**Critical Incident Best Practices**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**WHAT TO REPORT**

* Changes in the client’s condition; ability to walk, medical condition, behavior, alertness, etc.
* Any suspected abuse, neglect, or exploitation from family members or other paid caregivers. This includes knowledge of other agencies in the home such as hospice care or home health.
* Any time the client is seen at an ER or Urgent Care facility.
* Any falls or medical emergencies.
* Covid exposure and positive results of either the client or family members within the home.
* Any calls to EMS/transportation to the ER.
* Unlivable conditions or the lack of food/water/electricity.
* Better to report than not! Many clients rely on their caregivers to speak up for them. Advocate for your client by reporting any and all issues to the office, so we can see to it that the client gets the best care.

**WHAT TO AVOID**

* Do not give the client/client’s family member your contact or social media information . All communications should go through the office.
* Do not accept any gifts from the clients/client's family. This includes food, drinks, money, and other gifts.
* Do not transport the client anywhere. You can run errands for the client, but they can not ride with you.
* Do not keep the client’s house key or make a copy of their house key. Caregivers are only allowed to be at the client’s house while clocked in for the provision of services.
* Always give the client their receipt and change, if asked to run errands. Ensure the client signs the transaction log provided, stating they’ve received all of their funds back.
* Be active while on shift! Avoid being on your excessive cell phone use or walking out to your personal vehicle on shift. When in the client’s home keep busy with cleaning tasks and consult the care plan for the member if you need additional tasks.