



EXCELLENT CAREGIVERS HOME CARE LLC

CLIENT HANDBOOK

Welcome

Welcome to Excellent Caregivers Home Care LLC! We are thrilled to have you as our client and are committed to delivering the highest quality care and support with excellence. We look forward to serving you with compassion and dedication.

Table of Contents

1. Introduction	pg. 2
2. Mission Statement	pg. 2
3. Vision Statement	pg. 2
4. Services Offered	pg. 2
5. Funding	pg. 4
6. Service Rates	pg. 4
7. Consumer Rights and Responsibilities	pg. 5
8. Client Admission Process	pg. 9
9. Non Discrimination Policy	pg. 13
10. Ensuring Quality of Care	pg. 15
11. Termination of Consumer Service Policy	pg. 17
12. Ensuring Financial Independence of our Clients	pg. 20
13. Transportation Policy	pg. 21
14. Frequently Asked Questions (FAQs)	pg. 22
15. Contact Information	pg. 23



Introduction

Excellent Caregivers Home Care LLC is dedicated to delivering compassionate and professional in-home care. Our mission is to enhance the well-being and quality of life of our valued clients by providing personalized, dependable services. With a team of skilled and compassionate caregivers, we cater to a wide range of needs, ensuring comfort, security, and peace of mind for both clients and their families. At Excellent Caregivers Home Care, excellence in care is our promise to you.

Mission Statement

At Excellent Caregivers Home Care LLC, our mission is to provide compassionate and reliable non-medical home care with a standard of excellence that supports independence, dignity, and quality of life for our clients in the comfort of their homes.

Vision Statement

At Excellent Caregivers Home Care LLC, our vision is to be the leading provider of excellent non-medical home care services, setting the standard for compassionate, reliable, and personalized care. We strive to create a world where every individual can age with dignity, comfort, and independence in the place they call home. Through our commitment to excellence, integrity, and continuous improvement, we aim to enrich lives, support families, and make a lasting impact in the communities we serve.

Services Offered

Our home care agency provides a wide array of non-medical home care services tailored to support your daily living needs and enhance your overall well-being. Our services include, but are not limited to:

Personal Care

- Assistance with bathing, dressing and grooming
- Toileting and incontinence care
- Mobility and Transfer assistance
- Feeding Assistance



Meal Preparation

- Planning and preparing meals
- Assistance with eating
- Grocery shopping where needed

Medication Reminders

- Prompting clients to take medications on time
- Monitoring medication adherence

Daily Living Assistance

- Light Housekeeping (Laundry, cleaning of clients immediate surroundings, organizing etc.)
- Errands and shopping.
- Pet Care

Companion Care

- Providing companionship and conversation
- Accompanying clients to appointments and social activities
- Engaging in hobbies and recreational activities

Alzheimer and Dementia Care

- Specialized care for clients with memory impairments
- Creating a safe and supportive environment
- Implementing cognitive stimulation activities

Transportation Services

- Transportation to medical appointments
- Transportation for shopping and social outings



Funding

Excellent Caregivers Home Care Agency LLC accepts the following payment methods

- Private Pay (Out of pocket)
- Third Party Payment (Private insurance)
- Medicare

Services Rates

Personal and companion care Rate

Less than 4 hours	More than 4 hours	24 hours	Live In
\$30/hr	\$28/hr	\$27/hr	\$320

Specialized Care Rate

Alzheimer and Dementia Care	Transportation Services
\$32/hr	



Consumer Rights and Responsibilities

PURPOSE:

This policy outlines the rights of consumers who receive home care services from Excellent Caregivers Home Care LLC, ensuring they are treated with respect and dignity. In accordance with Pennsylvania state regulations (611.57), we aim to empower consumers by providing them with the necessary information about their care options. This ensures that they can make informed decisions regarding their services, actively participate in the planning of their care, and feel confident in expressing their needs and preferences.

Additionally, this policy is designed to protect consumers from undue influence or inappropriate demands that may compromise their autonomy. We are committed to creating an environment where consumers can voice their concerns without fear of reprisal and where their choices are honored. By fostering open communication and respecting individual rights, Excellent Caregivers Home Care LLC strives to promote a positive and supportive care experience for all clients.

POLICY:

Excellent Caregivers Home Care is dedicated to safeguarding the rights and well-being of its consumers. This policy establishes a framework for consumer protection, emphasizing the rights of individuals to participate in service planning, receive prior notice of service termination, and access essential information related to their care.

A. Consumer Rights:

Any consumer of home care services provided by Excellent Caregivers Home Care LLC, have rights to the following:

1. Involvement in Service Planning:

We believe that a one – size – fits – all approach does not apply to delivering quality home care. Our policy is to address the unique needs of each consumer individually. Our consumers are actively involved in the client intake process from start to finish.



To actively participate in the service planning process, consumers have the right to engage in discussion about their needs and preferences. This includes collaborating with the agencies intake personnel to create a tailored care plan that reflects their unique circumstances.

Consumers shall receive services that accommodate their specific requirements, ensuring that their personal choices are respected and incorporated into the care they receive. This approach fosters a supportive and responsive care environment.

However, its important to note that accommodations may be limited when the health and safety of the direct care worker is at risk. In such cases, the agency will prioritize safety while striving to find solutions that meet both the consumer needs and the necessary safety protocols.

2. Advance Notice of Service Termination:

Consumers will be provided with a minimum of 10 calendar days of written notice prior to the termination of services. This advance notice ensures that clients have ample time to prepare for the transition and explore alternative care options. Our goal is to communicate transparently and respectfully, allowing clients to make informed decisions about their ongoing care. The notice will outline the reasons for the termination and offer guidance on the next steps, ensuring that clients feel supported throughout the process.

In situations where less than 10 days' notice may be warranted, such as when a consumer is more than 14 days in arrears on payments or if the health and safety of the direct care worker are at risk, we will still strive to communicate as effectively as possible. While these circumstances may require expedited action, we will make every effort to discuss the situation with the consumer, providing them with the necessary information to understand the reasons for the abrupt termination. By prioritizing clear communication, we aim to minimize disruption and uphold the dignity and well-being of our clients during these challenging situations.

3. Right to Dignity and Respect:

At Excellent Caregivers Home Care LLC, we firmly believe that every client deserves to be treated with unwavering dignity, respect, and courtesy. Our commitment is to create an environment where individuals feel valued and understood, ensuring their unique needs are met with compassion. We strive to uphold these principles in every interaction.



4. Autonomy and Independence:

Clients at Excellent Caregivers Home Care LLC have the fundamental right to exercise autonomy and independence in their care decisions. This includes actively participating in the creation and management of their individualized care plans, ensuring that their preferences and values are central to the process. In situations where a Power of Attorney (POA) is designated, we recognize that the decisions made by the POA will be honored and treated as reflective of the client's wishes, thereby upholding their right to self-determination while ensuring that their best interests are always prioritized.

5. Choice of Direct Care Worker:

Clients at Excellent Caregivers Home Care LLC have the right to choose their direct care workers and can request a change if they feel that the assigned personnel do not meet their needs or expectations due to compatibility issues or other valid reasons. We are committed to accommodating our clients' preferences and will make every effort to facilitate these requests to ensure their comfort and satisfaction. However, if fulfilling such a change request becomes particularly challenging, the agency may need to consider terminating services, always prioritizing the well-being and best interests of our clients.

At the client's request, the agency can arrange an in-person interview with the selected caregiver prior to the start of services to ensure a good compatibility match.

6. Grievance Resolution:

Clients at Excellent Caregivers Home Care LLC have the right to express any grievances related to their care or concerns regarding their rights. We recognize the importance of addressing these issues promptly and transparently, and thus we provide comprehensive information about our grievance resolution process. This includes clear guidelines on how to file a complaint and who to contact for assistance. To ensure that clients have easy access to this vital information, it will be included in the client intake agreement folder, empowering them to voice their concerns and participate actively in their care experience.

B. Consumer Responsibilities:

As a client of Excellent Caregivers Home Care LLC, you are responsible for:

1. Providing Accurate and Complete Health Information



- Share all relevant details about your medical history, current health conditions, medications, allergies, and any special care needs.
- Keep us informed about any specific preferences or requirements related to your care.

2. Notifying Us of Any Changes in Your Health Status or Care Needs

- Inform us promptly if there are any changes in your health, such as new symptoms, diagnoses, hospitalizations, or changes in medication.
- Communicate any adjustments needed in your care plan to ensure your needs are met effectively.

3. Treating Our Caregivers with Respect and Courtesy

- Maintain a respectful and professional relationship with caregivers, treating them with kindness and dignity.
- Ensure a safe and welcoming environment for them to provide care.
- Refrain from any form of discrimination, harassment, or inappropriate behavior.

4. Adhering to the Agreed Care Plan and Schedules

- Follow the customized care plan designed to support your health and well-being.
- Be available for scheduled care visits and notify us in advance if any adjustments are needed.
- Work collaboratively with caregivers to ensure consistent and effective care.

5. Providing a Safe Working Environment for Our Caregivers

- Ensure that the home environment is safe, clean, and free from hazards.
- Provide necessary supplies or equipment required for your care.
- Secure any pets that may pose a risk or cause discomfort to caregivers.

6. Informing Us of Any Concerns or Dissatisfaction with the Services Provided

- Communicate openly about any issues, concerns, or areas for improvement regarding the care you receive.
- Allow us the opportunity to address and resolve any concerns to ensure your satisfaction.
- Provide feedback to help us continuously improve our services.



CLIENT ADMISSION PROCESS OF EXCELLENT CAREGIVERS

HOME CARE LLC

1. Admission Process

Excellent Caregivers Home Care LLC implements a comprehensive four-step client admission process, designed to ensure that everyone receives personalized and effective care. This systematic approach allows us to gather essential information, assess needs, and establish a strong foundation for the services we provide.

Initial Assessment:

The client intake process begins with a personal, face-to-face interview, setting the stage for a thorough assessment of each consumer's needs. During this initial meeting, we engage in a detailed discussion that covers a variety of essential topics. We review physician orders, medical history, daily routines, dietary restrictions, the required hours of care, any special needs, medication management and any challenges they may face. This comprehensive approach allows us to gather crucial information that will inform the care plan moving forward.

Understanding these critical details is vital for developing a customized care plan that meets each consumer's unique circumstances. Our aim is to ensure that every individual receives the appropriate level of support that not only addresses their specific health requirements but also respects their personal preferences and lifestyle choices. By tailoring our services, we can enhance the quality of care provided and improve overall client satisfaction.

By fostering open communication from the very beginning, we strive to build a strong foundation for a positive and effective caregiving experience. This initial consultation not only helps us gather necessary information but also establishes a trusting relationship between our team and the client. We believe that this collaborative approach enhances the effectiveness of our care services, making it easier for clients to express their needs and feel valued throughout their care journey.

During the initial assessment, we dedicate time to carefully evaluate how well Excellent Caregivers Home Care LLC's services align with the specific needs of the client. This process involves a thorough review of the client's current health status, personal circumstances, and any particular challenges they may be facing. By understanding these factors in depth, we can determine whether our services are the right fit for their situation.



This evaluation goes beyond just assessing the immediate care requirements; it also considers long-term needs and potential changes in the client's condition. We take into account various elements, such as the client's preferences, lifestyle, and support system, to ensure that the services we offer can effectively enhance their quality of life. Our goal is to identify any gaps in care and address them proactively, ensuring that clients receive comprehensive support tailored to their individual circumstances.

Ultimately, this careful assessment process is crucial for establishing a solid foundation for the caregiving relationship. By ensuring that our services are suited to the client's needs, we aim to promote a seamless integration of care that fosters trust and satisfaction. This thoughtful approach not only enhances the effectiveness of our services but also empowers clients to feel confident in their care decisions, knowing that we are dedicated to supporting their unique journey.

Developing Care Plan:

The second step in our intake process focuses on creating a personalized care plan that aligns with the client's unique needs and goals. This tailored approach ensures that we consider all facets of the client's well-being, from their physical health to emotional support and daily activities. Our team collaborates closely with the client and their family members to gather insights and preferences that inform the development of this comprehensive plan.

In crafting the care plan, we consider various elements, including medical requirements, personal interests, and lifestyle choices. This may involve outlining specific caregiving tasks, scheduling routines, and identifying any necessary resources or support services that can enhance the client's quality of life. By addressing these components holistically, we strive to create a plan that not only meets immediate health needs but also promotes independence and enhances overall well-being.

Additionally, the tailored care plan is designed to be flexible and adaptable. We understand that clients' needs may change over time, so we regularly review and adjust the plan as necessary to ensure it continues to serve the client effectively. This ongoing collaboration and communication with clients and their families reinforces our commitment to providing responsive and individualized care, ultimately fostering a positive caregiving experience that aligns with their aspirations and lifestyle.

Client Orientation:

As part of our commitment to exceptional service, we conduct a comprehensive orientation for clients and their families or representatives. This orientation is designed to provide clear and detailed



information about the range of services we offer, ensuring that everyone is well-informed about what to expect. We discuss the various types of care available, including personal assistance and companionship, so that clients can choose the options that best fit their needs.

During the orientation, we also outline the schedules for care services, detailing when caregivers will be available and how shifts are structured. This transparency helps clients, and their families plan accordingly and feel confident in the reliability of our services. We emphasize the importance of communication during this process, encouraging clients and their families to ask questions and express any concerns they may have.

In addition to service details, we explain the specific roles and responsibilities of the direct care workers who will be providing support. This includes outlining their qualifications, training, and the compassionate approach they bring to caregiving. By ensuring that clients and their families understand the entire caregiving framework, we foster trust and cooperation, setting the stage for a positive and effective partnership in care. This thorough orientation not only empowers clients but also creates a collaborative environment where everyone is aligned in working toward the client's well-being.

Completion of Required Documentation:

It is essential to ensure the completion of all necessary admission forms, contracts, and consent documents during the intake process. This includes gathering vital information that helps us better understand the client's specific circumstances and needs. We meticulously review each form to ensure accuracy and completeness, addressing any questions or concerns the client or their authorized representative may have. Additionally, we obtain all required signatures to formalize the agreement and establish a clear understanding of the terms of service. This thorough documentation process not only complies with regulatory requirements but also reinforces transparency and accountability, ensuring that clients feel informed and confident about their care.

2. Ongoing Assessment

Change in Care needs

It is crucial to periodically reassess the client's care needs and make necessary adjustments to the care plan to ensure it remains effective and relevant. As circumstances evolve—whether due to changes in health status, lifestyle, or personal preferences—our team collaborates closely with the client and their support system to identify and address these shifting needs. This collaborative approach allows us to engage clients actively in their care, ensuring they have a voice in decision-making. By maintaining open



lines of communication and regularly reviewing the care plan, we can swiftly adapt services, introduce new resources, or modify schedules as needed.

Revaluation of services

Consistently reevaluating the suitability of Excellent Caregivers Home Care LLC's services is vital as clients' needs change over time. This process includes assessing whether the current care plan effectively meets the client's requirements and identifying any necessary modifications or enhancements.

Confidentiality and Privacy

Excellent Caregivers Home Care is committed to protecting your privacy and maintaining the confidentiality of your personal and medical records. All records and communications will be handled in compliance with applicable laws and regulations, including the Health Insurance Portability and Accountability Act (HIPAA).

Our Privacy Practices

- Collecting only the information necessary to provide quality, excellent care.
- Storing your information securely and limiting access to authorized personnel.
- Disclosing information only with your consent or as required by law.



NON – DISCRIMINATION POLICY

Excellent Caregivers Home Care LLC, admits, refers clients and provides services without any regard to race, sex, color, national origin (including limited English proficiency), ancestry, religious affiliation, disability or age.

- Prior to receiving services, clients will be informed about their rights to non-discrimination and equal access to care.
- Care plans will be tailored to each individual's needs and preferences, without consideration of any protected characteristic.
- Direct care workers will undergo comprehensive training in cultural competency and sensitivity to ensure they deliver respectful and inclusive care to clients from diverse backgrounds.
- Any reports of discrimination made by clients will be promptly investigated, and necessary actions will be taken to address their concerns and ensure their ongoing satisfaction with our services.

Reporting and Investigation:

All employees and clients are encouraged to report any incidents of discrimination or harassment. Reports will be taken seriously and investigated promptly and thoroughly. Appropriate action will be taken to address any substantiated claims and ensure a safe and inclusive environment for all.

Discrimination Complaints

All employees and clients are urged to report any instances of discrimination or harassment. Reports will be taken seriously and investigated promptly. Appropriate measures will be implemented to address any confirmed claims, which may include disciplinary action up to and including termination.

All Complaints should be directed to the Agency's Office at

600 Eagleview Blvd (Suite. 300)

Exton, PA 19341

Phone: 610 – 991 – 6659

Email: excellentcaregivershomecarellc@gmail.com



Additionally, Employees and Clients can file a charge of discrimination with the following Government Agencies:

PA Health & Wellness, Attention Complaint
and Grievance Unit

1700 Bent Creek Blvd, Ste. 200

Mechanicsburg, PA 17050

Phone: 1- 844 – 626 – 6813

PA Commission on Human Relations

The Curtis Center

601 Walnut St. Suite 300 South

Philadelphia, PA 19106

Phone: 1 - 215 – 686 – 4670

Office of Equal Opportunity

Philadelphia District Office

801 Market Street, Suite 1000

Philadelphia, PA 19107 – 3126

Phone: 1 – 800 – 669 – 4000

Complaint Hotlines:

In line with our commitment to this policy, any employee or client who feels that their right to equal opportunity has been violated and is dissatisfied with how the home care agency addressed the matter should file a complaint with the following government agencies:

Office of Equal Opportunity	Penn. Dept. of Health	Penn. Human Rights Commission
1 – 814 – 863 – 0471	1 – 866 – 826 – 3644	1 – 215 – 560 – 2496



ENSURING QUALITY OF CARE

Excellent Caregivers Home Care LLC is dedicated to delivering top-notch home care to our valued clients. To ensure client satisfaction, we have implemented a range of measures and protocols.

Hiring, Training and Competence Evaluation:

The home care agency employs a rigorous and comprehensive hiring process to ensure that only the most qualified caregivers are assigned to our clients.

- a. **Face to Face Interview:** In-person interviews are held to assess candidates' behavior, interpersonal communication skills, personality, professional background, and qualities that are essential for an outstanding caregiver
- b. **Background Checks:** According to the Pennsylvania Department of Health, all care workers are required to undergo criminal background checks. Excellent Caregivers Home Care LLC does not hire applicants with prohibited convictions as specified in 6 Pa. Code 15.143. Client safety is our top priority. List of convictions can be found at this link:
<https://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/006/chapter15/s15.143.html>
- c. **Childline Clearance:** Direct workers in the company who will have contact with children during their duties must present a current ChildLine clearance certificate before being assigned to clients. This requirement is essential to ensure the safety and well-being of the children in our care.
- d. **Training and Competency Evaluation:** All newly hired direct care workers participate in our in-house training program, regardless of their professional background. This approach ensures consistency in training and knowledge. Our comprehensive program covers the following mandatory and other necessary subject areas:
 1. HIPAA Laws
 2. Consumer Control
 3. Instrumental Activities of Daily Living
 4. Basic Infection Control
 5. Universal Precautions
 6. Emergency Handling
 7. Documentation



8. Dealing with Difficult Behaviors

9. Personal Care Skills such as personal hygiene and grooming, bathing, shaving, assistance with medication etc.

Employees are evaluated on the knowledge gained during the training program and receive a certificate of completion upon successfully passing the test.

- e. **Health Screening:** The Pennsylvania Department of Health requires tuberculosis screening for all direct care workers. Our screening process adheres to CDC guidelines for preventing tuberculosis transmission in healthcare settings. Additionally, any employee showing signs of infection must inform the office immediately and will be removed from client contact until cleared by a physician.
- f. **Care Plan Orientation:** Before employees are assigned to a client, they undergo a care plan orientation. During this session, they are informed about job requirements and provided with all the necessary information to ensure their success in the role.
- g. **Regular Supervision:** Caregivers are assigned to supervisors who regularly check in with both the caregivers and clients. They discuss the client care plan, address any challenges, and offer guidance to enhance performance.
- h. **Client Feedback:** Your feedback is crucial for ensuring your satisfaction. It helps us identify areas for improvement and implement necessary changes.
- i. **Ongoing Training:** All direct care workers participate in a mandatory annual training program. This ensures compliance with state laws while keeping our caregivers well-informed and prepared for their roles.



Termination of Consumer Services

A consumer receiving services from Excellent Caregivers Home Care LLC may be discharged or have their services terminated for several specific reasons. These may include

1. Successful conclusion of the agreed-upon service period. Services may be terminated upon the successful completion of the agreed-upon service period. This ensures that both the client and the agency can review the outcomes of the care provided and discuss any potential next steps or ongoing needs.
2. If the client's needs exceed the scope of what we can provide or if the client is no longer eligible for home care services based on changing health conditions. Excellent Caregivers Home Care LLC is a licensed non-medical home care provider. If a client's needs exceed the scope of our services as outlined by the Pennsylvania Department of Health, we will discontinue services.
3. Failure to make timely payments by client, clients government payor or the clients third party payor. Failure to make timely payments by the client, their government payor, or a third-party payor may result in service termination. If the client is in arrears for 14 consecutive days, services will be discontinued following a 5-day advance notice. Additionally, the agency reserves the right to pursue collection efforts or initiate legal actions if the outstanding balance remains unpaid after 30 days.
4. The client, their family, or individuals living with the client are non-compliant with or obstructing the implementation of the care plan. Any actual or potential assault on a direct care worker is taken very seriously, particularly when severe verbal threats are made by individuals capable of carrying them out, creating genuine concerns for the worker's safety. Such threats can lead to a hostile environment, compromising both the worker's well-being and the quality of care for the client. It is crucial to address these situations promptly, implementing safety measures and, if necessary, reevaluating or discontinuing services to protect our staff. If multiple attempts to bring the client or their family into compliance are unsuccessful, services will be terminated.
5. Conditions in and around the home pose an immediate threat to the safety of the direct care worker. Home care services may be suspended if conditions in or around the home create an immediate danger to the safety of the direct care worker. This could include hazardous environments, such as the presence of violence, unsafe living conditions, or any other factors that jeopardize the well-being of our staff. Ensuring a safe working environment is crucial for effective care delivery, and we prioritize the safety of our caregivers to maintain the quality of services provided
6. At the client's request. Services may be terminated at the client's request or if the client relocates outside the service area of the home care agency. In either case, we ensure that the transition is



7. handled smoothly and respectfully. Our priority is to support the client throughout this process and to aid in finding alternative care options if needed.
8. Actual or probable assault on direct care worker. The home care agency may have concerns that a direct care worker could be subjected to physical, verbal abuse, or sexual harassment, which would endanger their safety and affect their ability to provide care. It is crucial to address these situations promptly, implementing safety measures and, if necessary, reevaluating or discontinuing services to protect our staff.
9. Services may be terminated if the agency cannot find a suitable direct care worker with the necessary qualifications to meet the client's needs. This ensures that the client receives the appropriate level of care essential for their well-being. We prioritize matching clients with qualified caregivers to maintain high standards of service.

Notification of Discharge:

- a. A consumer receiving services provided by Excellent Caregivers Home Call LLC shall be given 10 calendar days advance written notice prior to service termination.
- b. A consumer of services provided by Excellent Caregivers Home Care LLC shall be given less than 10 calendar days advance notice if the consumer has failed to pay for services, and the consumer is more than 10 days in arrears.
- c. There may be circumstances that necessitate an immediate discharge of services, particularly when the life and safety of a direct care worker are at risk. Such situations may arise if the environment becomes hostile or dangerous, making it impossible for the home care agency to provide adequate coverage without further endangering staff members. In these cases, we will take appropriate measures to ensure that the consumer continues to receive care coverage and is not left unattended. This may involve coordinating with other care providers or arranging for alternative services to maintain the client's safety and well-being during this transition.
- d. The discharge notice will comprehensively outline:
 1. **Reason for Discharge:** A clear explanation of the specific circumstances or factors that have contributed to this decision will be provided. Please refer to the termination factors outlined above.
 2. **Effective Date of Discharge:** The written notice will clearly state the specific date on which services are set to be terminated, providing the client with sufficient time to prepare for the transition and explore alternative care options if necessary.



3. **Reinstatement Steps:** The notice will include comprehensive instructions for the client on how to reinstate services, if applicable. This may involve outlining specific actions the consumer needs to take, forms that must be completed, or providing contact information for staff members who can assist with the process.
4. **Regulatory Contact:** The notice will provide the telephone number and contact information for both state and federal home care regulatory agencies. This enables the client to easily reach out for guidance or to report any concerns about their care, particularly if they believe that the termination is unjust.
5. **Right to Appeal:** Consumers will be thoroughly informed of their rights to appeal, if applicable. The notice will contain the following statement: "You have the right to appeal the decision to terminate your care services. If you believe the discharge is unjustified, you or your legal representative may request an administrative hearing from the Pennsylvania Department of Health and Human Services. Additionally, you have the right to file a complaint with both state and federal home care regulatory agencies if you feel your rights have been violated." This ensures that clients are aware of their rights and the available options for recourse.

Transition Support:

We offer comprehensive transition support to clients and their families to ensure a smooth shift in care. This includes providing detailed information about community resources, such as local support groups and health services, as well as guidance on other available care options. Our goal is to empower clients and their families with the knowledge and tools they need to navigate this change effectively.



FINANCIAL INDEPENDENCE

The home care agency and its employees are explicitly prohibited from requiring consumers to endorse checks made payable to the agency. This policy is designed to safeguard the financial autonomy of our clients, ensuring they maintain complete control over their own financial transactions. It is crucial that consumers feel secure in their financial arrangements, without experiencing any undue pressure or manipulation from agency staff.

By establishing these guidelines, the agency aims to create a safe and supportive environment for all clients. We understand that financial matters can be sensitive, and it is our priority to ensure that clients feel empowered and respected in their financial decisions. Our commitment to these practices not only fosters trust but also promotes a positive and transparent relationship between clients and caregivers. Ultimately, we believe that maintaining the integrity of our clients' financial autonomy contributes to their overall well-being and satisfaction with our services.

A copy of this policy is provided to direct care workers to ensure they are informed and aligned with its guidelines.



TRANSPORTATION POLICY

As part of our commitment to ensuring the safety and well-being of both our valued clients and dedicated caregivers, Excellent Caregivers Home Care Agency LLC has implemented the following transportation policies to guide our services and operations.

- Direct care workers at Excellent Caregivers Home Care LLC **are not allowed** to transport clients using their **personal vehicles**.
- Caregivers **may only** transport clients using the **client's personal vehicle**.
- Clients must present **proof of insurance** with the designated caregiver listed as a **secondary driver** at the time of signing the admission form before transportation services can begin.
- Caregivers **are not permitted** to provide transportation to clients unless it is **included in the client's approved care plan**.
- If a client does not have a personal vehicle, they are encouraged to explore alternative transportation options, such as Chesco Connect or ride share services
- Excellent Caregivers Home Care LLC is not responsible for the mechanical condition of a client's vehicle. It is the client's responsibility to ensure that any necessary repairs or maintenance required for the safe and legal operation of the vehicle, whether owned or rented, are properly addressed.
- Excellent Caregivers Home Care LLC is not liable for any accidents or injuries that may occur while a caregiver is transporting a client in the client's personal vehicle, whether owned or rented. Responsibility for any incidents remains with the client.

This transportation policy is provided as part of your service agreement.



Frequently Asked Questions (FAQ's)

1. What areas do you serve?

Excellent Caregivers Home Care LLC serves all cities within Chester County in PA

2. What are your hours of operation?

Our Office is opened every Tuesday from 8am – 5pm. Care services are available 24/7

3. How are caregivers selected?

Our Caregivers undergo a rigorous selection process, including background checks, Childline clearance, reference checks, competency evaluations and interviews. They receive comprehensive training and ongoing education to ensure they provide the highest quality of care

4. Can I choose my caregiver?

We make every effort to pair clients with caregivers who align with their needs and preferences. Open communication is encouraged to ensure a strong match, and we will do our best to accommodate any specific requests.

5. How do I get started with services?

Contact us at 610 -991 – 6659 or excellentcaregivershomecarellc@gmail.com to schedule and initial consultation and assessment. We will work with you to develop a personalized care plan.



CONTACT INFORMATION

Address:

Excellent Caregivers Home Care LLC
600 Eagleview Blvd, Suite 300
Exton, PA 19341

Phone Number:

(610) 991 – 6659

Fax Number:

(610) 672 - 9883

Email:

excellentcaregivershomecarellc@gmail.com

Website:

www.excellentcaregivershomecare.com