



POLICIES & PROCEDURES MANUAL

Georgia Department of Community Health: Private Home Care Agency

Georgia Department of Early Care and Learning: Support Center

Companion / Sitter , Substitute Staffing and Personal Care Services

MISSION STATEMENT

Lapapoe is a family-support agency dedicated to strengthening families of children with developmental disabilities by providing non-medical companion, sitter, and personal care services within the home and child care centers. Our mission is to promote family stability, and ensure children receive safe, respectful, and developmentally appropriate support in their everyday environments.

Lapapoe operates using a family-centered approach that recognizes the importance of supporting direct care workers alongside the child. Services are designed to complement family care by offering supervision, assistance with daily living activities, and respite support that aligns with each family's routines, preferences, and values.

INTRODUCTION

Lapapoe is incorporated in the State of Georgia and provides non-medical companion/sitter and personal care services. The Agency does not provide skilled nursing services, medical treatment, therapy, or clinical care.

Lapapoe serves individuals who have already been determined, through referral information and existing documentation, not to be medically frail or medically compromised. The Agency verifies this determination prior to the initiation of services to ensure that all services fall within the scope of non-medical companion and personal care support.

All services are provided in accordance with Georgia Department of Community Health (DCH) Rules for Private Home Care Providers (Chapter 111-8-65) and applicable federal and state laws.

SCOPE OF SERVICES

POLICY

Lapapoe provides non-medical Companion/Sitter services and non-medical Personal Care Assistance (PCA) to individuals whose needs can be safely met without skilled nursing services, clinical oversight, or medical intervention. Services are limited to supervision, support, cueing, standby assistance, and hands-on assistance with activities of daily living (ADLs), as applicable.

Lapapoe provides services in accordance with the Georgia Department of Community Health (DCH) Rules for Private Home Care Providers (PHCP), Chapter 111-8-65, and all applicable federal and state requirements.

SERVICE CATEGORIES

A. Companion / Sitter Services

Companion/Sitter services focus on supervision, engagement, safety awareness, and routine support. These services may include:

- Supervision to support safety in the home
- Social interaction, companionship, and engagement in structured activities
- Support with routines and developmentally appropriate activities
- Accompaniment during leisure activities or outings (non-medical)
- Meal preparation and serving (non-medical)
- Light housekeeping related to the client's immediate environment

Companion/Sitter personnel do **not** provide hands-on personal care tasks unless separately authorized and assigned as Personal Care Assistance direct care workers.

B. Personal Care Assistance (PCA)

Personal Care Assistance services involve non-medical hands-on support with activities of daily living (ADLs). PCA services may include:

- Assistance with bathing, grooming, and personal hygiene
- Assistance with dressing and undressing
- Toileting support and incontinence care
- Mobility assistance, transfers, and ambulation support
- Assistance with eating/feeding (non-medical)
- Standby assistance, cueing, and supervision for ADLs

All personal care tasks must be:

1. Authorized by the Agency,

2. Included in the client's written non-medical Service Plan, and
3. Provided only by direct care workers who meet Agency qualification and competency requirements for PCA services.

Prohibited / Excluded Services

Lapapoe does **not** provide, arrange, or bill for services that require clinical licensure, physician orders, or nursing judgment. Excluded services include, but are not limited to:

- Skilled nursing care of any kind
- Medication administration, medication setup, or medication management
- Injections, wound care, sterile procedures, or clinical treatments
- Clinical assessments, diagnosis, medical monitoring, or treatment planning
- Services requiring continuous medical monitoring or skilled oversight
- Therapy services (OT, PT, speech therapy, behavioral therapy)

If a client's needs exceed Lapapoe's non-medical scope, Lapapoe will not initiate or will discontinue services and will notify the client/responsible party and provide referral guidance to an appropriately licensed provider when possible.

ORGANIZATIONAL STRUCTURE

POLICY

Lapapoe is organized to ensure effective administrative oversight, appropriate supervision of service delivery, and consistent quality of care. The Agency's organizational structure is designed to support safe, client-centered service delivery while maintaining compliance with all applicable Georgia Department of Community Health (DCH) requirements. Lapapoe maintains defined leadership responsibilities and reporting relationships to promote accountability, ensure proper supervision of direct care personnel, and support ongoing quality assurance.

Lapapoe provides non-medical services only, including Companion Sitter and Personal Care Assistance services. The Agency does not provide skilled nursing services, medical treatments, or any tasks that require a professional healthcare license.

Organizational Reporting Structure

Lapapoe maintains a clear chain of command to ensure direct care workers members have access to direction, oversight, and support at all times.

- The **Administrator** has overall responsibility for agency operations, regulatory compliance, and quality oversight.
- The **Supervisor** reports directly to the Administrator and oversees the provision of non-medical services, including direct care workers supervision and service plan management.
- **Direct Care Workers** report to the Supervisor and provide Companion Sitter and Personal Care Assistance services according to the client's service plan and agency policies.
- **Administrative and support functions** (including clerical, scheduling, intake coordination, and billing support) operate under the oversight of the Administrator to ensure secure documentation, accurate recordkeeping, and smooth agency operations.

In the event the Supervisor is unavailable, the Administrator will ensure continuity of supervision, service monitoring, and client support.

KEY ROLES AND RESPONSIBILITIES

Administrator

The Administrator has overall responsibility for the management, operation, direct care workers oversight, and regulatory compliance of Lapapoe. The Administrator ensures the Agency meets all applicable federal, state, and local laws, rules, and regulations governing the delivery of non-medical Companion/Sitter and Personal Care Assistance

services under the Georgia Department of Community Health (DCH) Private Home Care Provider requirements.

The Administrator is responsible for:

A. Compliance and Scope Oversight

- Ensuring Lapapoe provides non-medical services only and does not provide skilled nursing services, clinical assessments, medication administration, or medical treatments.
- Ensuring Agency policies clearly distinguish between:
 - Companion/Sitter/Aide services (non-hands-on)
 - Substitute Staffing, and
 - Personal Care Assistance (hands-on ADL support).

B. Direct Care Workers Qualifications and PCA-Only Task Authorization

- Ensuring Lapapoe employs and/or contracts only individuals who meet the qualifications established by applicable Georgia laws and regulations to provide Personal Care Assistance services.
- Ensuring personal care tasks are performed only by direct care workers/contracted direct care workers who are qualified, trained, and competent to perform the specific tasks assigned.
- Ensuring Companion/Sitter direct care workers are not assigned or permitted to perform hands-on personal care tasks unless the individual has met PCA qualification requirements, completed competency validation, and is formally authorized for PCA duties by the Agency.

C. Personnel Recordkeeping

- Ensuring complete personnel files and contractor files are maintained and include required documentation such as identity verification, training records, competency validation, screening/background documentation (as applicable), and policy acknowledgments.

D. Quality Oversight

- Oversight of incidents, complaints, corrective actions, and service quality concerns, including removal from assignments when client safety or compliance is at risk.

E. Operational & Regulatory Oversight

Contracted Administrative Services (Billing and Operational Support)

To support efficient operations and continuity of services, Lapapoe may utilize qualified third-party vendors or contracted administrative service providers for select administrative and operational functions, as applicable. These functions may include payroll processing, administrative support, electronic scheduling or documentation systems, and billing-related support.

All contracted administrative services are selected and monitored under the oversight of the Administrator to ensure alignment with Agency policies, confidentiality requirements, documentation standards, and applicable Georgia Department of Community Health (DCH) requirements.

The Administrator remains responsible for ensuring that all billing-related activities (if applicable) reflect only services that were authorized, delivered, and properly documented, and that client and Agency records are protected and shared only with authorized entities as permitted by policy.

Supervisor

The Supervisor reports to the Administrator and is responsible for oversight of the day-to-day provision of Companion/Sitter and Personal Care Assistance services. The Supervisor ensures services are delivered safely, consistently, and within Lapapoe's authorized non-medical scope.

The Supervisor is responsible for:

A. Service Plan Oversight

- Developing, implementing, and updating written non-medical Service Plans that specify:
 - the exact services authorized,
 - which tasks are permitted, and
 - which direct care worker role is assigned (Companion/Sitter vs PCA).
- Ensuring direct care workers receive Service Plan orientation prior to the start of service delivery.

B. Assignment Controls and PCA Qualification Enforcement

- Ensuring that only qualified personnel are assigned to provide PCA services and that personal care tasks are never assigned to Companion/Sitter-only direct care workers.

- Confirming (prior to assignment and as needed) that PCA direct care workers have:
 - completed required training/orientation,
 - demonstrated competency, and
 - been formally authorized by the Agency to provide hands-on personal care tasks.

C. Supervisory Monitoring

- Conducting supervisory home visits/service monitoring activities at required intervals and documenting findings in the client record.
- Reviewing documentation to confirm:
 - services delivered match the Service Plan, and
 - direct care workers stayed within role boundaries and scope.

D. Incident and Complaint Response

- Addressing incidents, service concerns, complaints, and safety risks promptly and communicating concerns to the Administrator as appropriate.

Direct Care Workers (Companion/Sitter and Personal Care Assistance)

Direct Care Direct care workers provide non-medical services according to the client's written Service Plan and within Lapapoe's PHCP scope of services. Direct Care Direct care workers must provide services safely, respectfully, and professionally.

A. Companion/Sitter Direct care workers (Non-PCA Role)

Companion/Sitter direct care workers provide companionship, supervision, safety monitoring, and routine non-hands-on support as authorized in the Service Plan.

Companion/Sitter direct care workers:

- must not perform hands-on personal care tasks (including bathing, toileting, dressing, transfers, or other ADL assistance) unless they are qualified, trained, competency-validated, and authorized by Lapapoe to provide PCA services.
- must notify the Supervisor immediately if a client or family requests services outside Companion/Sitter scope.

B. Personal Care Assistance Direct care workers (PCA Role)

Personal Care Assistance direct care workers provide hands-on support with activities of daily living (ADLs) as authorized in the Service Plan. Personal care tasks include bathing, hygiene, toileting/incontinence care, dressing, mobility assistance, transfers, and feeding assistance (non-medical).

PCA direct care workers:

- must be qualified, trained, and competent to perform assigned personal care tasks;
- must provide only the services authorized in the Service Plan;
- must document services accurately and report incidents, concerns, or changes affecting client safety to the Supervisor promptly.

AGENCY OPERATING HOURS

The Agency's administrative hours of operation are between 9:00 AM and 5:00 PM, Monday through Friday. Families may book respite services at any time during the 24-hour period, Monday through Sunday, including overnight respite, based on direct care worker availability and Agency scheduling procedures. Families may also book calls through the Agency website outside of standard administrative hours.

If a family contacts the Agency outside of administrative hours, a message may be left through the Agency's voicemail system with information on how to contact the Administrator and/or Supervisor. The Agency maintains after-hours contact procedures to ensure families and direct care workers can reach the Administrator and/or Supervisor, as needed, for urgent concerns.

METHODS OF COMMUNICATION & RECORD KEEPING

POLICY

Purpose:

The Agency is committed to safe, secure, and professional communication with families, personnel, and business partners. Effective communication is essential for coordinating companion/sitter and personal care services, supporting children with disabilities, and ensuring that families receive accurate, timely information.

PROCEDURE:

Communication Tools and Platforms

All family and provider information is securely stored on Agency-managed G-Suite/Google Workspace systems, which support secure access controls and confidentiality practices. Information about respite providers and Agency services may be shared with families through the Lapapoe website and platform, which is secured using SSL technology to protect data in transit. Personnel are trained to use these platforms correctly and responsibly to maintain confidentiality, efficiency, and accuracy in all communications.

Access and Authorization

Access to Agency systems (including G-Suite and the Lapapoe website) is restricted to personnel who are specifically authorized by the Agency. Personnel are responsible for maintaining the confidentiality of their passwords and must not share access credentials with anyone who is not authorized.

Supervisors are responsible for monitoring access, assigning appropriate permissions based on job duties, and ensuring compliance with these requirements.

Secure Communication Practices

All communications through email, the website, or other Lapapoe-approved tools must remain professional and directly related to care coordination, scheduling, documentation, or other Agency business.

Personnel must not use unsecured personal email, personal messaging applications, or social media messaging to share sensitive or confidential information about children, families, or providers.

The Agency maintains procedures to ensure that confidential information is protected at all times and shared only on a need-to-know basis to support safe and appropriate service delivery.

Scope of Services and Direct care workers Role Requirements

Lapapoe provides companion/sitter services and personal care services in accordance with applicable Georgia private home care requirements.

- **Companion/Sitter Services** may include supervision, companionship, safety monitoring, and general support that does not involve hands-on personal care tasks.
- **Personal Care Services** may include hands-on assistance with activities of daily living (ADLs), such as bathing, dressing, grooming, toileting, mobility assistance, and other approved personal care tasks.

The Agency does not provide skilled nursing services.

Only personnel who are qualified, trained, and assigned as Personal Care Assistants (PCAs) may provide personal care services. Personnel who are not authorized as PCAs must not perform personal care tasks and must immediately notify a Supervisor if a client requests services outside their authorized role.

Record Retention and Confidentiality

Child and family information stored in approved Agency systems is retained according to the Agency's record retention policy. Personnel must not store private or confidential information outside of approved Agency systems.

Any documents or records downloaded or printed for legitimate business purposes must be handled and stored securely in accordance with Agency confidentiality procedures. Records must be protected from unauthorized access at all times.

Equipment and Property

Agency communication equipment, including computers, telephones, and other devices, must be used for Agency business purposes only. Personnel are responsible for taking reasonable measures to protect Agency equipment from loss, theft, or damage.

Agency equipment may not be removed from the premises or used offsite without written approval from a Supervisor, unless the employee's assigned role requires offsite use and the employee has received authorization and guidance on secure handling.

Message Routing

Personnel who do not have direct phone access must make arrangements to have urgent calls routed to a Supervisor or designated Agency direct care workers member. While the Agency will make reasonable efforts to relay messages promptly, it cannot guarantee immediate delivery of non-urgent personal messages.

Professional Standards

All communications—whether by email, phone, website, platform messaging, or other methods—must be accurate, professional, respectful, and related to Agency business.

Harassing, offensive, demeaning, threatening, discriminatory, or otherwise inappropriate communications are strictly prohibited and may result in disciplinary action, up to and including termination.

Policy Compliance

Personnel are responsible for understanding and following this policy and for reporting any concerns regarding communication security, confidentiality, or misuse of Agency resources to their Supervisor.

Supervisors are responsible for ensuring personnel receive appropriate training, follow Agency procedures, and maintain professional communication standards.

COMMUNICATION BARRIERS & ASSISTANCE

Lapapoe is committed to ensuring that clients and families can communicate effectively with the Agency and understand their service information, rights, responsibilities, and complaint procedures. The Agency takes reasonable steps to reduce communication barriers and to support clear, respectful communication.

Procedure

Lapapoe may provide communication assistance as needed, which may include:

- Using plain language and culturally respectful communication
- Allowing a parent/guardian, responsible party, or authorized representative to assist the client in communication
- Providing written information in a format that is understandable to the client and family
- Using alternative communication approaches when appropriate (e.g., visual supports, simplified instructions, additional time for communication)
- Offering translation or interpretation support when feasible and requested

Lapapoe direct care workers will document communication preferences and relevant accommodations in the client record when applicable.

FRAUDULENT OR ABUSIVE ACTS

Lapapoe maintains a zero-tolerance approach toward fraudulent, deceptive, or abusive practices. The Agency is committed to ethical service delivery, accurate documentation, and honest billing practices. All services billed must be services that were actually delivered and documented.

Procedure

To reduce the risk of fraudulent or abusive acts, Lapapoe will:

- Maintain accurate service documentation, including service logs and timekeeping records
- Require direct care workers and contracted personnel to document services provided during each visit
- Prohibit falsification of documentation, signatures, time records, or service notes
- Review documentation for accuracy and completeness as part of quality assurance activities

- Investigate concerns related to improper billing, misleading statements, or unethical conduct
- Take corrective action as appropriate, which may include additional training, service plan clarification, termination of assignment, or termination of employment/contract

Any suspected misconduct will be addressed promptly by the Administrator or Supervisor and documented in accordance with Agency procedures.

BILLING PRACTICES

Lapapoe provides transparent billing practices and ensures that families understand the services agreed to, the rates charged, and the billing schedule. Billing is based only on authorized services included in the signed Service Agreement and supported by service documentation.

Procedure

Lapapoe's billing practices include the following:

- Billing is completed in accordance with the client's signed Service Agreement
- Clients and families will receive information regarding service rates, billing frequency, and payment expectations prior to the start of services
- Charges are based on services actually delivered, as documented in service logs
- Families will be notified in advance of any changes in rates or billing procedures
- Any billing concerns or disputes may be submitted through the Agency's complaint process

Lapapoe does not bill for services not rendered.

AGENCY CLOSURE / TERMINATION OF OPERATIONS

In the event Lapapoe plans to close the Agency or discontinue operations, the Agency will take reasonable steps to protect clients and families by providing appropriate notice and supporting transition planning.

Procedure

If the Agency closure becomes necessary, Lapapoe will:

- Provide written notice to clients and/or legal guardians within a reasonable timeframe
- Coordinate service discontinuation dates to support a safe transition when possible
- Provide referral information to other providers upon request, when available
- Maintain and secure client records in accordance with record retention requirements
- Ensure final billing is completed accurately and transparently
- Comply with any required state notification processes applicable to agency closure

NON-DISCRIMINATION

Lapapoe provides non-medical companion/sitter and personal care services in a manner that is fair, respectful, and free from discrimination. Lapapoe does not discriminate in the delivery of services, hiring, contracting, or any Agency operations on the basis of race, color, national origin, ancestry, religion, sex, gender identity, sexual orientation, age, disability, marital status, familial status, veteran status, or any other characteristic protected by applicable federal, state, or local law.

Procedure

Lapapoe will implement this policy by:

- Providing clients and families equal access to services offered within the Agency's licensed scope and operational capacity
- Ensuring direct care workers and contracted personnel are trained on respectful service delivery, client rights, and professional conduct
- Addressing reports of discriminatory behavior promptly and thoroughly
- Prohibiting retaliation against any client, family member, or direct care workers member who raises a concern or complaint related to discrimination

- Maintaining documentation of complaints and actions taken, in accordance with the Agency's complaint and grievance procedures

Any client or family member who believes they have experienced discrimination may file a complaint through Lapapoe's complaint process. Clients and families also have the right to contact the Georgia Department of Community Health (DCH) regarding unresolved concerns.

ILLEGAL SOLICITATION

Lapapoe prohibits illegal solicitation and inappropriate business activity by any employee or contracted personnel while performing services or representing the Agency. Direct care workers may not use their role to request, accept, or promote unauthorized transactions, financial gain, or personal business opportunities with clients, families, or household members.

Procedure

To protect clients and families and ensure ethical service delivery:

- Direct care workers may not solicit money, gifts, loans, tips, or additional payments outside of Agency billing procedures.
- Direct care workers may not sell products or services, promote outside businesses, or distribute marketing materials to clients or families for personal gain.
- Direct care workers may not request access to or use of a client's property, funds, or accounts unless explicitly authorized in writing by the client or responsible party and approved by the Agency (if applicable).
- Direct care workers may not engage in any activity that could be interpreted as financial exploitation, coercion, or undue influence.
- Any suspected solicitation, exploitation, or unethical conduct must be reported immediately to the Administrator or Supervisor and will be investigated promptly.

Violation of this policy may result in corrective action, up to and including termination of employment or contract, and may be reported to appropriate authorities when require

ADMISSION AND ACCEPTANCE OF CLIENTS

Lapapoe accepts clients only when the Agency can safely meet the individual's needs through non-medical companion/sitter and personal care services within the home.

Prior to initiating services, Lapapoe verifies through referral information and existing documentation that the client has already been determined not to be medically frail or medically compromised, and that the client's needs fall within Lapapoe's licensed non-medical scope.

Admission Criteria

Clients may be accepted for services when all of the following apply:

- The requested services fall within Lapapoe's non-medical scope of services
- The client has been determined not medically frail or medically compromised
- The home environment is safe, or reasonable safety adjustments can be made to support service delivery
- Qualified staff or contracted direct care workers are available to meet the client's needs
- The client and/or legal guardian agrees to Lapapoe's Service Agreement, Service Plan, and Agency policies
- Services can be delivered in a manner that supports the client's dignity, privacy, safety, and family preferences

Non-Acceptance, Discontinuation, and Referral

Lapapoe will not accept a client or will discontinue services if:

- The client's needs exceed non-medical companion/sitter or personal care services
- The client requires nursing, clinical, or medical services beyond Lapapoe's licensed scope
- The home environment presents an unresolved safety risk to the client, staff, or household members
- The Agency is unable to provide appropriate staffing to meet the authorized service needs

When services cannot be initiated or must be discontinued, Lapapoe will communicate the decision to the client and/or legal guardian and may provide referral information to other appropriate providers when available.

SERVICE PLANS

Policy Statement

Each client will have a written, non-medical Service Plan developed in collaboration with the client and/or legal guardian prior to the start of services or as soon as reasonably possible after initiation of services.

The Service Plan outlines the authorized companion/sitter services and personal care tasks to be provided, the service schedule, and relevant client/family preferences to ensure services remain safe, appropriate, and within scope.

Minimum Service Plan Content

The Service Plan must include, at minimum:

- Client identifying information
- Functional support needs (non-medical)
- Authorized companion/sitter and personal care tasks
- Frequency, schedule, and duration of services
- Safety considerations within the home
- Household routines, family preferences, and instructions for service delivery
- Communication preferences for the client and/or family
- Identified risks (non-clinical) and safety practices (e.g., elopement precautions, supervision needs)
- Criteria for service modification or discontinuation if needs exceed scope

Review And Updates

Service Plans are reviewed and updated as needed based on:

- Changes in client needs or family preferences
- Supervisory home visit findings
- Client/family feedback or complaints
- Direct care worker documentation indicating changes in routine or support needs

Service Plans are reviewed during required supervisory visits and will be reviewed **at least every six (6) months** to ensure services remain appropriate, authorized, and aligned with non-medical scope.

SERVICE AGREEMENT AND SERVICE PLAN REVISIONS

Policy Statement

Revisions to a client's Service Agreement and/or Service Plan may be required when there is a change in the client's service needs, schedule, preferences, home situation, or other circumstances affecting safe service delivery.

Who May Request A Revision

Revisions may be initiated by:

- The client and/or legal guardian
- The Agency Supervisor or Administrator
- The assigned direct care worker through report to the Supervisor

Procedure For Revisions

When a revision is requested or identified:

1. **Review of Request**
The Supervisor reviews the change request and determines whether the requested services remain within the Agency's non-medical scope.
2. **Service Plan/Agreement Update**
The Supervisor updates the written Service Plan and/or Service Agreement to reflect the revised services, schedule, or instructions.
3. **Client/Guardian Communication**
The Agency discusses the revision with the client and/or legal guardian prior to implementation when possible.
4. **Documentation and Staff Notification**
The revised Service Plan and/or Service Agreement is documented in the client record and communicated to direct care staff responsible for providing services.
5. **Acknowledgement and Signature**
The client and/or legal guardian acknowledges and signs the revised Service Agreement and/or Service Plan. Updated copies are maintained in the client file.

Lapapoe maintains all admission records, Service Agreements, Service Plans, supervisory visit documentation, and revisions in the client record in accordance with Agency confidentiality and retention policies.

CLIENT RIGHTS AND RESPONSIBILITIES

POLICY STATEMENT

Lapapoe is committed to protecting the rights, dignity, privacy, and safety of all clients and their families. Lapapoe provides non-medical companion/sitter and personal care services and ensures that all services are delivered respectfully, professionally, and in accordance with applicable Georgia Department of Community Health (DCH) Private Home Care Provider (PHCP) requirements.

Clients and/or their legal guardians have the right to participate in decisions related to services and to be treated fairly, respectfully, and without discrimination.

CLIENT RIGHTS

Clients and/or their legal guardians have the right to:

1. Be informed of services
 - Receive a clear explanation of the non-medical services to be provided
 - Participate in the development of the client's non-medical Service Plan
2. Be informed of changes
 - Receive notice of changes to services prior to implementation when possible
3. Accept or refuse services
 - Accept, decline, or discontinue services, consistent with the Service Agreement
4. Receive services without discrimination
 - Receive services without discrimination based on race, color, national origin, religion, sex, age, disability, family status, or any other status protected by applicable law
5. Be treated with dignity and respect
 - Have their home, personal property, routines, and family preferences treated with respect
 - Receive services that support independence, choice, and personal dignity
6. Privacy and confidentiality

- Have client information maintained confidentially and shared only as permitted by law and Agency policy
- 7. Voice complaints without retaliation
 - Express concerns, complaints, or grievances without fear of retaliation, reduced services, or unfair treatment
- 8. Know who is responsible for services
 - Be informed of the name and contact information for the Administrator or Supervisor responsible for oversight of services

Lapapoe Contact Information

Lapapoe
Attn: Akuchi Anike Mlemchukwu, Administrator
1111 Chastain Rd NW, Kennesaw, GA 30144
Phone: (470) 305-3471

- 9. Receive information on how to contact the State

Receive written information on how to contact the Georgia Department of Community Health to report concerns related to licensing or regulatory compliance that are not resolved by the Agency

Georgia Department of Community Health Contact Information

Georgia Department of Community Health (DCH)
Healthcare Facility Regulation Division (HFRD)
Two Peachtree Street NW, Suite 31
Atlanta, GA 30303
Complaints Only: (404) 657-5728 or 1-800-878-6442

3. CLIENT RESPONSIBILITIES

Clients and families are responsible for:

- Providing accurate information relevant to service delivery and safety
 - Maintaining a safe home environment for the provision of services
 - Treating Lapapoe staff respectfully, including direct care staff and supervisory staff
 - Notifying the Agency promptly of changes that may affect services, including changes in schedule, household safety concerns, or client needs
 - Following the Service Agreement and cooperating with reasonable Agency procedures necessary to deliver services safely
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4. DISTRIBUTION AND ACKNOWLEDGEMENT

Lapapoe provides clients and/or legal guardians with written information on Client Rights and Responsibilities prior to or at the start of services. The Agency maintains documentation of receipt and acknowledgement in the client record.

AUTHORIZATION FOR USE OF CLIENT FUNDS OR MOTOR VEHICLE POLICY

Lapapoe protects clients and families from financial exploitation and unauthorized use of property. Lapapoe direct care workers and contracted personnel may **not** use, handle, or access a client's funds, debit/credit cards, checks, bank accounts, benefits, or motor vehicle unless the client and/or responsible party has provided written authorization in advance using Agency-approved documentation.

Authorization is optional and may be refused by the client/responsible party at any time. Lack of authorization will not affect a client's eligibility for services that do not require access to funds or vehicle use.

PROCEDURE

A. Authorization Requirements

1. Written Authorization Required

- Any use of a client's funds or vehicle requires prior written authorization signed and dated by the client and/or responsible party.
- Verbal authorization alone is not permitted.

2. Separate Authorization Form

- Authorization must be documented using the Lapapoe Funds and Vehicle Management Authorization form within the Service Agreement or a separate Agency form, and retained in the client record.

3. Scope-Limited Authorization

Authorization must clearly define:

- Whether direct care workers may use client funds and/or vehicle
- The purpose (e.g., purchasing approved supplies, transportation to approved outings)
- Any spending limits (per trip / per week)
- Whether receipts are required (recommended)
- Any restrictions or prohibited purchases/activities

4. Use of Client Funds

- When authorized, the following rules apply:
- Direct care workers may only purchase items expressly approved by the client/responsible party.

- Direct care workers may not borrow money from clients or families.
- Direct care workers may not request tips, gifts, loans, or additional payments outside of Agency billing.
- Receipts must be returned to the responsible party and/or maintained per Agency procedure when required.
- Any discrepancies, concerns, or refusal to provide receipts must be reported immediately to the Supervisor.

5. Use of Client Motor Vehicle

- When authorized, the following rules apply:
- The client/responsible party must specify whether direct care workers may drive the client's vehicle.
- Direct care workers may not drive a client's vehicle without explicit written authorization and confirmation of insurance coverage by the responsible party.
- Lapapoe does not verify insurance policies and does not assume responsibility for insurance coverage decisions made by the client/responsible party.
- Direct care workers may only transport clients to locations pre-approved by the responsible party and consistent with the service plan and safety needs.
- Direct care workers must follow all traffic laws and drive safely at all times.

6. Minors / Children Receiving Services

- For clients under 18 years of age:
- Authorization for use of funds or vehicle must be completed by the parent/legal guardian or legally authorized responsible party.
- Direct care workers must follow the family's instructions regarding supervision, safety, and approved activities at all times.

7. Documentation

- Lapapoe maintains documentation of:
- The written authorization (Service Agreement section and/or separate form)
- Any applicable receipts or transaction documentation (if required)
- Any incidents, concerns, or reports related to funds/vehicle use

8. Prohibited Conduct

- Regardless of authorization status, direct care workers and contracted personnel may not:
- Use client funds or property for personal benefit
- Purchase prohibited items or make unauthorized purchases
- Ask clients/families for loans, gifts, tips, or personal payments
- Access client accounts, PINs, or financial information not required for an approved task
- Use the client's vehicle for personal errands or non-approved purposes

9. Revocation of Authorization

Clients and/or responsible parties may revoke authorization at any time. Revocation must be documented and takes effect immediately upon notification. Continued use after revocation is prohibited and may result in termination of employment/contract and further action as appropriate.

(PASTE VEHICLE FORM)



ORIENTATION & TRAINING



Administrator Name:

Akuchi Anike Mlemchukwu

Qualifications

Akuchi Anike Mlemchukwu holds the following academic qualifications:

- Bachelor of Science (BSc) in Psychology, Brunel University, London, United Kingdom
- Postgraduate Certificate in Early Childhood Education, University of Cambridge, United Kingdom

These qualifications provide a foundation in human services, communication, safeguarding, ethical practice, and the oversight of services for vulnerable populations. This educational background supports administrative leadership for a Private Home Care Provider delivering non-medical Companion/Sitter and Personal Care Assistance (PCA) services.

Professional License

No professional clinical license is required for the Administrator position because Lapapoe provides non-medical private home care services only and does not provide skilled nursing, medical treatments, clinical assessments, or therapy services.

Job Description and Responsibilities

The Administrator has full authority and responsibility for the operation and management of the Private Home Care Provider (PHCP). Responsibilities include, but are not limited to:

A. Operational and Regulatory Oversight

- Overall operational oversight and accountability for compliance with all applicable Georgia PHCP rules, regulations, and Agency policies and procedures
- Ensuring services are delivered safely, ethically, and within the PHCP-approved non-medical scope
- Ensuring the Agency does not provide skilled nursing services, medical treatments, medication administration/management, therapy, or other clinical services

B. Direct care workers, Hiring, and Qualification Controls (Critical Compliance Requirement)

- Recruitment, onboarding, training oversight, and supervision systems for personnel and/or contracted direct care workers
- Ensuring Lapapoe employs and/or contracts only individuals who meet the qualifications established by applicable Georgia laws and regulations for the specific services they are assigned to provide
- Ensuring hands-on personal care tasks are performed only by qualified and competency-validated personnel and never assigned to Companion/Sitter-only direct care workers
- Ensuring all PCA direct care workers meet Agency qualification requirements prior to assignment, including verification of required credentials when applicable (e.g., Georgia Nurse Aide Registry-listed CNA status if required by Agency policy) and maintenance of such verification in the personnel record

C. Policy, Service Planning, and Documentation Oversight

- Development, implementation, and enforcement of written Agency policies governing companion/sitter and personal care services
- Oversight of intake processes, service planning, scheduling coordination, and documentation systems
- Ensuring all services delivered are authorized, documented, and consistent with the client's written Service Plan and Service Agreement

D. Safety, Client Rights, and Quality Assurance

- Ensuring client rights, confidentiality, safety, and dignity are maintained at all times
- Oversight of incident reporting, emergency preparedness, complaint management, and quality assurance activities

- Ensuring direct care workers understand and comply with abuse, neglect, and exploitation prevention and reporting requirements
- Maintaining required administrative, personnel, and training records to support ongoing compliance and licensing review

The Administrator maintains decision-making authority for the day-to-day operations and long-term planning of the PHCP.

Evidence of No History of Misconduct

The Administrator attests to having no history of misconduct, including no findings or substantiated allegations of abuse, neglect, or exploitation, as described in Rule 290-5-54-.09(3)(a)1.

Administrator Orientation Training

The Administrator has completed orientation training appropriate to the operation of a Georgia Private Home Care Provider offering **non-medical Companion/Sitter and Personal Care Assistance services**. Orientation training includes:

- Review of PHCP regulations and compliance requirements
- Scope of Companion/Sitter and PCA services and prohibited activities
- Client rights and confidentiality requirements
- Abuse, neglect, and exploitation recognition and reporting obligations
- Emergency procedures and incident reporting requirements
- Professional boundaries and ethical conduct
- Service planning, supervision, documentation, and quality assurance
- Direct care workersing qualification controls ensuring PCA tasks are performed only by qualified personnel

Orientation training documentation is maintained and includes training checklists, certificates of completion, and signed attestations.

Administrator Orientation Checklist: Private Home Care Provider (PHCP) – Companion/Sitter Services

Administrator Name: ____ Akuchi Anike Mlemchukwu ____

Title: Administrator

PHCP Name: ____ Lapapoe ____

Orientation Type: ☒ Initial ☐ Annual ☐ Other: ____

Orientation Method: ☒ Self-Directed ☐ In-Person ☐ Virtual ☐ Hybrid

Orientation Topics

A. PHCP Overview & Regulatory Compliance

- ☒ Overview of PHCP mission, services, and organizational structure
- ☒ Review of applicable PHCP laws and regulations
- ☒ Administrator authority and responsibility for PHCP operations
- ☒ Licensing requirements and ongoing compliance obligations

B. Scope of Services

- ☒ Definition of companion/sitter services
- ☒ Permitted non-medical tasks
- ☒ Prohibited tasks (no nursing care, no personal care services)
- ☒ Maintaining service boundaries

C. Client Rights & Confidentiality

- ☒ Client rights and responsibilities
- ☒ Confidentiality and privacy requirements
- ☒ HIPAA awareness (as applicable)
- ☒ Ethical standards and professional conduct

D. Abuse, Neglect & Exploitation

- ☒ Definitions and indicators of abuse, neglect, and exploitation
- ☒ Mandatory reporting obligations
- ☒ Reporting procedures and timelines
- ☒ Documentation requirements
- ☒ Review of Mandated Reporter responsibilities

E. Emergency Preparedness & Incident Reporting

- ☒ Emergency procedures
- ☒ Incident and accident reporting
- ☒ Communication protocols during emergencies
- ☒ Follow-up and documentation

F. Personnel Management & Training Oversight

- ☒ Direct care workers recruitment and screening
- ☒ Orientation and training requirements for companion/sitter direct care workers
- ☒ Supervision and performance monitoring
- ☒ Corrective action and disciplinary procedures

G. Documentation & Recordkeeping

- ☒ Client records
- ☒ Personnel files
- ☒ Training documentation
- ☒ Incident and complaint records

H. Quality Assurance

- ☒ Monitoring service delivery
- ☒ Addressing complaints and concerns
- ☒ Continuous improvement processes

Orientation Attestation: Private Home Care Provider (PHCP) – Companion/Sitter Services

I, Akuchi Anike Mlemchukwu, hereby attest that I have completed administrator orientation training appropriate to the operation of a Private Home Care Provider (PHCP) offering companion and sitter services only.

This orientation included, but was not limited to, training and review of the following areas:

- Applicable PHCP rules and regulations
- Scope and limitations of companion/sitter services
- Client rights and confidentiality
- Abuse, neglect, and exploitation recognition and reporting obligations
- Emergency preparedness and incident reporting procedures
- Professional conduct and ethical standards
- Direct care workers supervision, documentation, and quality assurance

I further attest that I understand my full authority and responsibility for the operation of the PHCP and affirm that services provided will not include nursing care or personal care tasks.

Supplemental professional development, including **Mandated Reporter Training** and **Strengthening Families training**, has been completed to support safeguarding and best practices. These trainings complement, but do not replace, PHCP-specific orientation requirements.

I certify that the above information is true and accurate to the best of my knowledge.

Administrator Name:

Akuchi Anike Mlemchukwu

Signature: 
Date: 01/09/2026

CLIENT RECORDS

A client record will be established for each client receiving services. Client records are maintained in a confidential and secure manner, with access limited to authorized personnel who require the information to support service delivery, supervision, safety, quality assurance, and documentation requirements. Information collected and maintained in the client record is limited to what is necessary to provide agreed-upon services and to support appropriate communication with the client's parent/guardian or authorized representative.

Each client record will include, at minimum, the following:

1. **Client Identification and Contact Information**
Basic identifying information, service location, parent/guardian contact details, and emergency contact information necessary to support safe service delivery.
2. **Intake and Enrollment Documentation**
Completed intake documentation and enrollment information supporting initiation of services, including service start details and any relevant service preferences communicated by the parent/guardian.
3. **Service Agreement and Revisions**
A signed service agreement describing the services to be provided, service expectations, billing arrangements, and agency policies. Any changes to services, schedules, or responsibilities will be documented in writing and maintained as part of the client record.
4. **Service Plan**
A written service plan developed in collaboration with the parent/guardian or authorized representative outlining the scope of services, service frequency, routines, client preferences, supervision considerations, and support needs relevant to daily care and safety. Service plans are reviewed periodically and updated as needed to reflect current service arrangements.
5. **Authorizations and Permissions**
Written permissions related to service supports and coordination, including authorizations for transportation/escort, communication preferences, releases to coordinate with authorized parties, and any additional approvals requested by the parent/guardian.
6. **Reference Contacts and Coordination Information (as applicable)**
Contact information for relevant providers and support professionals for emergency reference or permitted coordination, when authorized by the parent/guardian.
7. **Supervision and Quality Monitoring Documentation**
Documentation of supervisory visits and service reviews, including service quality observations, follow-up actions, and any recommendations to support appropriate services.
8. **Service Delivery Documentation**
Visit documentation such as service logs, progress notes, and task

documentation reflecting supports provided, routine participation, and objective observations relevant to services and safety.

9. **Incident and Safety Documentation**

Documentation of incidents or events affecting client safety, including actions taken, notifications made to the parent/guardian and agency leadership, and required follow-up steps in accordance with applicable reporting requirements.

10. **Service Closure Documentation (as applicable)**

Documentation of service end date, reason for discontinuation, and closing communications when services are terminated or concluded.

SUPERVISORY HOME VISITS

The Supervisor shall conduct a supervisory home visit to each client's residence at least **every 92 days**, beginning from the date of initial service, or more frequently as needed to ensure: - Services are delivered according to the service plan - Client safety and satisfaction - Appropriateness of the level of services - Direct care workers performance and professionalism

Supervisory visits will be documented in the client record.

MAINTENANCE, SECURITY, AND SUPERVISION OF CLIENT RECORDS

Lapapoe maintains client and financial records in a secure manner to protect privacy and confidentiality. Client documentation, including records related to incidents, safety events, and reports of suspected abuse, neglect, or crisis situations, is maintained electronically using administrative, technical, and physical safeguards.

The Administrator is responsible for supervising the maintenance, security, confidentiality, and authorized release of client records. Lapapoe retains custody of all original client records and implements safeguards designed to prevent unauthorized access, use, disclosure, alteration, loss, or destruction of records.

Safeguards include, but are not limited to:

- Two-factor authentication (2FA) for user accounts accessing records
- Role-based access controls to limit access by job responsibility
- Strong password requirements and routine updates
- Encryption of records during storage and transmission
- Audit logging to track access and changes to records
- Ongoing privacy, confidentiality, and data security training for direct care workers
- Physical access protections for devices and spaces used to access or store client information

Encrypted electronic backup copies of client and financial records are maintained to support continuity of operations in the event of system failure, disaster, or data loss. Routine paper copies are not maintained unless required by law or operational necessity.

CUSTODY OF RECORDS AND ACCESS LIMITATIONS

Lapapoe maintains custody of all original client records. Access to records is limited to authorized personnel based on job duties and is restricted to the minimum information necessary to perform assigned responsibilities.

- Direct service personnel may access only records for clients to whom they are assigned.
- Administrative personnel may access records only as needed for duties such as intake, scheduling, billing, quality assurance, compliance monitoring, or complaint follow-up.

CONFIDENTIALITY AND PERMITTED DISCUSSION OF CLIENT INFORMATION

Client records are confidential. Personnel may discuss client information only with the following individuals or entities, as appropriate and permitted:

- The client and/or the client's legally authorized representative or responsible party
- Authorized Lapapoe service providers members involved in the delivery or supervision of services
- The client's physician or other healthcare providers when necessary for coordination, safety
- concerns, or emergency response
- Georgia DCH or other regulatory agencies as required for oversight, licensing compliance, audit, or investigation purposes
- Other persons or entities authorized in writing by the client/responsible party, or as required by subpoena, court order, or applicable law

Personnel are prohibited from discussing client information with any person not authorized under this policy.

RELEASE OF RECORDS AND AUTHORIZED PURPOSES

Client records and client information will be released only under one of the following conditions:

- With written authorization from the client or legally responsible party
- As required or permitted by law, regulation, subpoena, or court order
- For required regulatory oversight activities (including licensing review, audits, investigations, or compliance monitoring) by Georgia DCH or other authorized agencies

Records may be released only for authorized purposes such as:

- Continuity of services and service coordination as approved by the client/responsible party
- Regulatory review or compliance verification
- Lawful legal requests, court proceedings, or investigations
- Client-requested access to their own records, when applicable

Only the Administrator may approve and oversee the release of client records.

LAW ENFORCEMENT AND LEGAL REQUESTS

Lapapoe will cooperate with lawful requests from law enforcement and judicial authorities. Client records will be released only upon receipt of valid written authorization, subpoena, or court order.

The Administrator must be notified immediately upon receipt of any legal request. If the scope or validity of a request is unclear, the Administrator may seek clarification and/or consult legal counsel prior to releasing records. Personnel who receive inquiries related to legal matters must notify their supervisor and the Administrator before taking action.

RECORD REVIEW, RETENTION, AND SECURE DESTRUCTION

Record reviews conducted for performance improvement, quality assurance, compliance monitoring, or audit purposes are limited to authorized personnel.

Client records will be retained for a minimum of five (5) years from the date services were provided, or longer if required by applicable law. Financial and cost-related records will be retained for a minimum of seven (7) years in accordance with applicable requirements.

Records approved for destruction will be disposed of securely using methods that protect confidentiality, such as shredding paper records and permanently deleting electronic files from active systems and backup storage.

COMPLAINTS AND INCIDENT REPORTING POLICY

POLICY

Lapapoe will accept and respond to all complaints and incident reports submitted by clients, client representatives, family members, responsible persons, and service providers. Complaints and incidents will be reviewed and investigated by the Administrator or designated Supervisor within seventy-two (72) hours of receipt. Lapapoe will provide follow-up and resolution within ten (10) business days when possible. The complaint process will not exceed thirty (30) business days.

Lapapoe will maintain all complaint and incident documentation, including records of investigations and actions taken, for a minimum of five (5) years from the date of resolution.

PROCEDURE

COMPLAINT / GRIEVANCE PROCESS

1. Any client, client representative, family member, responsible person, direct care workers, or other party may file a complaint or grievance regarding services, direct care workers conduct, safety concerns, or Agency policy and procedures without fear of discrimination, retaliation, or interference.
2. Complaints may be made verbally or in writing to any Agency representative.
3. The Agency will protect the privacy of the individual submitting the complaint to the greatest extent possible.
4. The complaint information provided shall include the name, business address, and telephone number of the Agency representative designated to handle complaints and questions.
5. Lapapoe will log each complaint using the Agency's Complaint/Grievance Log Form and will maintain supporting documentation in the complaint file.

COMPLAINT INVESTIGATION AND DOCUMENTATION

1. Within seventy-two (72) hours, the Administrator or designated Supervisor will begin an investigation by:
 - Reviewing the complaint details
 - Speaking with the client and/or reporting party (as appropriate)
 - Speaking with the involved direct care workers member(s) (as appropriate)
 - Reviewing schedules, service notes, and relevant documentation

2. Documentation of the complaint will include:
 - Date and time received
 - Name of complainant (if provided)
 - Description of the complaint
 - Individuals involved
 - Findings of the investigation
 - Actions taken by Lapapoe in response
 - Date resolved and outcome
 - Follow-up completed, when applicable
3. Lapapoe will provide the client or responsible party with a response explaining the decision rendered within ten (10) business days when possible.
4. If the client or responsible party is not satisfied with the decision, they may request review by the Lapapoe Administrator by scheduling a meeting and/or submitting a written request.
5. If the client remains dissatisfied, the client may contact the Complaint Intake and Referral Unit with the Georgia Department of Community Health, Healthcare Facility Regulation Division at:
 - (404) 657-5728 or (800) 878-6442

INCIDENT REPORTING PROCEDURE

Incidents And Unusual Occurrences

1. Lapapoe will document all incident reports and unusual occurrences that may affect the health, safety, or welfare of a client. Incidents may include, but are not limited to:
 - Falls
 - Injuries
 - Accidents
 - Unsafe conditions observed in the home
 - Missing property or suspected misappropriation
 - Emergency events requiring immediate intervention
2. Direct care workers must report incidents to the Administrator or designated Supervisor as soon as possible after the occurrence is identified.

3. Incidents will be documented using the Agency's Incident/Unusual Occurrence Report Form.

INCIDENT FOLLOW-UP AND ACTIONS TAKEN

1. Lapapoe documentation must include:
 - Description of what occurred
 - Date, time, and location
 - Individuals involved and witnesses (if applicable)
 - Notifications made (client representative, family/responsible party, emergency services, etc.)
 - Actions taken by Lapapoe in response
 - Any corrective or preventive measures implemented
2. Lapapoe will review incident trends as needed and implement appropriate corrective actions, including direct care workers coaching, retraining, supervision changes, or other administrative steps.

ABUSE, NEGLECT, OR MISAPPROPRIATION

1. Complaints or incidents involving suspected abuse, neglect, exploitation, or misappropriation of a client's property will be investigated within the timeframe stated above and reported to the appropriate State agency or authority as required.
2. Documentation will include investigation actions taken and outcomes.

RECORD RETENTION

Lapapoe will maintain complaint logs, grievance documentation, incident reports, investigations, and documentation of actions taken for a minimum of five (5) years from the date of resolution. Records will be stored securely and maintained in a manner that protects confidentiality.

ADMINISTRATOR JOB DESCRIPTION

Position Summary

The Administrator has full authority and overall responsibility for the daily operation, regulatory compliance, direct care workers oversight, and quality management of the Private Home Care Provider (PHCP). The Administrator ensures that services are delivered safely, ethically, and within the approved scope of the PHCP permit.

Essential Duties & Responsibilities

- Provides overall operational leadership and ensures compliance with applicable PHCP regulations, policies, and procedures
- Establishes and enforces written agency policies for service delivery, documentation, and direct care workers expectations
- Oversees direct care workers recruitment, onboarding, training, recordkeeping, and ongoing supervision
- Ensures Companion/Sitter direct care workers maintain appropriate service boundaries and complete required competency training
- Ensures Personal Care Assistance tasks are performed only by qualified personnel (e.g., GA-registered CNAs), with documentation maintained in personnel files
- Oversees intake processes, service planning, scheduling systems, documentation, and client records management
- Ensures adherence to confidentiality, client rights, and professional standards
- Implements incident reporting, emergency preparedness, and quality assurance processes
- Maintains personnel records including required forms (TB testing, abuse/neglect statements, emergency contacts, identifying info)

Minimum Qualification Requirements

- Demonstrated administrative, supervisory, and organizational ability to manage PHCP operations
- Ability to maintain compliance documentation and ensure required personnel records are complete
- Strong written/verbal communication skills and ability to oversee service quality
- Knowledge of safeguarding, abuse/neglect reporting expectations, and client-centered care principles

Preferred Qualifications

- Experience working with vulnerable populations (children, adults with disabilities, older adults)
 - Experience in care coordination, health-adjacent services, family-facing support, or direct care workers training oversight
-

PERSONNEL ROLES AND RESPONSIBILITIES

SUPERVISOR

Position Summary

The Supervisor reports to the Administrator and oversees day-to-day non-medical service delivery, direct care workers supervision, and implementation of client service plans. The Supervisor supports quality assurance activities and ensures that direct care workers deliver services within the PHCP scope and agency policies.

Essential Duties & Responsibilities

- Provides direct oversight of Companion/Sitter direct care workers and CNA/PCA direct care workers (as applicable)
- Ensures direct care workers are assigned duties consistent with their role, training, and competency level
- Reviews service documentation for completeness, accuracy, and compliance
- Conducts routine supervisory check-ins and/or home service oversight visits
- Ensures service plans are followed and updated as appropriate
- Supports onboarding, training coordination, competency assessments, and corrective action processes
- Communicates with the Administrator regarding direct care workers performance, client needs, and operational concerns
- Supports incident reporting follow-up and quality improvement actions

Minimum Qualification Requirements

- Ability to supervise and support direct care workers delivering non-medical services
- Strong communication skills and documentation review capability
- Ability to maintain professional boundaries and enforce agency service scope
- Demonstrated reliability and professionalism

Preferred Qualifications

- Experience in home care operations, caregiving oversight, or client service coordination
- Georgia CNA, healthcare credentialing, or prior supervisory experience (preferred but not required unless agency policy dictates)

DIRECT CARE DIRECT CARE WORKERS — COMPANION/SITTER (NON-PCA ROLE)

Position Summary

Companion/Sitter direct care workers provide non-medical companionship, supervision, and supportive services in the client's home. Services are delivered within the Companion/Sitter scope, following the client's service plan and PHCP policies.

Essential Duties & Responsibilities

- Provide companionship, social support, supervision, and routine assistance as assigned
- Support safe engagement in activities and observe changes or concerns
- Assist with basic meal preparation, light housekeeping related to client safety, and transportation support (if assigned)
- Maintain professional boundaries and respect confidentiality and client rights
- Document services provided and report concerns to the Supervisor/Administrator
- Follow emergency procedures and incident reporting protocols
- Demonstrate infection control awareness and safe home practices

Minimum Qualification Requirements

- Ability to read, write, and follow instructions
- Completion of Companion/Sitter orientation and training and/or competency assessment in required areas including:
 - populations served
 - home safety
 - emergencies in the home
 - infection control
 - meal preparation
 - housekeeping
 - transportation services (if applicable)

Prohibited Activities (Role Boundary)

- Companion/Sitter direct care workers do not perform skilled nursing tasks
- Companion/Sitter direct care workers do not perform hands-on personal care tasks unless separately credentialed/trained and assigned under agency policy

Direct Care Direct care workers — Certified Nurse Aide (CNA) / Personal Care Assistant (PCA)

Position Summary

CNA/PCA direct care workers provide non-medical personal care assistance and supportive services in the client's home, including assistance with activities of daily living (ADLs). Direct care workers in this role must meet agency credential requirements and provide services aligned with the service plan and PHCP policies.

Essential Duties & Responsibilities

- Provide non-medical personal care assistance such as hygiene support, bathing assistance, dressing, grooming, toileting support, and mobility assistance (as permitted by policy and service plan)
- Provide companionship and safe supervision as needed
- Support meal assistance and hydration reminders within service plan scope
- Maintain client dignity, privacy, and respectful care practices
- Document care activities completed and report concerns to the Supervisor/Administrator
- Follow infection control and emergency procedures
- Communicate effectively with families and agency leadership when appropriate

Minimum Qualification Requirements

- Must be a **Georgia-registered CNA** (verification maintained in personnel file)
- Ability to read, write, and follow instructions
- Completion of agency orientation, training requirements, and competency assessment prior to independent client assignment
- Compliance with personnel documentation requirements (TB testing, abuse/neglect statement, emergency contacts, identifying information)

Preferred Qualifications

- CPR/First Aid certification
- Prior home care experience, documentation experience, or experience supporting ADLs

Administrative & Support Direct care workers (Clerical / Scheduling / Intake / Billing Support)

Position Summary

Administrative and support direct care workers provide clerical, scheduling, intake coordination, and documentation support under the oversight of the Administrator to ensure smooth operations, secure recordkeeping, and accurate service coordination.

Essential Duties & Responsibilities

- Support client intake coordination and service request documentation
- Schedule direct care workers in accordance with service plans and availability
- Maintain accurate personnel and client documentation files (as assigned)
- Support billing documentation, invoicing support, and record organization
- Ensure secure handling of sensitive information and maintain confidentiality
- Assist with phone/email communications, confirmations, and administrative tracking
- Escalate concerns or operational issues to the Administrator promptly

Minimum Qualification Requirements

- Strong organizational skills and attention to detail
- Ability to maintain confidentiality and follow documentation procedures
- Basic computer skills (email, document management, scheduling tools)
- Professional communication skills

Preferred Qualifications

- Experience in healthcare-adjacent administration, home care support, or client scheduling
 - Familiarity with privacy best practices and recordkeeping
-

ORIENTATION

Lapapoe is a private home care agency providing Companion/Sitter and Personal Care Assistance (PCA) services in accordance with Georgia Department of Community Health (DCH) Private Home Care Provider requirements. Hands-on personal care services are performed only by Georgia Nurse Aide Registry-listed Certified Nurse Aides (CNAs) and include non-medical assistance with activities of daily living (ADLs), such as bathing, personal hygiene, dressing, grooming, toileting assistance, and mobility or transfer assistance. Non-CNA direct care workers may provide Companion/Sitter services only and are prohibited from performing hands-on personal care or ADL assistance under any circumstances.

CNA status is verified prior to employment through the appropriate Georgia registry, maintained in the employee's personnel file, and monitored on an ongoing basis to ensure continued compliance. Lapapoe does not provide skilled nursing services, medical treatments, or clinical care under its private home care license, including but not limited to medication administration, injections, wound care, sterile procedures, or other tasks requiring clinical licensure. All services are provided within the scope permitted by Georgia DCH regulations and Lapapoe policies and procedures.

All personnel receive a formal, structured orientation prior to providing services and ongoing training throughout employment to ensure continued compliance.

All personnel must complete the modules below as applicable to their role and assigned duties.

Module 1 — Agency Overview & Professional Expectations

Objective: Ensure personnel understand Lapapoe expectations, professionalism standards, and basic operational procedures.

Topics Include: Agency mission and service philosophy; professionalism and conduct; attendance and scheduling expectations; chain of command and communication requirements.

Module 2 — Scope of Services, Service Plan Compliance & Limitations

Objective: Ensure personnel understand their job responsibilities and provide services strictly within the agency's authorized non-medical scope.

Topics Include: Companion/Sitter vs. PCA role definitions; authorized duties and prohibited tasks; requirement to follow the client's individualized service plan; procedure for requesting clarification when tasks are outside of scope; supervisor notification requirements for questions, concerns, or changes impacting service delivery. Personnel are instructed that services must be delivered in accordance with agency policy, applicable regulatory requirements, and the client's service plan at all times.

Module 3 — Client Rights, Privacy, Confidentiality & Complaint Handling

Objective: Ensure personnel understand and uphold client rights and follow proper procedures for receiving and reporting complaints or grievances.

Topics Include: Client rights including privacy, dignity, respect, confidentiality, freedom from abuse, neglect, or exploitation, and the right to voice complaints or grievances without fear of retaliation. Personnel are trained on agency procedures for receiving, documenting, reporting, and escalating client complaints and concerns, including required timelines and supervisory notification requirements. Personnel must immediately report any alleged or suspected violations of client rights to supervisory personnel and cooperate with any investigation or corrective actions as directed.

Module 5 — Abuse, Neglect, and Exploitation Prevention & Reporting

Objective: Ensure personnel can identify warning signs and take appropriate action to protect clients.

Topics Include: Definitions of abuse, neglect, and exploitation; warning signs and risk factors; prevention strategies; immediate reporting requirements; documentation expectations; and chain-of-command reporting procedures. Personnel are instructed that any suspicion or allegation must be reported immediately to supervisory direct care workers and handled in accordance with agency policy and applicable reporting requirements.

Module 6 — Infection Control & Communicable Disease / TB Exposure Reporting

Objective: Ensure personnel prevent the spread of infection and follow reporting requirements for exposures and communicable disease concerns.

Topics Include: Hand hygiene and standard precautions; cleaning and sanitizing best practices; use of protective measures as applicable; employee illness reporting requirements; and communicable disease exposure reporting procedures. Training includes education on tuberculosis (TB) exposure prevention and reporting requirements, including identification of potential exposure, employee reporting obligations, required medical follow-up, and compliance with current public health guidance. Personnel are instructed to report concerns promptly and follow all agency procedures for documentation and notification.

Module 7 — Emergency Preparedness, Response & Incident Reporting

Objective: Ensure personnel can recognize emergencies and respond appropriately while following agency documentation and notification procedures.

Topics Include: Identifying emergency situations (including client medical emergencies, environmental hazards, fire, severe weather, or other critical incidents); emergency response protocols; when to call 911; immediate safety actions; supervisory notification procedures; chain of command; and incident documentation requirements.

Personnel are trained to document all emergencies and incidents in accordance with agency timelines and reporting requirements to ensure continuity of care and appropriate oversight.

Module 8 — Documentation Standards & Reporting Client Progress and Changes in Condition

Objective: Ensure personnel document services accurately and report client progress, concerns, or changes promptly to support safety and continuity of care.

Topics Include: Documentation expectations (service logs/notes as applicable); objective and timely documentation standards; reporting client progress; identifying and reporting changes in condition; incident reporting; and escalation of concerns to supervisors. Personnel are instructed to promptly report problems, incidents, or observed changes to supervisory personnel to support appropriate oversight, intervention, and continuity of services in accordance with agency policy and the client's individualized service plan.

Module 11 — Transportation & Community Support (If Applicable)

Objective: Ensure personnel follow policy when providing transportation support and report safety issues promptly.

Topics Include: Transportation authorization requirements; client supervision in the community; seatbelt safety; emergency response during transport; accident/incident procedures; and reporting/documentation requirements. Personnel must report any issues, delays, incidents, or concerns immediately to supervisory direct care workers following the agency chain of command..

6. Role-Specific Training Requirements

6.1 Companion/Sitter Direct Care Workers

Companion/Sitter direct care workers must complete all applicable modules with emphasis on supervision, safety monitoring, confidentiality, infection control, emergency response, and strict adherence to non-hands-on service limitations.

6.2 PCA Direct Care Workers (CNA Required)

PCA direct care workers must complete all applicable modules and demonstrate competency in hands-on ADL support. PCA direct care workers must provide services within the scope permitted by Lapapoe policy and applicable Georgia DCH PHCP requirements.

7. Ongoing Training Expectations

All personnel receive ongoing training and instruction as required including:

- Annual review of core topics
- Policy updates and procedural changes
- Remedial training as assigned by supervisory direct care workers
- Additional training based on role changes or client needs

Documentation of all orientation, training, and competency verification is maintained in each employee's personnel file and is available for review upon request by the Georgia Department of Community Health or other authorized entities.

CONTRACTED SERVICES

POLICY STATEMENT

Lapapoe may utilize contracted direct care workers to provide non-medical Companion/Sitter and/or non-medical Personal Care Assistance (PCA) services when such arrangements support service availability and continuity of services. Contracted direct care workers providing services under Lapapoe's license must follow Agency policies, client-specific authorized tasks, documentation requirements, and professional conduct expectations.

Lapapoe provides non-medical services only and does not provide skilled nursing services, medical assessments, clinical treatment, therapy services, or tasks requiring a professional healthcare license.

To maintain appropriate oversight and quality assurance under the Georgia Private Home Care Provider (PHCP) license, Lapapoe assigns supervisory responsibilities as follows:

- The **Administrator** retains overall responsibility for Agency operations, compliance oversight, and quality assurance.
- The **Supervisor** provides direct oversight of service delivery, including direct care worker onboarding, service plan orientation, documentation review, and supervisory home visits.

This policy is intended to establish Lapapoe's oversight and accountability for contracted services

Oversight focuses on service authorization, documentation, safety expectations, role boundaries, and adherence to Lapapoe's policies and the client's Service Plan, rather than directing the contractor's day-to-day work methods.

SCOPE

This policy applies to:

- Contracted Companion/Sitter direct care workers
- Contracted Personal Care Assistants (PCAs)
- The Agency Supervisor and administrative direct care workers responsible for oversight and quality review
- Any client case utilizing contracted direct care workers

DEFINITIONS

Contracted Direct care worker (Independent Contractor):

An individual engaged through a written agreement to provide authorized non-medical services under Lapapoe's PHCP license. Contracted direct care workers must follow Agency policies, client-specific authorized service expectations, and documentation requirements.

Qualification Verification:

A process by which Lapapoe reviews and confirms documentation demonstrating that a contracted direct care worker meets eligibility requirements appropriate to the services and role assigned.

Competency Validation:

A structured process conducted by Lapapoe to confirm the direct care worker can safely and appropriately perform assigned non-medical tasks consistent with the Service Plan and role boundaries.

DESCRIPTION OF CONTRACTED SERVICES

Lapapoe may contract for the provision of the following non-medical services:

A. Companion/Sitter Services

- Active supervision and safety monitoring
- Engagement, routine support, and developmentally appropriate activities
- Meal preparation support (non-medical)
- Light housekeeping related to the client's immediate environment
- Accompaniment and transportation support when authorized (non-medical)

B. Personal Care Assistance (PCA)

- Assistance with activities of daily living (ADLs), including hygiene support, dressing, toileting assistance, mobility support, transfers, and meal support, only as authorized in the Service Plan

Contracted direct care workers provide services only within:

- Lapapoe's licensed non-medical scope, and
- The client-specific Service Agreement and Service Plan.

QUALIFICATION REQUIREMENTS

Lapapoe verifies that contracted direct care workers meet minimum qualification requirements prior to assignment and maintains documentation of such verification in the contractor file.

Lapapoe shall employ and/or contract only individuals who meet the qualifications established by applicable Georgia laws and regulations to provide personal care assistance services and who are competent to perform assigned personal care tasks.

PRE-ASSIGNMENT QUALIFICATION VERIFICATION

Prior to assignment, Lapapoe verifies and maintains documentation demonstrating that contracted direct care workers meet applicable requirements, which may include:

- Contractor profile/application
- Identity verification
- Background screening results as required by law and Agency policy
- Documentation of relevant experience and/or prior training (childcare, disability support, home care, personal care assistance)
- Reference checks (when applicable)
- Proof of CPR and First Aid certification when required by assignment
- Signed acknowledgments of Agency policies, including:
 - Confidentiality and privacy
 - Documentation standards
 - Abuse, neglect, and exploitation reporting
 - Incident reporting
 - Professional conduct and boundaries

CONTRACTOR DOCUMENTATION MAINTAINED BY LAPAPOE

Lapapoe maintains documentation for contracted direct care workers, which may include:

- Executed contractor agreement
- Qualification verification checklist
- Certificates and/or training verification documentation
- Competency validation documentation
- Supervisory home visit documentation (when applicable)
- Performance monitoring and quality review documentation
- Corrective action records, if applicable

COMPETENCY VALIDATION REQUIREMENTS

Before providing services, contracted direct care workers must complete competency validation appropriate to their role and the assigned client's needs.

Competency validation may include:

- Interview and role review

- Observation or demonstration of assigned tasks
- Review of Service Plan understanding and role boundaries
- Verification of documentation and communication expectations
- Review of emergency procedures and reporting requirements

COMPETENCY AREAS

PCA Direct care workers:

- Non-medical personal care routines
- Safe mobility support and transfers (within non-medical scope)
- Communication with parent/guardian and Supervisor
- Professional boundaries and safety awareness

Companion/Sitter Direct care workers:

- Active supervision and safety awareness
- Developmentally appropriate engagement and routine support
- Non-clinical de-escalation strategies
- Documentation and reporting responsibilities

Competency validation is documented and maintained by the Agency and includes:

- Date of validation
- Tasks reviewed/observed
- Validation outcome
- Follow-up steps needed prior to assignment
- Supervisor signature

OVERSIGHT OF CONTRACTED SERVICES

Lapapoe provides oversight of contracted direct care workers consistent with Georgia PHCP requirements and Agency quality assurance practices.

Oversight activities may include:

- Service Plan orientation prior to assignment
- Supervisory home visits conducted according to Agency policy
- Review of service documentation and timekeeping
- Client/family feedback monitoring
- Follow-up competency validation when needed

- Performance review and corrective action when appropriate
-

CORRECTIVE ACTION

If quality or compliance concerns arise, Lapapoe may:

- Require corrective action or additional competency validation
- Increase oversight frequency
- Reassign or remove the direct care worker from a case
- Terminate the contractual relationship

Immediate removal may occur when client safety is at risk or in cases involving suspected abuse, neglect, exploitation, or serious policy violations.

NON-MEDICAL SCOPE LIMITATIONS (PROHIBITED SERVICES)

Contracted direct care workers may not provide:

- Nursing or clinical services
- Medication administration or medication management
- Medical assessments, diagnosis, or treatment planning
- Services requiring physician orders or clinical judgment

Concerns outside scope must be reported promptly to the Supervisor and the parent/guardian or responsible party.

RECORDKEEPING

Lapapoe maintains contracted direct care worker documentation and oversight records in accordance with PHCP requirements and Agency record retention policies.

LAPAPOE POLICY & PROCEDURE

SUPERVISION OF PERSONAL CARE (PCA) AND COMPANION/SITTER SERVICES

POLICY STATEMENT

Lapapoe maintains supervision to ensure that all non-medical Personal Care Assistance (PCA) and Companion/Sitter services are delivered safely, consistently, and in accordance with each client's written Service Agreement and non-medical Service Plan.

Lapapoe requires qualified supervisory personnel to provide ongoing oversight of direct care workers and contracted direct care workers. Supervision includes:

- Service plan orientation and support
- Scheduled supervisory home visits at required intervals
- Review of service documentation
- Coaching, corrective action, and performance monitoring
- Annual performance assessment through direct observation or skill demonstration

Lapapoe provides **non-medical services only** and does not provide nursing, clinical assessments, medication administration, or medical procedures.

SCOPE

This policy applies to:

- All PCA direct care workers providing personal care tasks (non-medical)
- All Companion/Sitter direct care workers providing non-medical supervision and support
- Contracted direct care workers providing authorized services under Lapapoe's PHCP license
- Supervisors responsible for service oversight and quality monitoring

- All clients receiving services in the home

DEFINITIONS

Supervisor:

An individual designated by Lapapoe who is qualified by education, training, and experience to oversee non-medical service delivery, supervise direct care workers, and ensure compliance with the Service Plan and Agency policies.

Supervisory Home Visit:

A home visit conducted by the Supervisor at the client's residence to verify service quality, service plan adherence, safety practices, and client/family satisfaction.

Direct Observation / Skill Demonstration:

A method of performance assessment in which the Supervisor observes the direct care worker performing assigned tasks or requires demonstration of skills relevant to the direct care worker's role.

SUPERVISOR QUALIFICATIONS AND TRAINING

Lapapoe ensures supervisors are qualified by education, training, and experience to supervise non-medical PCA and Companion/Sitter services. Supervisors of personal care assistance tasks must have already completed the 40 hour training. Lapapoe does not provide this. Supervisors must complete Agency-specific training prior to supervising direct care workers.

Supervisors must demonstrate competency in:

- Scope and limitations of Lapapoe's non-medical services
- PCA and Companion/Sitter service standards
- Child-centered care practices and disability support principles
- Professional boundaries and ethical conduct
- Service planning requirements and documentation expectations
- Client rights, confidentiality, and privacy practices
- Incident reporting requirements and procedures
- Abuse, neglect, exploitation recognition and reporting
- Emergency preparedness and home safety awareness
- Coaching, corrective action, and performance evaluation processes

Supervision of PCA Services requires an understanding of:

- Non-medical hygiene and ADL support expectations (bathing, dressing, grooming, toileting)
- Safe mobility support and transfers within non-medical scope
- Respectful support of routines for children with disabilities

Supervision of Companion/Sitter Services requires an understanding of:

- Active supervision and safety monitoring expectations
- Developmentally appropriate engagement and routine support
- De-escalation approaches within non-clinical scope
- Communication expectations with families and the Agency

SUPERVISOR RESPONSIBILITIES**Participation in Service Plan Development and Review**

Supervisors must participate in:

- Development of the initial non-medical Service Plan prior to or at the start of services
- Review of the Service Plan during required supervisory home visits
- Updates to the Service Plan when client needs, safety needs, or family preferences change
- Ensuring assignments match the client's authorized service needs and scope limits

Documentation must reflect Supervisor involvement in:

- Service plan creation and review dates
 - Any changes, follow-up actions, coaching, or corrective steps
-

ANNUAL PERFORMANCE ASSESSMENT (ALL DIRECT CARE WORKERS)

Lapapoe requires each PCA and Companion/Sitter direct care worker (including contracted direct care workers) to receive an annual performance assessment.

Method

Performance assessment must include direct observation or skill demonstration of tasks the direct care worker is assigned to perform.

Assessment Areas

PCA direct care workers may be assessed on:

- Hygiene routines and personal care assistance (non-medical)
- Dressing and grooming support
- Toileting/diapering support when applicable
- Mobility support within scope
- Professional boundaries and safety awareness
- Documentation quality and communication expectations

Companion/Sitter direct care workers may be assessed on:

- Active supervision and safety monitoring
- Engagement and routine support
- Communication and boundaries
- Documentation and reporting expectations

Documentation

Annual assessment documentation includes:

- Direct care worker name
- Date of assessment
- Tasks observed/demonstrated
- Strengths and improvement needs
- Training/coaching provided
- Corrective action (if applicable)
- Supervisor signature and direct care worker acknowledgment

SUPERVISORY HOME VISITS

Supervisory home visits are required to ensure services meet client needs and remain within authorized non-medical scope. Some supervisory visits will occur while the direct care worker is present and delivering services.

PCA Services – At Least Every 92 Days

For clients receiving PCA services, the Supervisor conducts a home visit at least every **92 days**. Visits include review of:

- Service plan adherence
- Client safety and comfort
- Appropriateness of personal care assistance
- Direct care worker professionalism and boundaries
- Family satisfaction and concerns
- Documentation completeness and accuracy

Companion/Sitter Services – At Least Every 122 Days

For clients receiving Companion/Sitter services, the Supervisor conducts a home visit at least every **122 days**. Visits include review of:

- Supervision effectiveness and safety practices
- Client engagement and routine consistency
- Service plan adherence
- Family satisfaction and feedback
- Any concerns requiring coaching or service plan updates

PROCEDURE: CONDUCTING SUPERVISORY HOME VISITS

During each supervisory home visit, the Supervisor will:

1. Confirm direct care worker role and responsibilities
2. Review tasks performed compared to the Service Plan
3. Observe service delivery when direct care worker is present (as applicable)
4. Confirm safety practices and environmental concerns

5. Speak with the parent/guardian or responsible party regarding satisfaction and concerns
 6. Document visit findings and required follow-up
 7. Update the Service Plan when needed
 8. Provide coaching or corrective action when concerns are identified
-

DOCUMENTATION REQUIREMENTS

Supervisors must document supervisory activities, including:

- Home visit date and type (PCA or Companion/Sitter)
- Whether direct care worker was present and observed
- Service plan adherence observations
- Family feedback and satisfaction
- Safety concerns identified
- Coaching, corrective action, or reassignment if needed
- Service plan updates completed or recommended

Supervisory visit documentation must be incorporated into the client record promptly.

CORRECTIVE ACTION AND FOLLOW-UP

When performance or quality concerns are identified, Lapapoe may:

- Provide coaching and retraining as needed
- Increase supervisory monitoring temporarily
- Adjust direct care worker assignments
- Implement corrective action up to and including termination (employment or contract) for serious concerns
- Document actions taken and outcomes

Immediate removal may occur if client safety is at risk or in cases involving suspected abuse, neglect, exploitation, or serious policy violations.

Lapapoe provides non-medical PCA and Companion/Sitter services only. Direct care workers do not perform nursing services, medication administration, clinical assessments, or medical procedures.

If a client's needs exceed Lapapoe's licensed scope, the Agency will notify the parent/guardian or responsible party and discuss next steps as appropriate.

DAILY SERVICE DOCUMENTATION & CLIENT RECORD INTEGRATION

POLICY STATEMENT

Lapapoe requires documentation of all non-medical services delivered to each client receiving Companion/Sitter services and/or Personal Care Assistance. Documentation must reflect the services that were actually provided during each shift and must be completed in a timely manner using the Agency's approved Service Delivery Form (SDF). Accurate documentation supports continuity of services, quality oversight, client safety, and accountability.

Service delivery documentation is considered part of the client's official record. Lapapoe reviews submitted documentation for completeness and compliance and incorporates it into the client record in accordance with Agency recordkeeping procedures and applicable privacy requirements.

PURPOSE

The purpose of this policy is to ensure that Lapapoe maintains consistent, accurate, and timely service documentation in order to verify services rendered, confirm adherence to the authorized Service Agreement and non-medical Service Plan, and identify concerns that require supervisory review or follow-up. Daily documentation also supports internal quality assurance efforts and provides a clear record for audits, inspections, incident review, and complaint resolution.

SCOPE

This policy applies to all Lapapoe personnel and contracted direct care workers who provide direct services, as well as to supervisory and administrative personnel responsible for reviewing documentation and maintaining client records.

DEFINITIONS

The Service Delivery Form (SDF) is the Agency's required documentation tool used to capture the date and time services were provided, the tasks performed during the shift, and any relevant non-medical observations affecting safety or service delivery. The Client Record refers to the secure file maintained by Lapapoe that includes the client's intake documentation, Service Agreement, Service Plan, service documentation, incident reports, supervisory visit documentation, and service plan updates. A Late Entry is any documentation completed after the end of a shift rather than on the same day services were delivered.

DOCUMENTATION REQUIREMENTS

Direct care workers must complete a Service Delivery Form for every shift or visit in which services are provided. Documentation should be completed on the same day the service is delivered and, whenever possible, before leaving the client's residence. If same-day completion is not possible, the direct care worker must complete the documentation within 24 hours and clearly identify the entry as a Late Entry.

Late Entries must include the date and time the documentation is being entered and a brief explanation for the delay. Late Entries may never be used to backdate services or to alter time records inaccurately.

DOCUMENTATION CONTENT AND STANDARDS

Direct care workers must document services using clear, respectful, factual, and objective language. Documentation must include the client's identifying information, the date and time services were delivered, and the direct care worker's name and verification. The direct care worker must record the tasks that were actually performed during the shift and ensure all recorded tasks align with the client's authorized services and non-medical Service Plan.

Service documentation may include non-clinical observations relevant to service delivery and safety, such as participation level, routine changes, appetite-related notes, rest periods when applicable, or safety concerns observed during service. Direct care workers must not document medical diagnoses, provide clinical assessments, or include treatment recommendations. Lapapoe does not provide nursing services, and service documentation must remain within non-medical scope.

Direct care workers must document relevant communication with the parent/guardian or responsible party when instructions were provided, routines were adjusted, or concerns were discussed at the end of a shift. When concerns arise that affect safety, service appropriateness, or service plan alignment, the direct care worker must notify the Supervisor and document the concern appropriately.

INCIDENTS, CONCERNS, AND ESCALATION

If an incident occurs during service delivery, including injury, fall, emergency event, elopement risk incident, unsafe environmental concern, or any situation requiring urgent parent/guardian notification or emergency response, the direct care worker must document the occurrence in the Service Delivery Form and notify the Supervisor the same day. An Incident Report must be completed when required by Lapapoe policy. Any suspected abuse, neglect, or exploitation must be escalated immediately in accordance with Agency procedures.

SUPERVISOR REVIEW AND CORRECTIVE ACTION

Lapapoe supervisory personnel review service delivery documentation routinely to verify that documentation is complete, accurate, and consistent with the authorized Service Plan. Supervisory review also supports identification of patterns of missed visits, incomplete documentation, or recurring quality concerns.

If documentation does not meet Agency requirements, Lapapoe may provide documentation coaching, require additional training, increase monitoring, adjust direct care worker assignments, or take corrective action as appropriate. Continued failure to comply with documentation requirements may result in removal from assignment or termination of employment or contract.

CLIENT RECORD INTEGRATION AND CONFIDENTIALITY

Completed Service Delivery Forms are incorporated into the client's record using secure filing practices. Records may be maintained electronically, in paper format, or both; however, all records must be stored securely and accessed only by authorized personnel. Service Delivery Forms must be added to the client record within 72 hours of service delivery, or sooner if documentation is required for incident follow-up, quality review, or complaint investigation.

Service Delivery Forms are submitted to the Supervisor or Administrator using the Agency's approved methods, which may include secure electronic upload, secure email to authorized personnel, or in-person submission. Designated administrative direct care workers are responsible for filing the documentation in the client's record and confirming completion when required.

Lapapoe maintains the confidentiality of client documentation in accordance with applicable laws and Agency policies. Unauthorized disclosure of client information is strictly prohibited.

TRAINING AND COMPLIANCE

Lapapoe provides orientation and ongoing guidance to personnel and contracted direct care workers regarding proper documentation practices, service scope limitations, professionalism, confidentiality, and reporting responsibilities. All direct care workers are expected to understand and comply with this policy as a condition of assignment. Failure to comply may result in corrective action, up to and including termination.

QUALITY IMPROVEMENT PROGRAM

POLICY STATEMENT & PURPOSE

Lapapoe maintains an ongoing Quality Improvement Program to monitor and improve the quality, safety, consistency, and client/family satisfaction of non-medical Companion/Sitter and Personal Care Assistance services provided under the Agency's Georgia PHCP license.

The Quality Improvement Program supports Lapapoe's commitment to:

- Delivering services in accordance with each client's Service Agreement and non-medical Service Plan
- Protecting client rights, privacy, and dignity
- Identifying service delivery concerns early and implementing corrective actions when needed
- Monitoring client outcomes related to safety, routine support, service reliability, and direct care worker-family fit

Lapapoe's Quality Improvement activities are designed to maintain Agency oversight and accountability for services delivered under its license while supporting flexible direct care worker models (including contracted direct care workers). Quality oversight is focused on client safety, documentation, authorized service delivery, and compliance expectations, and does not control the manner and means by which independent contractors perform lawful non-medical tasks.

SCOPE

This policy applies to:

- All Companion/Sitter and PCA service cases
- Agency Supervisors and administrative direct care workers responsible for oversight and quality monitoring
- Personnel and contracted direct care workers providing services under Lapapoe's license
- Complaint intake, resolution, and service quality follow-up activities

QUALITY MONITORING METHODS (SERVICE QUALITY & CLIENT OUTCOMES)

Lapapoe uses structured methods to monitor service quality and client outcomes. Monitoring is focused on whether authorized services are delivered safely, reliably, and consistently in alignment with the client's Service Plan and family preferences.

A. Service Plan Review & Client Outcome Monitoring

Lapapoe monitors service effectiveness through service planning and ongoing follow-up, including:

- Initial service planning with the parent/guardian (and the child when appropriate)
- Follow-up check-in within seven (7) days of service initiation
- Ongoing check-ins at least monthly, or more frequently when needed due to service changes, incidents, or family concerns
- Review and update of the Service Plan when routines, schedules, safety needs, or client support needs change

Examples of monitored client outcome indicators may include:

- Child safety during services, including supervision effectiveness and reduction of preventable safety risks
- Service reliability (attendance, timeliness, missed shifts, cancellations)
- Family satisfaction and direct care worker match quality
- Family support outcomes such as reduced direct care worker stress, increased ability to maintain routines, and improved consistency in household functioning (as reported by the parent/guardian)

B. Attendance, Scheduling, and Continuity Metrics

Lapapoe monitors service consistency through indicators such as:

- Completion of scheduled visits
- Timeliness and late arrival patterns
- Frequency of cancellations and call-outs
- Continuity of direct care worker assignment (minimizing unnecessary direct care worker changes)
- Replacement timeframes when direct care workers are unavailable

C. Direct care worker Performance Monitoring (Personnel and Contractors)

Lapapoe monitors direct care worker performance through quality oversight measures including:

- Parent/guardian feedback and satisfaction reports
- Review of Service Delivery Forms and documentation completeness
- Confirmation that services delivered match authorized tasks and role boundaries
- Review of professionalism, respectful communication, safety awareness, and adherence to household expectations

Performance monitoring focuses on service delivery outcomes and compliance with Agency policies and does not require control of daily work methods beyond what is necessary for safety, documentation integrity, and compliance.

D. Incident Tracking & Safety Review

Lapapoe documents and reviews incidents and safety concerns, which may include:

- Falls, injuries, or emergency events
- Elopement/wandering incidents or safety near-misses
- Unsafe environmental concerns impacting the ability to provide services safely
- Behavioral escalation concerns affecting safety
- Missed services when the family has indicated a safety or supervision risk

Incidents are reviewed to determine:

- Immediate safety actions required
- Whether Service Plan updates are needed
- Whether direct care worker coaching, additional supervision, reassignment, or removal from the case is appropriate
- Whether the incident triggers additional reporting obligations

E. Client/Family Satisfaction & Feedback

Lapapoe collects and reviews feedback through methods such as:

- Follow-up calls, text communication, or emails
- Informal satisfaction check-ins during routine contact
- Formal surveys when utilized by the Agency
- Complaint tracking and resolution outcomes

COMPLAINT REPORTING, DOCUMENTATION, AND RESOLUTION

Lapapoe maintains a complaint process to ensure concerns are received, documented, addressed promptly, and resolved when possible. Complaint handling supports compliance with PHCP requirements and reflects Lapapoe's commitment to client rights and quality service delivery.

A. How Complaints May Be Submitted

Complaints may be submitted by a parent/guardian, responsible party, client representative, or client (when appropriate) by:

- Phone
- Email
- In writing
- Direct report to the Administrator or Supervisor

Clients and families are also informed of their right to contact the Georgia Department of Community Health regarding unresolved concerns.

B. Response Timelines

Lapapoe will make reasonable efforts to meet the following timeframes:

1. Acknowledge receipt within one (1) business day
2. Begin review or investigation within two (2) business days
3. Provide resolution or a written status update within five (5) business days when feasible

Concerns involving immediate safety risk are addressed on the same day as notification whenever possible.

C. Complaint Documentation

Lapapoe maintains a Complaint Log that includes:

- Date and time complaint received
- Identity of complainant (if provided)
- Summary of the concern
- Direct care workers involved (if applicable)
- Investigation steps taken
- Outcome and communication to the family
- Corrective action(s) implemented
- Closure date

CORRECTIVE ACTION AND CONTINUOUS IMPROVEMENT

When concerns are identified through complaints, incidents, documentation review, or outcome monitoring, Lapapoe may implement corrective actions that support service improvement and safety.

Corrective actions may include:

- Coaching or retraining related to documentation, safety practices, or service boundaries
- Increased supervisory monitoring for a defined period
- Service Plan updates to reflect revised routines or safety needs
- Reassignment of direct care worker when a mismatch or safety concern is identified
- Process improvements related to scheduling, communication, or service coordination
- Disciplinary action, contract termination, or removal from a case when warranted

Lapapoe reviews quality trends such as repeat complaints, missed shift patterns, recurring safety risks, and direct care worker performance concerns. Trend findings are used to improve Agency procedures, training content, and service planning practices.

REPORTING ABUSE, NEGLECT, OR EXPLOITATION (CHILD-FOCUSED)

A. Zero Tolerance

Lapapoe has zero tolerance for abuse, neglect, exploitation, or mistreatment of any client. All concerns—suspected or confirmed—are taken seriously and acted upon immediately.

B. Immediate Safety Actions

If a child is in immediate danger, direct care workers must:

1. Call 911
2. Ensure the child's immediate safety
3. Notify the Administrator or Supervisor immediately
4. Notify the parent/guardian when appropriate and safe

C. Reporting Process

If abuse, neglect, or exploitation is suspected or reported and an emergency response is not required:

- The direct care worker must notify the Administrator or Supervisor immediately
- Lapapoe documents the concern using an Incident Report
- Lapapoe reports to appropriate authorities as required by law (e.g., DFCS/CPS when applicable)
- Lapapoe may remove the direct care worker from the case pending review, increase supervision, and cooperate with investigations

D. Non-Retaliation

Any employee or contracted direct care worker may report concerns in good faith without fear of retaliation.

OVERSIGHT, RESPONSIBILITY, AND RECORDKEEPING

The Administrator is responsible for oversight of the QUALITY IMPROVEMENT Program, including:

- Reviewing Quality Improvement findings, complaints, and incidents
- Ensuring corrective actions are completed and documented
- Confirming that quality monitoring occurs consistently across service cases
- Maintaining Quality Improvement-related records for regulatory review

Quality Improvement records are maintained securely and confidentially in accordance with Lapapoe recordkeeping and confidentiality policies.

LAPAPOE POLICY & PROCEDURE: SERVICE PLANNING & PROVIDER COORDINATION

POLICY STATEMENT

Lapapoe provides non-medical home care services, including Companion/Sitter Care and Personal Care Assistance (PCA), based on an individualized non-medical Service Plan developed in collaboration with the client and/or the client's authorized representative.

Lapapoe does not provide skilled nursing services, medical treatment, clinical assessments, or any service that requires a physician's order, clinical licensure, or nursing judgment.

Lapapoe may communicate with a client's physician or other licensed healthcare provider only to support non-medical service coordination, safety planning, and continuity of care, and only when communication is authorized in writing by the client/responsible party (unless an emergency situation applies). This coordination is limited to non-medical information and does not include requesting, receiving, or implementing medical orders.

SCOPE

This policy applies to:

- All clients receiving services from Lapapoe
- All Lapapoe staff involved in intake, service planning, and service coordination
- All Companion/Sitter and PCA direct care workers providing services under Lapapoe's PHCP scope

DEFINITIONS

Service Plan: A written, non-medical plan outlining authorized services, service schedule, and client/family preferences to guide safe service delivery.

Personal Care Assistance (PCA): Non-medical assistance with activities of daily living (ADLs) such as bathing, dressing, toileting, grooming, mobility assistance, and eating support (as permitted by PHCP scope).

Companion/Sitter Care: Non-hands-on supervision, companionship, safety monitoring, and support with light household tasks and engagement.

Physician/Provider: The client's physician or other licensed provider involved in the client's medical care.

Non-medical provider coordination: The exchange of information for safety planning or care continuity (e.g., discharge precautions, mobility restrictions, diet guidelines) that informs how Lapapoe delivers non-medical support.

Verbal order (medical): A clinical directive communicated verbally by a licensed provider (example: medication change, nursing treatment instruction). Lapapoe does not accept verbal orders.

PROCEDURE: SERVICE PLANNING

Intake and Initial Assessment

Lapapoe conducts an intake interview with the client and/or authorized representative to collect information including:

- Client identification and emergency contacts
- Referral date and initial contact date (as documented in intake/service agreement records)
- Current diagnoses or health history (only as disclosed by the family)
- Functional limitations relevant to safe service delivery
- ADLs/IADLs support needs
- Home environment and safety concerns
- Family preferences (routines, cultural practices, communication needs, direct care worker fit)

Lapapoe documents any disclosed health information only as necessary to support safe non-medical service planning and does not diagnose, treat, or interpret medical conditions.

DEVELOPMENT OF THE SERVICE PLAN

A written Service Plan is developed and includes:

- Type of service (Companion/Sitter and/or PCA)
- Days/hours of service
- Authorized tasks requested and agreed upon
- Supervision needs (elopement risk, fall risk, behavioral safety concerns, etc.)
- Mobility precautions and transfer assistance expectations within non-medical scope

- Household routines, preferences, and safety guidelines
- Communication expectations with the parent/guardian/responsible party
- Criteria for service modification, escalation, or discontinuation if needs exceed scope

The client and/or authorized representative reviews and confirms agreement prior to service start.

SERVICE PLAN REVIEW AND UPDATES

Lapapoe reviews and updates the Service Plan:

- At required supervisory visit intervals and whenever the client's condition, safety needs, or family preferences change
- After incidents (fall, injury, safety concern, hospitalization, or major routine disruption)
- When the client/family requests revisions
- After a care transition (hospital or rehab discharge)

All updates are documented in the client record and communicated to assigned direct care workers before implementation whenever possible.

PROVIDER COORDINATION (NON-MEDICAL COMMUNICATION WHEN NEEDED)

When Provider Coordination May Occur

Physician/provider coordination is not required for Lapapoe's non-medical services; however, coordination may occur when:

- The client/responsible party requests it
- A safety concern arises that may require medical follow-up (e.g., repeated falls, fainting, significant confusion)
- A transition of care occurs (hospital discharge / rehab discharge)
- Written discharge precautions or restrictions affect non-medical support needs (mobility restrictions, activity limitations, dietary restrictions)
- The family requests help communicating observations to a provider (non-clinical reporting)

AUTHORIZATION REQUIRED BEFORE COMMUNICATION

Lapapoe will obtain written authorization from the client/responsible party prior to sharing or receiving any protected health information (PHI), except:

- In urgent or emergency circumstances where communication is necessary to protect safety

Written authorization documentation is maintained in the client record.

EXAMPLES OF PERMITTED NON-MEDICAL INFORMATION EXCHANGE

Lapapoe may request or share information such as:

- Discharge paperwork or safety precautions provided to the family
- Mobility or activity restrictions that affect non-medical assistance
- Dietary guidance that impacts meal prep support
- Safety observations reported by direct care workers (falls, refusal to eat, fatigue, unsafe behaviors)
- Clarification of whom to contact for emergencies or questions

Lapapoe's communication is limited to functional support and safety, not medical direction.

PROHIBITED COORDINATION ACTIVITIES (LIMITATIONS)

Lapapoe personnel and direct care workers must not:

- Request, accept, or implement physician orders for clinical or nursing tasks
- Provide clinical monitoring requiring nursing judgment
- Perform wound care, injections, IV care, sterile procedures, or clinical treatments
- Administer medications, change dosages, or interpret medication instructions
- Document clinical assessments, diagnoses, or treatment plans

If it becomes apparent that a client requires skilled nursing or medically directed services, Lapapoe will notify the client/responsible party and assist with referrals to an appropriately licensed provider.

HANDLING PROVIDER INSTRUCTIONS PRESENTED BY FAMILIES

If the client/responsible party provides written provider instructions (e.g., discharge paperwork, mobility precautions, diet restrictions):

1. Lapapoe may place a copy in the client's record (with authorization).
 2. Lapapoe may update the Service Plan to reflect non-medical accommodations, such as:
 - increased supervision
 - modified mobility support within scope
 - meal prep aligned with a diet restriction
 3. Direct care workers will follow the updated Service Plan and report concerns promptly.
-

VERBAL ORDERS (NOT ACCEPTED)

Lapapoe does not accept or implement verbal medical orders.

If a direct care worker receives a verbal medical instruction or hears that a provider “changed something” (example: medication change):

1. The direct care worker must not implement the instruction.
2. The direct care worker must notify the Supervisor/Administrator immediately.
3. The Supervisor will instruct the family to confirm directly with the provider and obtain written confirmation.
4. Lapapoe will document the event as:

“Family reported verbal instruction from provider. Lapapoe does not implement medical orders. Family advised to obtain written confirmation from provider.”

DOCUMENTATION REQUIREMENTS

Lapapoe maintains documentation in the client record including:

- Intake and Service Plan
- Service Plan updates and direct care worker instructions
- Authorization forms for release/exchange of information
- Incident reports and safety observations

- Notes reflecting non-medical provider coordination, family notifications, or referral recommendations

Documentation must remain non-clinical, factual, objective, and within PHCP scope.

ESCALATION AND SAFETY PROTOCOL

If a client shows signs of medical distress or urgent risk, direct care workers must:

1. Call 911 immediately (if emergency)
 2. Notify the parent/guardian/responsible party
 3. Notify Lapapoe Supervisor/Administrator as soon as possible
 4. Document the incident per incident reporting policy
-

COMPLIANCE AND TRAINING

Lapapoe trains all personnel on:

- Scope of services and prohibited services
- Service planning and documentation expectations
- How to report changes in condition and safety concerns
- How to communicate non-medical observations appropriately
- Confidentiality and authorization requirements
- Prohibition against accepting or acting on verbal/medical orders

SERVICE PLANNING AND SERVICE PLAN DOCUMENTATION

POLICY STATEMENT

Lapapoe develops and maintains a written Service Plan for each client receiving services in the home. Service planning ensures that all non-medical Companion/Sitter and Personal Care Assistance services are delivered safely, consistently, and in alignment with the client's functional needs, family preferences, and authorized scope of services.

The Service Plan serves as the primary document guiding service delivery. It identifies the client's functional limitations, required non-medical services, frequency and duration of visits, the goals and objectives of services, and discharge or transition planning when appropriate. Lapapoe reviews and updates the Service Plan as needed to ensure services remain appropriate, safe, and aligned with the client's needs and household routines.

Lapapoe does not provide nursing services at this time. If nursing services are added in the future, Lapapoe will ensure that service planning includes physician collaboration as required and that physician orders are obtained and documented in accordance with applicable regulations.

SCOPE

This policy applies to service planning activities for all clients receiving non-medical services through Lapapoe. It applies to the Administrator and Supervisor responsible for service oversight, as well as direct care workers who deliver services based on the Service Plan.

PROCEDURE: DEVELOPMENT OF THE SERVICE PLAN

Lapapoe develops the initial Service Plan in collaboration with the client and/or responsible party. Service planning is based on intake information, family goals, identified functional support needs, safety considerations, and service availability. The Supervisor is responsible for ensuring that the Service Plan clearly reflects the authorized non-medical services to be delivered and that direct care workers understand their role boundaries.

The Service Plan is completed prior to the start of services or as soon as reasonably practicable after initiation of services. In all cases, Lapapoe completes the Service Plan within seven (7) calendar days of the initial visit, integrating intake information and early observations relevant to safety, routines, and service needs.

REQUIRED CONTENTS OF THE SERVICE PLAN

Lapapoe's Service Plan documents the client's non-medical support needs in practical terms. Each Service Plan includes, at minimum, the client's functional limitations and the services required to support the client safely in the home environment. The Service Plan specifies the expected times and frequency of service delivery and includes the expected duration of services when known.

The Service Plan also includes service goals and objectives focused on supporting client safety, stability in routines, and family support outcomes. Discharge or transition planning is incorporated when appropriate, including circumstances that may result in service discontinuation, such as a change in client needs beyond the Agency's scope, request by the family, or inability to safely provide services in the home.

LEVEL OF DETAIL REQUIRED FOR AUTHORIZED TASKS

Lapapoe requires that the Service Plan describe services in sufficient detail so direct care workers can perform tasks consistently and safely. Service planning must include not only general categories of services, but also brief descriptions of how tasks are expected to be completed when applicable.

For example, when personal care assistance is authorized, the plan may specify details such as the type of bathing assistance requested by the family (e.g., tub bath support versus wash-up at sink), the level of assistance required for dressing, toileting routines, hygiene preferences, use of adaptive supports if present, and other family-specific instructions. Task descriptions are written in a non-medical manner and do not include clinical procedures.

REVIEW AND REVISION OF THE SERVICE PLAN

Lapapoe reviews and revises the Service Plan as necessary to ensure continued alignment with the client's needs and the Agency's non-medical scope of services. At minimum, the Service Plan is reviewed at each required supervisory visit and whenever the client's condition, functional needs, routine needs, safety needs, or family preferences change.

If nursing services are added in the future, Lapapoe will review and revise service plans for nursing services at least every **sixty-two (62) days**, in addition to reviews required by changes in condition or physician-directed updates.

SERVICE PLAN FORM AND RECORD INTEGRATION

Lapapoe maintains a standard Service Plan form used for all client cases. The completed Service Plan is retained in the client record and is made available to direct care workers assigned to the case in a manner that protects confidentiality. Service plan updates are documented promptly and retained as part of the official client record.

CLIENT RIGHTS AND RESPONSIBILITIES; COMPLAINT HANDLING AND RESOLUTION

POLICY STATEMENT

Lapapoe is committed to providing non-medical Companion/Sitter and Personal Care Assistance services in a manner that protects client rights, supports family dignity, and promotes safety, respect, and confidentiality. Lapapoe informs clients and/or responsible parties of their rights and responsibilities at the time the Service Agreement is completed and ensures that clients understand how to communicate concerns or file complaints without fear of retaliation.

Lapapoe maintains a complaint handling process designed to ensure concerns are acknowledged, documented, reviewed, and addressed promptly. Complaints are used as a quality improvement tool to strengthen service reliability, direct care worker performance, and client satisfaction.

NOTICE TO CLIENTS AND TIMING OF NOTICE

Lapapoe provides written notice of client rights, responsibilities, and complaint procedures at the time the Service Agreement is completed. This notice is provided to the client and/or the responsible party in a format that supports understanding and includes Agency contact information for supervisory personnel and the state licensing authority.

Clients and families are encouraged to ask questions at intake and at any point during services if clarification is needed regarding service planning, changes in services, or complaint processes.

CLIENT RIGHTS

Lapapoe recognizes and protects the following rights of clients and/or their responsible parties. Clients have the right to be informed about the plan for services and to participate in the development of that plan. Clients also have the right to be informed promptly—prior to implementation—of any changes to their services. Clients may accept or refuse services and must be informed of the charges for services provided.

Lapapoe ensures that clients receive supervisory contact information so concerns can be escalated appropriately. Clients have the right to be informed of complaint procedures, to confidentiality of client information, and to have their residence and property treated with respect. Clients receive written notice of the contact information for the Georgia state licensing authority and may request access to a copy of Lapapoe's most recent licensure inspection report.

CLIENT RESPONSIBILITIES

Lapapoe recognizes that successful service delivery requires timely communication and partnership with families. The client and/or responsible party is responsible for informing Lapapoe of changes in the client's condition, safety needs, routines, or service preferences that may affect the delivery of services. Clients and families are also expected to provide accurate information relevant to non-medical service delivery and to maintain a safe environment for services when possible.

COMPLAINT HANDLING AND RESOLUTION

Lapapoe accepts complaints from clients, responsible parties, client representatives, and direct care workers. Complaints may be submitted verbally or in writing. Lapapoe acknowledges complaints promptly, documents the nature of the concern, and begins review and follow-up in a timely manner. Complaints involving immediate safety concerns are escalated and addressed the same day whenever possible.

Lapapoe documents complaints and resolution efforts in a complaint log maintained as part of Agency quality oversight records. The complaint log includes the date the complaint was received, a summary of the concern, the individuals involved when applicable, the steps taken to review or investigate the concern, actions taken to resolve the issue, and the closure date. Lapapoe communicates outcomes or next steps to the complainant and may implement corrective action, coaching, reassignment, or service plan updates when appropriate.

Clients and families are informed that they may also contact the Georgia Department of Community Health if a complaint is not resolved to their satisfaction or if they wish to file a regulatory complaint.

CONFIDENTIALITY AND NON-RETALIATION

Lapapoe maintains confidentiality of client information in accordance with Agency policies and applicable requirements. Complaints are handled respectfully and without retaliation. No client or family will be penalized or denied services solely for raising concerns in good faith.

DOCUMENTATION AND RECORDKEEPING

Lapapoe maintains documentation demonstrating that notice of client rights and responsibilities was provided at the time the Service Agreement was completed. Complaint documentation is retained in accordance with Agency record retention procedures and is available for regulatory review as required.

AGENCY CONTACT INFORMATION

Lapapoe

Private Home Care Agency – Companion/Sitter and Personal Care Services

Administrator: Akuchi Anike Mlemchukwu

Business Address: 1111 Chastain Rd NW, Kennesaw, GA 30144

Business Phone: 4703053471

Business Email: anike@lapapoe.com

Clients and families may contact the Administrator or Supervisor during normal business hours for questions, concerns, or complaints related to services.

Georgia Department of Community Health Contact Information

Clients and families are informed of their right to contact the Georgia Department of Community Health (DCH) regarding concerns related to licensing or regulatory compliance that are not resolved by the Agency:

Georgia Department of Community Health
Healthcare Facility Regulation Division (HFRD)
2 Peachtree Street NW, Suite 31-447
Atlanta, GA 30303
Phone: (404) 657-5728 or (800) 878-6442