



ANNUAL DISCLOSURE

January 2, 2017

Per Arizona Revised Statutes SB 1401, a business entity that provides home care services in the state shall annually disclose to each of its home care clients specific information. Alternatives in Home Care is a business entity that provides home care services in Arizona and is thereby required to comply with this regulation.

Per the statute, Alternatives in Home Care must disclose:

1. Whether criminal background checks have been performed on the employees or contractors who provide home care services and the entity's policy on sending employees or contractors who have a criminal history to a client's home.
2. The name and position of the person who is responsible for the day-to-day management of the employees and contractors, for the hiring and firing of employees and for the termination of contracts.
3. A description of any required training for employees or contractors who provide home care services and whether the training includes first aid and cardiopulmonary resuscitation.
4. A description of the home care services the entity provides and the cost of each service.
5. A description of the entity's home care services agreements and how an agreement may be terminated.

This annual disclosure includes the information required by the statute and is also available on our website at the following link: www.alternativesinhomecare.com/annual.

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CRIMINAL BACKGROUND CHECKS

Background Checks and Screening

National criminal background checks are performed on all prospective new employees upon an offer of employment. These background checks are performed using a third party criminal background check vendor. In addition, the agency obtains driving records, checks relevant exclusion databases, verifies past employment, contacts professional references, and reviews social media (when possible and/or practical). The agency reviews and analyzes the results of the background check to determine employment eligibility.

NOTE: A prospective employee is disqualified from employment with the agency if (1) the prospective employee has a record of crimes against children or vulnerable adults, regardless of the type of offense or when the offense occurred, or (2) the prospective employee has a record of drug-related crimes within the last 10 (ten) years.

Level I Fingerprint Clearance Card

If the prospective employee was issued a Level I Fingerprint Clearance Card by the Arizona Department of Public Safety, the agency will obtain a copy of the card and verify that the clearance is still valid.

If the prospective employee does not have a Level I Fingerprint Clearance Card, the agency will compare the criminal background check results to the precluding criteria when determining employment eligibility. This criteria is available at: <http://www.azleg.gov/ars/41/01758-07.htm>. If the criminal background check reveals any offenses precluded by AZ DPS, the candidate will be disqualified.

EEOC Compliance

In order to comply with Equal Employment Opportunity Commission (EEOC) guidance regarding background checks and avoid adverse action against protected classes, it is the agency's policy to evaluate all criminal records on a case-by-case basis. Upon review, the agency will issue a determination regarding eligibility for employment and if deemed disqualified, the candidate will not be granted a final offer of employment.

Fair Credit Reporting Act Compliance

In addition, the Fair Credit Reporting Act (FCRA) requires that an employer notifies applicants when the results of a background check adversely impacts the hiring decision. Therefore, the agency notifies applicants of disqualifying criminal record results. Criminal background checks are not without flaws, so this allows the employee an opportunity to resolve any results reported in error. The agency requires that the employee resolve any potential errors and provides supporting documentation prior to proceeding with the employment process.

Interim Background Checks

The agency also performs regular, interim background checks on current employees. If the criminal background check reveals potentially disqualifying circumstances, the agency will follow a process similar to that with new hires. If the agency finds that the employee is not eligible for continued employment, the employee will be classified as disqualified and employment will be terminated.

Disqualified employees are not agency employees, thereby they will not be sent into the client's home.

MANAGEMENT RESPONSIBILITY

Day to day management of the agency, to include supervision, hiring, and firing of employees and termination of contracts is the responsibility of:

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Although the agency owner may delegate execution of these tasks to other staff within the agency, final authority and responsibility of all decisions & actions within the agency rests with the agency owner listed above.

TRAINING

All employees are required to complete the following training and/or competency assessments:

1. Competency Assessments (Written and Skills Testing)

All prospective employees must complete a pre-employment written and skills test prior to placement with any client and eligible for hire. This test is proctored and is conducted during an in-person interview. To be eligible for hire, the prospective employee must pass the written and skills test with a minimum score of 85%.

If the prospective employee does not pass the written and skills test with a score of 100%, the agency will review the areas of weakness and provide training /coaching on these areas prior to placement with a client.

2. Orientation

In-person orientation training is required upon hire. This training is a comprehensive review of agency policies and procedures. New employees must complete orientation training prior to placement with any client.

3. In-Service Training

The agency requires that each employee complete at least four (4) in service training sessions each calendar year. In-service training sessions are offered on a monthly basis. Based on the subject matter, training sessions may be offered in person, online or at the client's home. Employees receive training in the following areas (at minimum):

- a. Medication Assistance
- b. Infection control techniques
- c. Common Chronic Illnesses
- d. Communication and interpersonal relationships
- e. Maintaining Professional Boundaries
- f. Cultural Awareness
- g. Emergency Procedures
- h. Food & Nutrition
- i. HIPAA, Privacy and Confidentiality of Client Information
- j. Protecting client rights, including prevention of abuse/neglect and mandatory reporter requirements
- k. Observing, Documenting and Reporting
- l. Transfers and Positioning
- m. If provided by employee, specialized training (ie Alzheimer's, physical disabilities, etc.)

A training session is not considered completed by the employee unless the employee passes a post-session competency test with a passing score of at least 85%. Training/coaching is provided for areas of weakness.

4. First Aid and Cardiopulmonary Resuscitation (CPR)

The agency does not train employees in First Aid and Cardiopulmonary Resuscitation. However, the agency does require that all prospective employees provide proof of this training and/or certification from an approved source. Current employees must also provide proof of this training upon expiration.

DESCRIPTION OF HOME CARE SERVICES

The agency provides non-medical home care services, as described in the list below. This list is a comprehensive description of the services the agency commonly provides. However, because each client has unique needs this list is simply representative of the agency’s services and should not be considered all-inclusive.

Companionship	Light Housekeeping	Personal Care
Conversation	Routine housework & chores	Bathing & Grooming
Socialization Activities	Assist with home organization	Dressing & Undressing
Accompany on Outings	Dishes (wash, dry, put away)	Transfers & Ambulation
Menu Planning	Throw away expired food	Turn & position in bed (bed bound)
Grocery/Household Shopping	Mop, Vacuum, Dust	Catheter, Ostomy & Oxygen Care
Meal Preparation	Clean/Sanitize Bathroom	Assist to toilet/commode
Encourage hydration/nutrition	Change linens/Make bed	Incontinence Care
Transportation	Laundry (wash, dry, fold, put away)	Assist with feeding
Medication Reminders	Water plants/assist with gardening	Monitor/ensure comfort & welfare
Appointment/Other Reminders	Take out trash	Stand by to prevent falls
Pharmacy Drop off/Pick up	Pet care (feeding, walking, playing)	Safety supervision
Transitional Care	Respite Care	Alzheimer’s & Dementia Care
Hospice Support Care	Live In Care (staff sleeps 8 hrs/night)	24 hour care (24/7 awake staff)
Professional Care Management		

COST OF HOME CARE SERVICES

The agency’s cost of home care services vary based on the category and level of care. Rates may be adjusted to reflect other factors that determine the cost of care.

The rates listed below are effective January 1, 2017. Please note that in some cases, clients may enjoy a “grandfathered” rate based on the effective date of services.

Companion/Sitter Services	\$19.50 - \$22.00 per hour
Personal Care Services	\$22.00 - \$24.00 per hour
Personal Care: Bed-Bound/Hoyer Lift/WC	\$22.00 - \$26.00 per hour
Hospice Support Services	\$22.00 - \$26.00 per hour
Dementia Care/Safety Supervision	\$22.00 - \$26.00 per hour
Medication Reminders/Safety Check (Caregiver Visit/no home care)	\$22.00 per hour/ 1.5 hours per visit
24-hour Live In Care	Case-by-case
Driving, Travel & Shopping (Transportation Only)	\$22.00 per hour
Fee for Vehicle Mileage (Agency or Caregiver Private Vehicle)	\$1.50 per mile

HOME CARE SERVICES AGREEMENT DESCRIPTION

The Home Care Services Agreement is signed by the client/client's representative and an authorized agency representative and includes the following components:

Agreement Effective Date	Client Name/Service Address
Responsible Party Name/Contact Information	Emergency Contact Name/Contact Information
Term of Agreement	Services Requested
Service Days, Times and Duration	Rates, Fees & Deposits
Cancellations/Schedule Changes	Billing
Time Tracking Phone Calls	Payment Terms
Late Charges	Returned Check Fee
Paper Check Conversion to E-Check	Agreement Amendments
Agency Responsibilities	Client Responsibilities
Transportation & Travel	Background Checks/Drug Testing
Severe/Bad Weather	Supplies & Equipment
Termination of Agreement	Private/Direct Hiring
Agreement Claims/Disputes	Agency Contact Information
Care Manager Name/Contact Information	Office Hours
Payment Address	Billing Inquiries
Agency Email Addresses	Agency Website Address
Client/Client Representative Signature/Date	Authorized Agency Signature/Date

HOME CARE SERVICES AGREEMENT TERMINATION

Below is the agency's policy of terminating the agreement and services, as detailed in the Client Service Agreement.

Termination. Either "Client" or "Agency" may terminate this agreement at any time, in writing. If either party terminates this Agreement, all fees due at the time of termination will be due and payable by you immediately. When applicable, the Agency will immediately refund any credit balance due to you as a result of prepaid fees or deposits. If services are terminated for any reason, either by you or us, the in-home caregiver will no longer be able to provide services to you as of the date of termination.

If you have any questions about the contents of this Annual Disclosure please contact:

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We thank you for your trust and assure you that we will be professional and ethical at all times.