have access to personal information about your employer. You are legally obligated to keep that information confidential. Unless your employer gives you specific permission, do not talk about your employer's personal information to anyone. Your employer will ask you to sign a Confidentiality Agreement.

Personal information includes, but is not limited to:

- The fact that your employer receives any public assistance
- Your employer's financial or medical information
- Any other information specific to your employer

There may be serious consequences for all persons involved if confidentiality is broken:

- Your employer could be embarrassed, harmed, or exploited
- You could lose your job
- You could be excluded from future work as a Member-employed PSA/APSA

Abuse

Oklahoma law states that any person who has reasonable cause to believe a vulnerable adult is suffering from abuse, neglect, or exploitation must report the situation to authorities as soon as the person is aware of the situation. Therefore, it is your responsibility to contact officials if you suspect your employer is being abused.

Reports can be made to the Adult Protect Services (Statewide Abuse Hotline: 1-800-522-3511), district attorney's office, or the local police or sheriff's department. Reporting is the individual responsibility of the person who believes the situation to be one which should be reported.

Note: To protect yourself from accusations of abuse, you should never borrow money from your employer, and you should keep receipts for all purchases you make on behalf of your employer.

Abuse includes, but is not limited to:

Abandonment – Leaving or deserting an older adult or person with disabilities who cannot care for her/himself and is dependent on you or other caretakers for help

Financial exploitation – Illegally using another person's money or resources for personal profit or gain

Neglect – Failing, whether intentional or due to carelessness, inadequate experience, training or skill, to provide basic care or services to a person as agreed to by legal, contractual, or otherwise assumed responsibility

Physical abuse – Using excessive force or physical assault, such as hitting, slapping, biting, pinching, or shoving a person

Psychological abuse – Using derogatory names, phrases, or profanity; ridiculing, harassing, coercing, threatening, or intimidating a person; or anything that denies their civil rights or that results in emotional injury

Self-neglect – When a person cannot understand the consequences of his or her action or inaction that affect his or her basic well-being and may lead to self harm or endangerment

Sexual abuse – Sexual contact that is forced, tricked, threatened, or otherwise coerced upon another person

Getting Started

Often, planning ahead can prevent misunderstandings and problems. Consider discussing the following issues with your employer when you begin work. Coming to a mutual understanding of how certain issues will be handled can make life easier for both of you.

- Talk about what to do when you're sick and can't come in to work. Should you call someone to fill in for you? How much notice should you give your Employer when you won't be able to come in?
- Talk about how much notice to give when you want to take a day off
- Talk about your schedule. What tasks are you supposed to complete? When and how frequently should they be completed?
- If you will be driving your Employer to appointments or on errands, will you drive your car or your employer's car? If you drive your car, how will gasoline be paid for?
- If your Employer has an Authorized Representative, how will that arrangement work? Will you need to call them for instructions?
- How will you be trained? Will your Employer or friends or family demonstrate tasks? Will you be given a checklist of how to perform tasks?

Getting Paid

Acumen, the Fiscal Agent, is in charge of sending you paychecks. You can choose whether to have your paycheck directly deposited into your bank account or you can have your check mailed to you. If you choose to use direct deposit, your Employer will provide a form for you to complete and send to Acumen.

Your Employer (or his or her Authorized Representative) must approve and sign your timesheet. You will be paid twice a month, except for your first paycheck, which will not arrive until two and a half weeks after you begin working.

Please note it is important to accurately report the time you work. It is illegal to request pay for time you did not work.

Acumen provides a payroll schedule, so that you and your Employer know when to send your timesheet. You can mail your timesheet, but faxing it ensures that you are paid on time. Acumen's fax number is 1-877-567-5602. A copy of the payroll schedule and a job aid explaining how to complete a timesheet follow.

If you have questions about your paychecks, call Acumen toll free at 1-877-299-4568.

PAYROLL SCHEDULE

Any timesheets received by Acumen after the Payroll Schedule due date will be paid on the next pay date. Make sure to get verification from the fax machine that your fax was successfully sent.

FAXING THE TIMESHEET WILL HELP ENSURE IT GETS TO OUR OFFICES BY THE DUE DATE.



Fax: 877-567-5602

If you should have any questions or concerns, contact our Customer Call Center 877-299-4568.

MONTH	Payroll Period End Date	Timecards Due NO Later Than	PAYDATE	PAYDAY
JULY	07-15-2007	07-16-2007	07-25-2007	Wednesday
	07-31-2007	08-01-2007	08-10-2007	Friday
AUGUST	08-15-2007	08-16-2007	08-24-2007	Friday
	08-31-2007	09-04-2007	09-10-2007	Monday
SEPTEMBER	09-15-2007	09-17-2007	09-25-2007	Tuesday
	09-30-2007	10-01-2007	10-10-2007	Wednesday
OCTOBER	10-15-2007	10-16-2007	10-25-2007	Thursday
	10-31-2007	11-01-2007	11-09-2007	Friday
NOVEMBER	11-15-2007	11-16-2007	11-26-2007	Monday
	11-30-2007	12-03-2007	12-10-2007	Monday
DECEMBER	12-15-2007	12-17-2007	12-26-2007	Wednesday
	12-31-2007	01-02-2008	01-10-2008	Thursday
JANUARY	01-15-2008	01-16-2008	01-25-2008	Friday
	01-31-2008	02-01-2008	02-11-2008	Monday
FEBRUARY	02-15-2008	02-19-2008	02-25-2008	Monday
	02-29-2008	03-03-2008	03-10-2008	Monday
MARCH	03-15-2008	03-17-2008	03-25-2008	Tuesday
	03-31-2008	04-01-2008	04-10-2008	Thursday
APRIL	04-15-2008	04-16-2008	04-25-2008	Friday
	04-30-2008	05-01-2008	05-09-2008	Friday
MAY	05-15-2008	05-16-2008	05-27-2008	Tuesday
	05-31-2008	06-02-2008	06-10-2008	Tuesday
JUNE	06-15-2008	06-16-2008	06-25-2008	Wednesday
	06-30-2008	07-01-2008	07-10-2008	Thursday



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References

Richman, Barbara. (2007, April). Ten Tips for Creating Respect and Civility in Your Workplace. Employment and Labor Update. Retrieved May 30, 2007, from www.lorman.com