

Written: 01/30/2015	Policy	Standards of Practice Policy
Approved: 09/28/2017		Dept.: All
Reviewed/Revised: 08/29/2017		Written By: HR Department

Policy:

Area Agency on Aging, Inc. will maintain the highest level of standards in its business practices. These standards are designed to ensure the company maintains the trust and respect of our clients and the community.

Procedure:

All employees and contractors will follow these standards:

1. No employee or contractor will knowingly mislead a client, family member, client’s representative, or caregiver concerning services, charges, or use of equipment.
2. No employee or contractor will misuse or misappropriate any property belonging to any client, family member, client’s representative, or caregiver.
3. No employee or contractor will knowingly and actively recruit a client under the care of another home care agency.
4. Employees will accept referrals in a professional manner with no remuneration provided to the referring party.
5. Solicitation of referrals by coercion or harassment is prohibited.
6. No employee or contractor will serve as the guardian of a client unless the employee or contractor is related to the client by blood or marriage and is otherwise eligible to serve as a guardian.
7. All home care services will be provided in compliance with accepted standards of practice including State practice acts.
8. Area Agency on Aging, Inc. practices zero tolerance of fraud and abuse. Any reports of fraud or abuse will be investigated by the Compliance Officer with a written report submitted to the President and Chief Executive Officer to be reviewed by the Board of Directors.
9. Employees involved in substantiated reports of fraud or abuse will be terminated and reported to the proper authorities if applicable.
10. The staff will complete fraud and abuse training annually.