**Best Practices of a Professional Caregiver**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Our professional Caregivers should make sure to **ALWAYS**

* *Always* follow all mandatory clock in/out instructions
* *Always* adhere to the company dress code
* *Always* adhere to the company call out policy and procedures
* *Always* provide the highest quality of care to your assigned clients
* *Always* arrive to all scheduled shifts on time
* *Always* call the office if you are running late, leaving early, unable to make your shift, have issues clocking in/out, have questions regarding your client, etc.
* *Always* provide care for the duration of your shift unless otherwise notified by office personnel
* *Always* contact your direct supervisor if you have any questions or concerns
* *Always* have all required mobile apps downloaded to ensure you have what you need at your fingertips
* *Always* review the care plan of your clients in Wellsky to provide the best possible care

Our professional Caregivers should make sure to **NEVER**

* *Never* take children, spouses, family members, friends, or any other unauthorized person to shifts. This is a direct HIPAA violation and grounds for termination.
* *Never* smoke in/at/around your client’s home.
* *Never* eat or drink the client’s food or beverages - even if the client say it is ok
* *Never* accept personal property, money, gift cards, or any other gifts from clients of their family members.
* *Never* discuss your personal business with your client and their families
* *Never* be on your cell phone during your shift - your client is your priority. You may keep your phone in your pocket on silent in case of emergency and/or to clock in/out, but you may not be texting, making calls, watching videos, browsing social media sites, etc while on the clock.
* *Never* give your personal phone number to the client or their families. All communication must go through the office
* *Never* add the client or their families to your personal social media account