# Professional Orientation Guide

## 1. Welcome & Introduction to Staff

## 2. Agency Information
   - Mission and function
   - Scope of Services
   - Service Area

## 3. Agency Benefits/Programs
   - Social Security
   - Fidelity Bond Insurance
   - Worker’s Compensation
   - Malpractice Insurance
   - Liability Insurance
   - Unemployment Insurance
   - Incentive Programs

## 4. Personnel Policies
   - Non-Discrimination Policy
   - Confidentiality of Patient Information (Article 27-F)
   - Lines of Responsibility & Nursing Supervision
   - Health Requirements
     - Physical Health Assessments
     - Tuberculosis Screening(s)
     - Other state/contract-required tests (i.e. Rubella Immunity, DT, Rubeola, etc.)
   - Attire/identification card
   - Work days and hours
   - Distribution of Assignments
     - Call-in schedule/availability
     - Pick up assignment records at the office
     - Receive assignments by telephone
   - Documentation
     - Service documentation must be legible; always sign full last name and first name initial, use only black or blue ink.
     - Turn Documentation in to office weekly on Monday otherwise it will not be paid that same week.
   - Salary Administration/Weekly Payroll (week ends on Sunday)
     - Paycheck may be picked up or mailed
     - Contributions, tips &/or gifts are not to be received.
   - Vacation, sick leave, holidays
   - Medical Insurance
   - Travel
   - Emergency Disaster Preparedness Plan
   - Communication Protocols
     - Give patients the Agency telephone number
     - DO NOT give patient your home telephone number
     - Contact the Agency if an emergency arises
     - 24 hour answering service and On-Call Procedures
   - Safety Precautions
     - Use good judgment when making a visit
p. Grievance Policy
q. Incident Reporting
r. Agency supplies and equipment
s. Inservice Attendance
t. Probationary Period
u. Performance Evaluations
v. Separation from the Agency
   • Dismissal
   • Resignation

5. MEDICAL INFORMATION/DEFINITIONS
   a. Part time/Intermittent care vs. Continuous care
   b. Community Resources
c. Durable Medical Equipment
d. Disposable Medical Supplies

6. PATIENT RESPONSIBILITIES AND DUTIES
   a. Service Non-Discrimination Policy
   b. Patient Bill of Rights
   c. Advance Directives
d. Grievance Policy: complaint and incident reporting
e. Patient/Environmental Safety
   f. Universal Precautions/Personal Protective Equipment
g. Initial Assessment
h. Plan of Treatment and Verbal/Change of Orders
   i. Care Plan
   j. Medication Administration & Documentation
   k. Team Members (Paraprofessionals and Therapists)
l. Case Conferences
   m. Documentation
      • Record exactly and only what is done with and for the patient and any pertinent information about the patient’s condition.
      • Charting Do’s and Don’ts
   n. Observe and report significant changes to supervisor
   o. Supervisory Visits
   p. DO NOT perform any services without the physician and Supervisor’s approval/knowledge CALL YOUR SUPERVISOR WHEN THE NEED ARISES TO CHANGE OR REVISE THE PLAN OF TREATMENT AND/OR THE CARE PLAN.

7. FOR STAFFING PROFESSIONALS ONLY
   a. Review 1 to 4 above, and
   b. Review all staffing forms
c. Evaluations (after 3 shifts in each facility and after 3 months and annually after first assignment)
d. Inservices (Fire/Safety, Infection Control, CPR if required)
e. Orientation to the following facilities:

8. QUESTIONS AND ANSWERS

EMPLOYEE SIGNATURE ____________________________________________

AGENCY SUPERVISOR SIGNATURE __________________________________

DATE ____________________________