*Compassionate and Affordable In-Home Care*
*4994 Lower Roswell Road • Suite 33 • Marietta • GA • 30068*
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# Caregiver Orientation and Training Guidelines

Angel Companions is dedicated to serving our client's needs by developing lasting relationships with highly qualified care professionals capable of providing non-medical home care services with excellence.

Pursuant to Georgia Department of Community Health (DCH) Rules & Regulations, this advisement serves to inform a caregiver that the DCH rules have been established to ensure compliance that affects the safety and security of our clients and caregivers. Subject to those rules, the following guidelines have been established.

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# Scope of Services

Angel Companions, LLC is a Private Duty Home Healthcare Agency that places caregivers into the homes of its clients to help them maintain their independence and to assist them with household, family support services and the activities of daily living. Care services are provided on an hourly basis.

Primary Services Provided Include:

Companionship
Light Housekeeping
Household Safety and Management
Dressing Assistance
Toileting
Meal Preparation and Serving
Laundry and Linen Changing
Bathing Assistance
Medication Reminders
Errands and Transportation

Angel Companions provides two (2) types of services:

- Personal Care Assistance
- Companion/Sitter Services

Personal Care Assistance - Licensed Aides may perform the following tasks:

Ambulation and Transfers
Grooming Assistance
Blood Pressure Monitoring
Personal Hygiene Assistance
Shaving
Medication reminders
Bathing Assistance
Dressing Assistance
Toileting
Dental Care
Basic First Aid and CPR

Companion/Sitters may perform the following tasks:

Companionship and Conversation
Light Housekeeping
Household Safety & Management
Errands
Meal Planning and Preparation
Laundry, Ironing and Linen Changing
Medication Reminders
Transportation using client's vehicle

*Note: Personal Care Assistants may perform all duties of a Companion/Sitter.*

Caregivers are **NOT** allowed to perform the following tasks:

- Any Type of Skilled Care i.e. physical, occupational therapy, wound care, injections, etc.
    - *Exception: Certain devices, such as catheters, automated IV dispensers, and devices intended for "Home Use". Caregivers may work with these devices, but only after being properly trained by a person that can provide and demonstrate proper instructions.*
- Hair Cutting and Nail Trimming
- Administering Medications
    - *Exception: If the client is not able to place medications in their own mouths, the caregiver can assist if, and only if, medication is measured and organized by a family member or other qualified individual.*
- Heavy housework, such as window cleaning, floor scrubbing or lifting dead weight.

# Services We Provide

In-Home care is offered in a variety of services. This is a list of some of the services a caregiver may provide to a client. Please understand that while a caregiver does provide personal care, they are also expected to provide other services that are customized to the clients' needs. Some of the services (but not limited to) are as follows:

| Personal Care Services | Additional Services |
|---|---|
| Bathing and Hygiene | Laundry and Change Linens |
| Medication Reminders | Light Housekeeping (such as below) |
| Incontinence Care | Vacuum/Mop Floors |
| Dressing | Dusting |
| Feeding | Meal Preparation |
| Grooming | Companionship |
| Cognitive Care | Take Out Trash |
| Mobility & Transfers | Bring in Mail |
| Exercises & Massaging | Escort to Appointments |
| Range of Motion | Organize Closets |
| Assist with Walking | Organize Pantry/Refrigerator |
| Applying lotions and creams | Check for Expired Foods |
| | Assist with Pet Care |
| | Care for House Plants |
| | Home Management |
| | Recreational Activities |
| | Errands and Grocery Shopping |
| | Transportation Services |

# Caregiver Duties and Responsibilities

## Caregiver Job Description:

To provide professional caregiving services, help clients maintain their independence, and assist clients with the activities of daily living, household, and family support services. This description outlines primary responsibilities as a caregiver; this is not meant to be an exhaustive list of services, as the exact duties to be performed for each assignment will be determined by the Client Service Plan. Prior to beginning a new assignment, Angel Companions will provide a caregiver with background information about the client and review any special needs this client may have.

## Primary Responsibilities of a Personal Care Assistant:

- Companionship and Conversation
- Light Housekeeping
- Household Management
- Walking Assistance
- Eating Assistance
- Errands
- Transportation
- Assist Client to and from Bed
- Assist Client throughout Night
- Meal Planning and Preparation
- Laundry and Linen Changing
- Bathing Assistance
- Dressing Assistance
- Toileting Assistance
- Medication Reminders
- Monitor Alzheimer's & Dementia Clients
- Assist in Overnight or Live-In Situations (Live-In may require sleeping in same room as client)

## Primary Responsibilities of Companion:

- Companionship & Conversation
- Light Housekeeping
- Household Management
- Errands
- Assist in Overnight or Live-In Situations
- Meal Planning and Preparation
- Laundry and Linen Changing
- Medication Reminders
- Transportation
- Prepare Sleeping Area at Night

## Other Requirements

Record daily hours worked by using geolocation via the Generations app.
Document services performed through Care Notes in the Generations app.
Review with client and submit signed Care Note at the end of each shift.
Report any significant client changes to the office immediately.
Follow policies and procedures as outlined in the Orientation and Training Guidelines.
Report any infectious disease exposure immediately.

## Qualifications

Ability to treat clients with dignity and respect
Ability to read, write and speak English at an average adult level
Ability to drive or use public transportation to get to work
Valid driver's license or Government issued ID Card
Ability to be flexible and adapt to new situations
Pass a criminal background check and agree to a statement of history of no abuse/neglect
Documentation of TB screening, updated annually
GA Registered CNA, or completion of an assessment of competency
Completion of 8 hours of training annually to begin after one year of employment

# Appropriate Attire

Caregivers must be well groomed, neat, and clean when going to a job. Clients expect aides to wear scrubs, unless otherwise specified; this includes live-in caregivers.

The following is NOT proper attire:

- Shorts
- Blue Jeans
- Skirts ending above the knee
- Facial piercings
- Crop tops or half shirts
- Oversized sweatpants and sweatshirts
- Flip-flops
- Bare feet - Shoes must be worn at all times

**Please Note:** All caregivers are required to wear appropriate undergarments. Fingernails (including acrylic nails) are to be kept clean and at a reasonable length. Hair should be pulled back and out of the way. Jewelry should be limited - this could get caught on the client or their clothing and cause an injury to both of you. Deodorant and powder should be used at all times, instead of perfumes which can irritate or be unpleasant to our clients.

# Caregiver Attendance Policy

All Angel Companions employees are expected to be present for work, on time, every day they are scheduled. Regular attendance and punctuality are crucial to keep the company operating effectively and efficiently. Arriving late and recurrent absences cause disruptions to our clients.

**Request Off:** Caregivers are required to turn in vacation and time off requests in writing as soon as possible, and with at least one week's notice. This time is needed for the office staff to work with the Client and their families to work out an acceptable plan of care while you are away.

**Absences:** Any last-minute requests, less than 48 hours, will be considered an Absence. Call Out Absences need to be by phone to the office, 770-579-5000. If the office is closed, press 1, to connect to our company emergency line. Do NOT text a call out. You must speak with someone. This late notice of a Call Out becomes an emergency as many of our clients cannot survive on their own.

Angel Companions excuses 1 call out per quarter; additional call outs are grounds for dismissal.

**No Call Absence:** One no-call, no-show absence is considered a voluntary resignation. There is zero tolerance for neglecting your job duty to our client.

**Late Arrival:** Generations allows a 5-minute grace period to clock in after your scheduled shift begins. Any clock in after this time is considered a late arrival. Angel Companions allows no more than 1 late arrival per month. Additional late arrivals will require the employee to meet with an Angel Companions supervisor to discuss alternative solutions. There may be cases of an office staff mistake or personal emergency; management will consider these situations. If expected to be more the 5 minutes late to a scheduled shift, please call the office before to give advance notice.

**Note**: Caregivers are required to clock in and clock out for each shift, along with completing their Care Notes. If employees have a problem recording a clock in or clock out time, they are required to inform the office immediately. Employees who consistently fail to clock in or clock out are subject to disciplinary action up to termination.

# Discipline and Behavior at Client Home

Angel Companions will not tolerate inappropriate behavior while at a client's home.

Examples of Conduct Not Tolerated (this is not an all-inclusive list):

- Not showing up for an accepted assignment
- Not communicating an absence with the office PRIOR to assigned shift
- Late arrival/early departures without a prior call to Angel Companions
- Leaving a client without authorization and/or failure to follow clients' instructions
- Excessive time spent on the phone, texting, or on social media while on assignment
- Sleeping while on assignment
- Bringing additional persons to an assignment (spouse, child, grandchild, etc.)
- Falsification of documents, including Care Notes
- Smoking, vaping, drinking of alcohol or illegal drug usage while on assignment
- Obscene, abusive, or negative action and language
- Accepting gifts, tips, money, loans

Disciplinary action will vary depending on the severity and/or frequency of the infraction. In some cases, an employee's Caregiver Employment Agreement and subsequent employment may be terminated immediately. The employee will be notified if this were to occur.

Telephone and Cell Phone Usage

When on an assignment, phone usage should be limited. A caregiver should NEVER use a client's phone for personal calls. Calls made from the client's phone should only include calls to Angel Companions or a call requested by the client for their benefit. Caregivers are to limit the use of their cell phone to personal emergency situations only or brief contact with Angel Companions. Excessive cell phone usage is grounds for immediate removal from the current assignment.

iPads, Tablets or Computer Usage: Computers of any kind ARE NOT permitted at a client's home. The only exception to this is to use for logging in or out of the Generations App at arrival or departure from the scheduled shift or to complete Care Notes.

Meals

All hourly caregivers are required to bring their own meals (breakfast, lunch, dinner, etc.) and use their best judgement on when to eat. If the shift is 5 hours or less, please consider eating before or after the shift.

Calls to Office after Office Hours

Calls to the office outside of office hours are for EMERGENCIES ONLY. If scheduled for an assignment and unable to go for any reason, call 770-579-5000, press 1 to speak with the On-Call Case Manager. Please reserve all other questions and concerns for office hours.

Additional Information to Know

- Never share your personal problems with your client.
- Never take oral, telephone or written orders from a doctor.
- Never perform any medical procedures on a client.
- Never diagnose or prescribe treatments for a client.
- Never move or rearrange a client's belongings without their consent.
- Never leave a client unattended without proper authorization.
- Never apply or use restraints on a client.
- Never use heating pads on a client.

# Caregiver Reimbursement Policy

Angel Companions employees may be reimbursed for work-related expenses incurred while on assignment. Reimbursable expenses will typically include parking fees or mileage incurred while driving a client in the employee's car. An employee will not be reimbursed for mileage traveling to or from a client's home, as that is considered commuting miles.

Due to the frequency of Angel Companions billing and payroll cycles, all parking and mileage reimbursement notifications and requests are due to the office within 48 hours. Reimbursement requests made more than 48 hours after the shift are not guaranteed to be paid back to the employee.

**For mileage incurred while driving an Angel Companions' client in a caregiver's vehicle:** enter the total number of MILES driven during a shift when clocking out. If Generations does not ask for mileage, inform the office in writing of the mileage incurred. Angel Companions' office staff may need additional information to confirm the accuracy of mileage. Please note this calculation is miles driven, not minutes.

**For parking reimbursement:** Always ask for a receipt when paying for parking required as part of a shift with Angel Companions. Text or email a picture of the receipt to Angel Companions at 770-579-5000 or info@angelcompanions.us. Failure to provide parking receipts with the documented amount paid may render expenses non-reimbursable.

# If Injured on the Job

In the event that an Angel Companions employee is involved in an on-the-job injury and emergency treatment is not necessary, that employee must accept the services of a physician from the Panel of Physicians provided by Angel Companions.

If an employee wishes to obtain medical treatment from a physician not listed, they may do so, but will be liable for any charges or costs incurred. If an employee is dissatisfied with the physician selected, they may make one change without permission, to a second physician also listed on the Panel of Physicians. Any additional changes require permission of our Workers' Compensation carrier or the State Board of Workers' Compensation.

In the case of an emergency, an Angel Companions employee should be taken to the nearest emergency room. All follow up care must be rendered by a physician listed on the Panel of Physicians.

It is the responsibility of the Angel Companions employees to notify a supervisor and human resources as soon as the injury occurs, regardless of the extent of the injury. A delay in notification may result in a denial of a claim.

# Physical, Mental, And Sexual Abuse and Molestation Prevention Policy

Angel Companions, LLC does not permit actual or threatened acts of physical or mental abuse, sexual abuse, sexual molestation, or sexual misconduct ("prohibited conduct") to occur in the workplace or at any activity sponsored by or related to it. In order to make this "zero—tolerance" policy clear to all employees, volunteers, and staff members, we have adopted mandatory procedures that employees, volunteers, family members, board members, individuals, and victims must follow when they reasonably suspect, learn of, or witness prohibited conduct.

Abuse or molestation means each, every, and all actual, threatened, or alleged acts of physical or mental abuse, sexual abuse, sexual molestation, or sexual misconduct performed by one person or by two or more persons acting together.

All staff members who learn of or have a reasonable suspicion of prohibited conduct must immediately report it to the Angel Companions office.

Angel Companions takes allegations of prohibited conduct seriously. Once an allegation is reported, Angel Companions will promptly, thoroughly, and impartially initiate an investigation to determine if a reasonable basis to believe that the prohibited conduct has occurred and that it was committed by the target(s) of the investigation. The investigation may be undertaken by an internal team comprised of fellow employees, or an independent third party. Angel Companions will cooperate fully with any investigation conducted by law enforcement or regulatory agencies and may refer the complaint and the result of the internal investigation to those agencies. If the investigation substantiates the allegation, Angel Companions policy provides for disciplinary penalties, including but not limited to termination of the target's relationship with the organization.

Angel Companions prohibits retaliation against anyone, including an employee, volunteer, board member, student or individual, who, in good faith, reports prohibited conduct. Retaliation against a participant in the investigation is also prohibited. Anyone who retaliates against someone who has made a good faith allegation of prohibited conduct or intentionally provides false information to that effect will be subject to discipline, up to and including termination.

# Client's Rights and Responsibilities

## Clients shall have the following rights:

(a) The right to be informed of the Plan of Service and to participate in the planning.

(b) The right to be promptly and fully informed of any changes in the Plan of Service.

(c) The right to accept or refuse Services.

(d) The right to be fully informed of the charges of Services.

(e) The right to be informed of the names, business telephone number and business address of the person supervising the Services and how to contact that person.

(f) The right to be informed of the complaint procedures and the right to submit complaints without the fear of discrimination or retaliation and the have them investigated by Angel Companions within a reasonable period of time. Included in the complaint procedure will be the name, business address and telephone number of the person designated by the company to handle complaints and questions.

(g) The right of confidentiality of the Client record.

(h) The right to have property and residence treated with respect.

(i) The right to receive a written notice of the address and telephone number of the state licensing authority, the Georgia Department of Community Health, which further explains the Department is charged with the responsibility of licensing Angel Companions and investigating Client complaints which appear to violate licensing regulations.

(j) The right to obtain a copy of the Angel Companions' most recent report of licensure inspection from Angel Companions, upon written request, subject to the right of Angel Companions to not release the report of licensure inspection until the Company has had an opportunity to file a written plan of correction for the violations, if any, identified in such report.

(k) The right to be advised that the Client and the Responsible Party, if applicable, must advise Angel Companions of any changes in the Client's condition or of any events that affect the Client's service needs.

## Client Responsibilities:

(a) Inform the Angel Companions office of any major changes in client's health status or condition.

(b) Cooperate with Angel Companions personnel without discrimination, as to color, religion, sex, national or ethnic origin.

(c) Make a family member or substitute available, who will assume a primary caregiver role when Angel Companion staffs are not in your home.

(d) Give relevant information to Angel Companions regarding care needs.

(e) Build mutual trust and cooperation with the caregiver(s).

(f) Inform the office at least 12 hours in advance to any schedule changes or cancellations.

# Reporting of Client Progress and/or Change of Condition

Notes must be made by the caregiver at the end of each shift regarding client progress and delivery of services in accordance with the client's Plan of Care. Prior to end of shift, the caregiver must complete Care Notes and provide a summary of the shift, to include tasks the caregiver assisted the client with and/or changes in client condition. These Care Notes are submitted via the Generations app.

Failure to comply with this condition of employment may result in disciplinary action ranging from the temporary loss of direct deposit privileges, up to termination from Angel Companions. This is a requirement of working with Angel Companions and it is the caregivers' responsibility to certify the accuracy of services rendered by completing and signing a Care Note for each shift worked. An Angel Companions supervisor will review each Care Note for accuracy and completeness.

# Reporting Of Infectious Diseases

In Georgia, exposure to any infectious disease must be reported immediately to the local county health department or district office. Notify your Angel Companions supervisor at (770) 579-5000 immediately, then Public Health at (866) 782-4584.

# Complaint Resolution Procedures

Angel Companions encourages all feedback from clients and caregivers, positive or negative, and is committed to providing superior levels of service. Angel Companions will not disrupt service due to a complaint but will do its best to ensure quality services are still provided.

Included in the Angel Companions Client Service Agreement for clients is the address and telephone number of the Georgia Department of Community Health where the client may register a complaint. Clients may notify the Angel Companions office in verbal or in written format of any complaints or problems they have experienced with the service. Upon receipt of the complaint, the office will respond within 24 hours to the complaint filer to acknowledge receipt of the complaint.

It is critical for caregivers to report any complaints to the Director of Case Management or the office immediately.

# Emergency Procedures

If the client has an emergency:

1. Take a deep breath and remain calm.
2. Is the Client on Hospice?
    a. If yes, call the Hospice contact.
    b. If no, dial 911. Give the operator the address of the emergency and the facts of the situation. Be as specific as you can.
        i. Did the client fall? Is the client breathing and if so, is it normal or not? Most of the information they will ask will be in the Client's Plan of Care. Make sure you always have a copy of the Plan of Care with you or in the client's home.
3. Contact the family members listed on the Patient Profile provided to you.
4. Contact the office at 770-579-5000.
5. Secure the area and await further instruction.

## Non-Emergent Client Problem

If the client is not having an emergency, but is behaving abnormally, contact the primary caregiver (Client guardian or responsible family member) as listed on the Patient Profile, then contact the office at 770-579-5000. Caregivers are also required to notify the Director of Case Management or the office immediately upon any substantial change in the Client's condition.

The Client's Plan of Care must be updated when an increase in care needs or change in normal routine occurs.

# Supervisory Visits and Follow-Up

The appropriate supervisor shall make a supervisory home visit to each client's residence at least every 92 days, starting from date of initial service in a residence, or as the level of care requires, ensuring the client's needs continue to be met. The visit shall include an assessment of the client's general condition, vital signs, a review of the progress being made, any problems encountered by the client, and the client's satisfaction with the services being delivered by the provider. Such visit shall also include observations about the appropriateness of the level of services being offered. Routine, quarterly supervisory visits shall be made in the client's residence and shall be documented in the client's file or Service Plan.

# In-Service Training

Additional training, consisting of a minimum of eight hours of training or instruction, is required annually for each caregiver after the first year of service. Such training will be in subject areas that relate to the caregiver's assigned duties and responsibilities.

# Holidays and Payroll Schedule

Angel Companions observes the following holidays:

- New Year's Day
- Easter Sunday
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving Day
- Christmas Day

Schedules that fall between 12:00AM – 11:59PM on one of these holidays, will be paid at 1.5x the normal assignment rate.

# 2026 Payroll Schedule

| Pay Period | | | Pay Date |
|---|---|---|---|
| Monday, December 8, 2025 | - | Sunday, December 22, 2024 | Friday, December 26, 2025 |
| Monday, December 22, 2025 | - | Sunday, January 4, 2026 | Friday, January 9, 2026 |
| ***Thursday, December 25 - Christmas - Paid at time and a half** | | | |
| ***Thursday, January 1 - New Years - Paid at time and a half** | | | |
| Monday, January 5, 2026 | - | Sunday, January 18, 2026 | Friday, January 23, 2026 |
| Monday, January 19, 2026 | - | Sunday, February 1, 2026 | Friday, February 6, 2026 |
| Monday, February 2, 2026 | - | Sunday, February 15, 2026 | Friday, February 20, 2026 |
| Monday, February 16, 2026 | - | Sunday, March 1, 2026 | Friday, March 6, 2026 |
| Monday, March 2, 2026 | - | Sunday, March 15, 2026 | Friday, March 20, 2026 |
| Monday, March 16, 2026 | - | Sunday, March 29, 2026 | Friday, April 3, 2026 |
| Monday, March 30, 2026 | - | Sunday, April 12, 2026 | Friday, April 17, 2026 |
| ***Sunday, April 5 - Easter - Paid at time and a half** | | | |
| Monday, April 13, 2026 | - | Sunday, April 26, 2026 | Friday, May 1, 2026 |
| Monday, April 27, 2026 | - | Sunday, May 10, 2026 | Friday, May 15, 2026 |
| Monday, May 11, 2026 | - | Sunday, May 24, 2026 | Friday, May 29, 2026 |
| Monday, May 25, 2026 | - | Sunday, June 7, 2026 | Friday, June 12, 2026 |
| ***Monday, May 25 - Memorial Day - Paid at time and a half** | | | |
| Monday, June 8, 2026 | - | Sunday, June 21, 2026 | Friday, June 26, 2026 |
| Monday, June 22, 2026 | - | Sunday, July 5, 2026 | Friday, July 10, 2026 |
| ***Saturday, July 4 - Independence Day - Paid at time and a half** | | | |
| Monday, July 6, 2026 | - | Sunday, July 19, 2026 | Friday, July 24, 2026 |
| Monday, July 20, 2026 | - | Sunday, August 2, 2026 | Friday, August 7, 2026 |
| Monday, August 3, 2026 | - | Sunday, August 16, 2026 | Friday, August 21, 2026 |
| Monday, August 17, 2026 | - | Sunday, August 30, 2026 | Friday, September 4, 2026 |
| Monday, August 31, 2026 | - | Sunday, September 13, 2026 | Friday, September 18, 2026 |
| ***Monday, September 7 - Labor Day - Paid at time and a half** | | | |
| Monday, September 14, 2026 | - | Sunday, September 27, 2026 | Friday, October 2, 2026 |
| Monday, September 28, 2026 | - | Sunday, October 11, 2026 | Friday, October 16, 2026 |
| Monday, October 12, 2026 | - | Sunday, October 25, 2026 | Friday, October 30, 2026 |
| Monday, October 26, 2026 | - | Sunday, November 8, 2026 | Friday, November 13, 2026 |
| Monday, November 9, 2026 | - | Sunday, November 22, 2026 | Friday, November 27, 2026 |
| Monday, November 23, 2026 | - | Sunday, December 6, 2026 | Friday, December 11, 2026 |
| ***Thursday, November 26 - Thanksgiving - Paid at time and a half** | | | |
| Monday, December 7, 2026 | - | Sunday, December 20, 2026 | Friday, December 25, 2026 |
| Monday, December 21, 2026 | - | Sunday, January 3, 2027 | Friday, January 8, 2027 |
| ***Friday, December 25 - Christmas - Paid at time and a half** | | | |
| ***Friday, January 1 - New Years - Paid at time and a half** | | | |

# Angel Companions 401(K) Savings Plan

Angel Companions proudly offers a 401(k)-retirement savings plan to eligible employees.

A 401(k) is an employer-sponsored retirement savings plan that offers tax benefits while helping the employee plan for the future. With a 401(k), an employee sets aside a small percentage of their income to be automatically deferred or deducted from each paycheck and invested in their savings plan.

Angel Companions will match 100% of the first 1% deferred and 50% of the next 5%%. In order for an employee to receive the full company match, the employee will need to defer at least 6% of earnings.

For current staff to be considered eligible, the employee must be:

- An individual regularly scheduled for 40+ hours per week, OR
- An individual who has worked 1000+ hours in any prior year, OR
- An individual who has worked 500+ hours in any three consecutive years

Angel Companions will notify all eligible employees as they become eligible.

**Once an employee meets eligibility requirements, the employee will be AUTOMATICALLY ENROLLED at the next entry date.** Entry dates are January 1st, April 1st, July 1st, and October 1st of every year. If an employee would like to change the automatic contribution or opt out, the employee should contact the office for further instructions.

# Generations Mobile App

## Logging into the Generations App

- Agency ID: **ange7468**
- Your Email:
- Password: **abc123**
- Remember Me: Check this box to remember the Agency ID and Email address.
- Login Button: Click this button to login.

## The Home Screen

The home screen is shown after login and contains a summary of important information. Tap the HOME icon in the upper left corner to get back to this screen.

- Today's Schedule: Displays scheduled visits for today.
- Monthly Schedule: Displays scheduled visits for the month.
- Message Center: Use this area to send and receive messages from the office.
- Reminders: Credentialing items that require updating.
- Signatures Req'd: Any items that require a signature.
- Notifications: Messages from the agency. Read immediately, then clear.
- Offline Mode: A log of offline activity.
- EVV Messages: Messages sent from Angel Companions.
- View Available Shifts: Shifts that have not been staffed; contact the office to request further information.
- Preferences: Set language preference or opt out of email notifications.
- Shared Documents: View documents shared by Angel Companions.

## Clock Into and Out of a Shift

- On the Home Screen, tap Today's Schedule.
- Tap the yellow triangle to the right of Login.
- The screen refreshes, the triangle turns green, and the clock in is complete.
- To clock out, repeat the same procedure with Logout.
- If logging out from an overnight shift, go to Monthly Schedules and select the shift on the date the shift started. Log out from that shift.
- If having issues clocking in or out, call the office.

## Completing Care Notes

A Care Note needs to be completed before end of shift for every client and every shift. This is how Angel Companions monitors the tasks being performed, as well as any notes or feedback a caregiver has regarding a client. If a caregiver sees any significant changes in a client's condition, the caregiver is to make notes in the designated area of the care note.

- From Today's Schedule, tap Care Notes.
    - If completing a care note for a previous shift, choose date from Monthly Schedule.
- Go through each Personal Care category and identify how care was provided.
    - A – Stand by Assistance
    - B – Hands on Assistance
    - C – Supervision and Cueing
- Go through each Companion Duty and check which activities you assisted with.
- Provide a summary of the shift and make note any changes in condition.
- Sign and save the care note. Please submit only one care note per client per shift.
- Once the care note is complete, you will be able to clock out of the shift.

## Offline Mode

If unable to obtain a cellular or internet connection, login/logout through the Offline mode.

- For offline mode to work, a successful connection must be established sometime within the same day before the app will prompt the Offline mode.
- If the first schedule of the day is with a client where no cellular or internet connection is available and it is known beforehand, log into the app before arriving at the client's home.
- Once at the client's home, sign into the app to receive this prompt: *Tap offline mode to continue.*
    - Enter the Agency ID, Email, Caregiver EVV ID, and Client EVV ID. Select "Clock In" to login to the schedule or "Clock Out" to logout of the schedule.
    - The app may attempt to find GPS. Click "Skip GPS Search."
    - The message below will appear when there is a successful offline clock in/out.

*The next time you log into the app with internet or cellular connection, tap "Go Online" in the top right corner and resume using the app as before. This will allow the app to sync the clock in and out information to Generations to be viewed by the office.*

# Recording Time Spent on Assignment

Caregivers are required to use the Generations App to clock in and out of each assigned shift, as well as to complete Care Notes for each assigned shift. Paychecks are originated by these time records and failure to comply with this process may affect a caregivers pay.

If a client disputes the time care was provided and the caregiver DID NOT login or logout or did not use the Generations App or the client's home phone, the caregiver's pay will be based on the time Angel Companions invoices the client, even if it is less than the caregiver's scheduled time.

Angel Companions distributes payroll checks every two weeks on the Friday following the payroll period. Our payroll period is based on a two-week schedule that begins on a Monday at 12:01AM and ends on a Sunday at 11:59PM two weeks later.

When an assignment is offered, the pay rate will be provided. Pay rate may vary depending on the level of care required. If a caregiver has any concerns involving rate of pay or questions regarding a paycheck, the employee should call the office immediately 770-579-5000.

# Rules and Conduct Reminders

While on Assignment, Caregivers MUST:

- **Wear Clean Scrubs** and closed toe shoes, unless told otherwise.
- **Be on Time** to the Client's home each scheduled day.
- **Log In and Log Out** with the Generations App, or with the Client's phone if the app fails.
- **NOT** talk on or use your cell phone unless it is an emergency.
- **Be Proactive** and offer to help. Do not wait to be told what to do.
- Submit a proper **Care Note** in the Generations App.
- **Communicate** with the office**.** Alert the office of any schedule changes, concerns regarding a client, family emergencies, etc..

Angel Companions prides itself on assigning caregivers who provide the best level of care for our clients by being professional, respectful, understanding, and exceeding expectations. Observing the guidelines detailed above will help ensure a lasting relationship with our company.