



Client Handbook

CareWorks Health Services®
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Huntington Beach, CA 92648

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WELCOME TO CAREWORKS HEALTH SERVICES®

Dear Client,

Welcome to CareWorks Health Services. Thank you for trusting us to support you, your loved one, and your care team.

Starting home care is a personal decision, and we want you to feel informed and at ease as we begin working together.

Our role is to provide non-medical home care that brings practical help, trusted support, and peace of mind so you can continue living in the place you know best — your own home.

We help you live independently, comfortably, and with dignity at home.

This handbook explains our services, what you can expect from our team, important policies, billing information, safety guidance, and your rights and responsibilities as a client.

Please keep this handbook nearby for future reference. If you ever have questions or concerns, contact our office. We look forward to being part of your care journey.

With appreciation,

The CareWorks Health Services Team

Our Philosophy, Mission, and Values

Our Philosophy

We believe quality care begins with listening. Every client has unique routines, preferences, and goals, and our role is to provide support that helps clients remain safe, comfortable, and independent at home.

We believe care should be:

- Compassionate
- Personalized
- Professional
- Reliable
- Collaborative
- Ethical

Our Mission

Our mission is to provide compassionate and professional non-medical home care so you can remain as independent as possible in the comfort of home.

Our Values

CareWorks Health Services is guided by the following values:

- **Integrity:** We do what is right, even when no one is watching.
- **Accountability:** We keep our word and keep you informed
- **Empathy:** We listen with care and kindness.
- **Curiosity:** We ask thoughtful questions so we can help better.
- **Teamwork:** We work together to support your care.
- **Service:** We grow by making life easier for the people we serve.
- **Growth:** We keep learning and improving so we can care for you better.

What to Expect When Starting Care



Fine-Tuning Your Care

Every client is different, and sometimes it takes a little time to fine-tune the caregiver match, schedule, or care routine. We welcome your feedback along the way so we can make sure care feels like the right fit.

Licensing and Home Care Aide Requirements

CareWorks Health Services is a licensed non-medical Home Care Organization through the California Department of Social Services and regulated by the Home Care Services Bureau.

Our caregivers are registered Home Care Aides who are active on the California Home Care Aide Registry. All caregivers complete Live Scan fingerprint background checks through the California Department of Justice (DOJ) and FBI using the Guardian background check system.

California Home Care Aides are also required to:

- Complete at least 5 hours of training before working with clients
- Complete an additional 5 hours of training annually
- Maintain active Home Care Aide registration status
- Complete TB screening or testing as required by state regulations

As a licensed non-medical home care agency, CareWorks provides assistance with daily living activities, companionship, supervision, and personal care support.

License Number: 304700005

(949) 859-4700

FAX (949)859-4773

www.careworkshealthservices.com

18652 Florida St #105, Huntington Beach, CA 92648

Services are available 24 hours a day, 7 days a week.

A staff member is available **24 hours a day, 7 days a week, 365 days a year.**

Our standard business hours are **8:30 AM to 5:30 PM** Monday through Friday.

After standard business hours, on weekends, and on holidays, our on-call coordinator (an internal staff member) will answer all calls.

Contact us for schedule changes, care questions, call-offs, concerns, or requests.

*****PLEASE DO NOT CONTACT YOUR CAREGIVER DIRECTLY*****

Services We Provide:

CareWorks Health Services provides a wide range of in-home care services. The following is a partial list of our services:

Companionship & Household Support

- Conversation, companionship, social activities
- Medication Reminders
- Dressing & Grooming guidance
- Accompaniment on walks and outings
- Exercise reminders
- Meal planning and meal preparation
- Light housekeeping & laundry
- Transportation (Grocery Shopping, Physician Appointments, Errands, etc.)

Personal Care Assistance

- Bathing, showering, and personal hygiene
- Toileting and incontinence care
- Mobility Assistance
- Oral hygiene care
- Reposition and help getting in/out of bed, chair
- Feeding, Special Diets. Hydration Reminders
- Supervision and companionship
- Support with routines and redirection

Specialized Care Services

- Family Respite Care
- 24-Hour Around the Clock Care
- Recovery Care
- Veterans Care- Homemaker Program, Respite and Aid & Attendance
- Alzheimer's / Dementia Care
- Hospice Care

Understanding Caregiver Duties

Your caregivers are there primarily to provide care-related services and support during their shift. Under California Wage Order 15, caregivers may spend up to 20% of their time on general household tasks that are not directly related to your care.

The majority of your caregiver's shift must remain focused on helping you with care-related needs such as personal care, supervision, companionship, meal preparation, mobility assistance, safety monitoring, and support with daily activities.

Examples of non-care-related tasks may include:

- Cleaning areas mainly used by other household members
- Heavy housekeeping
- Organizing garages, storage rooms, or closets
- Yard work or outdoor maintenance
- Tasks that are not directly related to your care or living area

These guidelines help ensure your caregivers remain focused on your care and safety while also following California labor regulations.

Care Planning and Caregiver Selection

Your care begins with a conversation and an in-home assessment with a member of the CareWorks team. We take the time to learn about your routines, preferences, personality, home environment, and the type of support that would help you most.

We may discuss things such as:

- Personal care and mobility needs
- Daily routines and schedule preferences
- Meal preferences and household routines
- Memory or safety concerns
- Transportation or activity needs
- Hobbies, interests, and companionship preferences
- Communication styles and caregiver preferences
- Information from your physician or care team when appropriate

Using this information, we create a care plan tailored to your needs and preferences. Your care plan helps guide caregiver duties, schedules, safety considerations, and daily routines.

We also work to match you with a caregiver whose experience, personality, communication style, and schedule are a good fit for your care needs and home environment.

Sometimes it takes a little time to find the right caregiver match or for a caregiver to learn your routines. Your feedback helps us understand what works, what does not, and what kind of caregiver feels like the best fit for you.

As your needs change, your care plan may need to change too. Please let us know about any updates to your health, routines, schedule, mobility, safety concerns, or caregiver needs so we can keep your care current and supportive.

Caregiver Selection

At CareWorks, we know the right caregiver can make all the difference. We use our own 11-step hiring process to carefully screen caregivers.

Our screening and hiring process includes:

- Personal interviews
- Live Scan background checks through the DOJ and FBI
- Reference checks
- Verify all caregivers are active and registered Home Care Aides through the California Home Care Aide Registry.
- Verification of experience, training, and qualifications
- Drug screening: While drug screening is not required by the State of California for Home Care Aides, CareWorks requires all caregivers to complete and pass a drug screening as an added layer of safety and peace of mind.

We look for caregivers who are reliable, compassionate, professional, and want to be caregivers.

When matching caregivers, we consider:

- Care needs
- Personality and communication style
- Schedule availability
- Experience and training
- Language preferences when available

While we always try to provide the best possible caregiver match and maintain consistency, assignments may change due to illness, schedule changes, availability, emergencies, or other operational needs.

Caregiver Training

Caregivers receive training and orientation appropriate to the services they provide. Training may include topics such as:

- Client rights and confidentiality
- Infection control and hand washing
- Fall prevention
- Dementia care basics
- Personal care assistance
- Safe transfers and mobility support
- Emergency procedures
- Documentation expectations
- Professional conduct and boundaries
- Agency policies and procedures

Insurance, Bonding, Background Checks, and Employment

We take caregiver screening and safety seriously. All caregivers and office staff complete Live Scan background checks through the Department of Justice and FBI. We also require professional references as part of the hiring process.

For additional reassurance, caregivers are drug screened before employment.

CareWorks maintains a comprehensive insurance program that includes:

- Professional liability insurance
- General liability insurance
- Non-owned auto insurance coverage
- Employment practices liability insurance
- Workers' compensation insurance

Our caregivers are employees of CareWorks Health Services. We handle payroll, required taxes, workers' compensation, liability coverage, bonding, and employment compliance. Caregivers are also screened, insured, and approved for client transportation when authorized.

Working Together for Smooth, Consistent Care

Preparing for Your First Day of Care

Starting home care is an adjustment for everyone, and we want your first day of services to feel as smooth and comfortable as possible.

Before care begins, we encourage you and your care team to prepare important information, routines, and household details that may help your caregiver provide safe, personalized care from the start.

Helpful things to prepare may include:

- Emergency contact information
- Current medication list
- Home access instructions, gate codes, or parking information
- Important routines, preferences, and schedules
- Needed care supplies and household items
- Pet instructions or safety concerns
- Physician, pharmacy, or specialist contact information
- Advance directives, POLST, or Power of Attorney documents, if applicable

Your caregiver may ask questions during the first few visits as they get familiar with your routines, preferences, and care needs. Open communication helps us provide more consistent and personalized care.

Household Supplies and Home Readiness

To help caregivers provide safe and effective care, we ask that needed household and care supplies remain reasonably stocked in the home.

Examples may include:

- Gloves
- Cleaning supplies
- Soap and paper towels
- Incontinence supplies
- Laundry supplies
- Basic hygiene products
- Linens and towels

If special equipment or supplies are needed for your care, please call us so we can help coordinate services appropriately.

Technology, Cameras, and Monitoring Devices

Many clients use doorbell cameras, indoor cameras, medical alert systems, or other monitoring devices in the home.

We ask that clients inform our office if recording devices or cameras are present in the home. This helps maintain transparency and professional working relationships.

Recording devices should not be placed in private areas such as bathrooms or caregiver sleeping areas during live-in assignments.

CareWorks may also use technology systems for scheduling, care documentation, communication, billing, and service coordination.

Communication Expectations

Good communication helps care run smoothly and helps us respond quickly when needs change.

For schedule changes, cancellations, caregiver concerns, emergencies, or service questions, contact our office directly rather than contacting caregivers personally.

We ask that you keep us informed about:

- Changes in health or condition
- Hospitalizations or emergency room visits
- Schedule changes or cancellations
- Changes in routines or care needs
- Concerns about caregivers or services
- Changes in contact information or authorized representatives

Whenever possible, we will communicate schedule updates, caregiver changes, delays, or important service information in a timely manner.

Open communication helps us provide safer, more consistent, and more personalized care for you and your care team.

Caregiver Scheduling, Matching, and Consistency

Please understand that caregiver scheduling is our most difficult task. We do our best to keep the same caregivers with you, because we understand that familiar faces are more reassuring.

At times, schedules change due to illness, time off, emergencies, availability, or changes in care needs.

Finding the right caregiver match may take a little time. Every client has different routines, preferences, and communication styles, and every caregiver has different strengths. If a caregiver does not feel like the right fit, please let us know so we can work on a better match.

Consistent schedules also help us keep consistent caregivers. Frequent cancellations or ongoing schedule changes may affect caregiver availability.

We encourage you to share the types of caregiver qualities that are most important to you. For example, you may prefer someone who is:

- Prefers tasks completed in a specific way or according to established routines
- Likes caregivers who stay active and engaged throughout the shift
- Quiet and calm
- Highly social and engaging
- More relaxed and low-key
- Experienced with dementia care or mobility assistance
- Comfortable with outings, exercise, or activities
- A strong communicator or more independent

The more we know about your preferences, the better we can try to match you with the right caregiver. At the same time, caregiver availability, schedules, location, experience, and other factors may affect matching options.

Schedule Changes:

All schedule changes must go through the CareWorks office. We ask that you do not contact your caregiver directly to change a shift. Whether the change is for one visit or permanent, please call the office so we can make the changes. We will contact and notify the caregiver of the changes. Please give us as much advance notice as you can.

Helping You Keep Your Best Matched Caregiver:

We ask that you help us keep schedules as consistent as possible. Caregivers rely on their scheduled hours and often arrange their availability around regular client schedules.

If there are frequent cancellations or ongoing schedule changes, your caregiver may accept additional hours or ongoing shifts with other clients. When that happens, they may no longer be available for your preferred days or times.

Last Minute Cancellations:

One of the ways we attract and retain trusted caregivers is by treating them with respect and professionalism.

Your caregiver relies on their scheduled hours as part of their regular income. When a scheduled visit is canceled, particularly on short notice, the caregiver may lose those expected hours. While we will do our best to offer them fill-in work; we cannot guarantee replacement work will be available.

If a visit must be canceled, we ask that you provide as much notice as possible.

If the office is not notified and the caregiver arrives for the scheduled visit, a minimum four-hour charge will apply, as CareWorks remains responsible for compensating the caregiver for that time.

Your Caregiver's Phone Number:

CareWorks policy does not allow caregivers to share their personal phone numbers with clients. All communication related to scheduling, care, or concerns must go through the office. We ask that you do not request your caregiver's personal contact information, as this places them in a difficult position and can interfere with proper coordination of care.

Caregiver Call-Outs:

At times, a caregiver may be unable to provide home care services from time to time. Your caregiver knows to call the office. We will inform you as soon as possible. We will make every reasonable effort to provide a replacement caregiver. However, due to ongoing caregiver shortages, coverage cannot be guaranteed.

Requesting Caregivers to Work Late:

If you need care beyond your scheduled hours, please contact the CareWorks office for approval. Your caregivers may not always be able to stay late because of other commitments or scheduled shifts. Additional hours must be approved through the office, and overtime charges may apply.

Overtime charges may apply and are explained in the Billing and Payment Information section.

Severe Weather:

Due to the nature of home care, caregivers are expected to make reasonable efforts to attend scheduled visits during inclement weather. However, caregiver and client safety always comes first, and caregivers are not expected to take unnecessary risks.

If severe weather is expected, our office will contact you in advance to advise of any potential service disruptions so you can make alternate arrangements if needed.

Giving Gifts to Caregivers:

Gifts are never expected or required. Our policy does not allow caregivers to accept tips, gifts, or special favors directly from clients. If you would like to recognize a caregiver with a monetary gift, please make it payable to CareWorks Health Services so we can process it properly through payroll.

Activities With Associated Costs:

If you ask your caregiver to take you to an activity that involves a cost—such as dining out, entertainment, or outings—we ask clients to pay for the caregiver related expenses as well.

Handling Checks and Money:

If needed, your caregiver may assist you with writing checks, but they are not permitted to sign checks under any circumstances. Checks should not be made payable to the caregiver, and blank checks should never be provided. If your caregiver is given cash for approved purchases, you will get a receipt along with your exact change back. If your caregiver forgets to give you a receipt, please ask for one. These procedures are in place to protect you, the caregiver, and CareWorks Health Services.

What Caregivers Can and Cannot Do:

We are only allowed to help with tasks allowed by the state of California Home Care Organization license rules. Our caregivers are here to help you with daily activities, but there are limits to what they can do.

- Our caregivers cannot administer medication or change bandages or dressings. If you need these services, let us know. We can help connect you with the right provider.
- Our caregivers can help “guide” and “assist” you when walking and moving around, but they are not allowed to lift heavy items over 25 pounds. If you fall, your caregiver cannot lift you, as this could cause injury to both you and the caregiver.
- Our caregivers cannot move furniture, climb on chairs or ladders, clean pools, deep cleaning or do outdoor work like yard maintenance. Although our caregivers want to be of assistance to you, we ask that you do not put your caregiver in a compromising position by asking them to do something they are not permitted to do.

Ending Services:

If you decide to end services, we ask that you provide at least 24 hours’ notice whenever possible. Advance notice helps us properly coordinate schedules, notify caregivers, and close out your account.

Live-In and 24-Hour Services

If you receive live-in care services, CareWorks follows California Wage Order 15 and all applicable California labor laws regarding live-in caregivers.

Live-in care is designed for clients who need regular assistance and overnight supervision, but not continuous hands-on care throughout the entire night.

Under California live-in care guidelines:

- Your live-in caregiver must receive uninterrupted sleep time and off-duty breaks as required by law.
- Your caregiver must be provided with a private sleeping area in your home.
- Meals and reasonable accommodations must be provided during the live-in assignment.
- Live-in caregivers must be able to take required meals and rest breaks.
- If your care needs require constant overnight assistance, frequent nighttime interruptions, or continuous awake supervision, live-in care may no longer be appropriate.

It is important to understand that live-in care is different from 24-hour care.

With 24-hour care, multiple caregivers are scheduled in shifts so that someone is awake, alert, and available to provide care at all times, including overnight hours.

Caregiver Off-Duty and Non-Working Hours

Your caregiver's scheduled working hours and off-duty hours are separate. During off-duty or non-working hours, caregivers are not working, on-call, or responsible for providing care or supervision.

In some live-in or extended-shift situations, a caregiver may choose to remain in the home during non-working hours. If this occurs, the caregiver is there voluntarily and must be fully relieved of all work duties and responsibilities during that time.

During non-working hours:

- Your caregiver is free to leave the home at any time
- Your caregiver is not required to remain available or respond to requests
- Your caregiver is not considered on-duty or on-call
- Care or assistance should not be requested during these off-duty hours

If care or assistance is requested during a caregiver's non-working hours, that time must be treated as paid working time and may be billed at the applicable hourly, overtime, or holiday rate according to labor laws and your service agreement.

Hourly Minimums:

CareWorks requires a minimum of four (4) hours per visit. If a shift ends early for any reason, the four-hour minimum charge will still apply.

Caregiver Professionalism:

Your caregivers are expected to maintain professional boundaries at all times. Caregivers should not discuss personal financial matters, political opinions, religious beliefs, or personal problems while providing care in your home. If you ever feel uncomfortable with a conversation or interaction, we ask that you contact our office so we can **address** the concern promptly.

Hospitalization and Returning Home

If you are hospitalized, visit the emergency room, move to rehabilitation, or experience a major change in condition, contact the CareWorks office as soon as possible.

A hospitalization or medical event may change your care needs, schedule, safety concerns, or caregiver requirements. Before services restart, we may need to:

- Review hospital discharge instructions

- Update your care plan
- Reassess safety or mobility needs
- Discuss schedule or caregiver changes
- Review new equipment or supplies needed in the home

Our goal is to help make the transition back home as safe and smooth as possible.

Transportation Services

Mileage charges apply only while transporting or running approved errands for the client.

Your caregiver may provide transportation for errands, appointments, or outings as approved in your care plan. Transportation may be provided either in your vehicle or the caregiver's vehicle.

If your caregiver drives your vehicle, there is no mileage charge. You must maintain current and valid auto insurance on the vehicle being used.

If you choose to ride in the caregiver's vehicle, mileage will be billed at the current CareWorks transportation rate of **75 cents per mile**. This helps cover the cost of reimbursing caregivers for the use of their personal vehicle.

CareWorks maintains non-owned auto insurance coverage for approved transportation services.

Caregiver Timekeeping and Billing Accuracy

Your caregivers use the WellSky Mobile App to track their time and help ensure accurate billing. Caregivers are required to clock in when they arrive and clock out when they leave your home.

The app uses GPS location verification, which means your caregiver must generally be within 25 feet of your home to clock in or out. Caregivers must also clock in and out within 10 minutes of their scheduled shift start or end time. If they are outside of those limits, they are required to contact the CareWorks office so we can assist them.

Your invoice is based on the actual hours your caregiver works, beginning when they clock in and ending when they clock out.

In some situations, such as gated communities, large condo complexes, poor GPS signal areas, or incorrect map locations, the app may not recognize the caregiver's exact location. If this happens, your caregiver will contact the office so we can manually verify and enter the correct start or end time.

You may be asked to review or approve caregiver hours when required.

Understanding Billing Information and Payment

Invoices

We invoice weekly for care services provided during the prior service week. Our billing week **begins Monday at 12:00 AM** and **ends Sunday at 11:59 PM**.

Your invoice provides a summary of the care services provided during the billing week. Depending on your services, your invoice may include caregiver names, dates and hours worked, hourly rates, mileage or transportation charges, overtime or holiday rates, approved expenses, and your account balance.

Invoices are sent **every Monday** for services provided during the previous Monday–Sunday billing week.

You may receive and view your invoices in the following ways:

- Email
- Regular mail
- Through the Family Room Portal, where you can view invoices, payment history, and account status anytime

Payment is due within **three days of receiving the invoice**. Unpaid invoices will be marked overdue after the due date.

If you ever have questions about your invoice or charges, please contact the CareWorks office. We are happy to review it with you.

Payment Methods

We accept payments by:

- Credit cards (AMEX, VISA, Mastercard, Discover)
- Checks, Zelle @careworks
- ACH

If you would like to use a credit card or ACH for ongoing payments, you can complete a Payment Authorization Form and select the option to use the card for future invoices. You will receive a copy of each invoice marked as “Paid.”

You may choose to enroll in autopay either:

- Upon receipt of the invoice; or
- On the invoice due date

Payments can be made:

- Through the Family Room Portal
- Through the payment link included in your emailed invoice
- By mailing a check to:
18652 Florida St #105, Huntington Beach, CA 92648
- Via Zelle: **@careworks**

Deposits

Clients paying by check are required to provide a one-week deposit before services begin. The deposit will be held on the account and applied to your final week of service.

A deposit is not required if you enroll in ACH or provide a credit card for payment.

Billing for 24-Hour and Overnight Shifts

For overnight and 24-hour care, billing is based on the calendar day. Each billing day begins at **12:00 AM** and ends at **11:59 PM**.

If a caregiver works overnight across two calendar days, the hours are split between those days for billing and overtime purposes.

Example:

If a caregiver works from **10:00 PM to 7:00 AM**:

- Day 1: 10:00 PM – 11:59 PM = 2 hours
- Day 2: 12:00 AM – 7:00 AM = 7 hours

If the same caregiver works additional hours later that same calendar day, overtime may apply. Overtime hours are billed at **1.5 times your regular hourly rate**.

Overtime Charges

Overtime is billed when a caregiver works more than 9 hours daily or 45 weekly hours under California labor rules. When overtime applies, those hours are billed at **1.5 times your regular hourly rate**.

Overtime may be charged when:

- A caregiver works more than the daily hour limit
- A caregiver works more than the weekly hour limit
- A caregiver is asked to stay late, return later the same day, or work extra hours that place them into overtime

- A caregiver works on a holiday or other premium-rate day, if listed in your service agreement

All requests for extra hours, schedule extension requests, or caregiver returns must be approved through our office. We will do our best to let you know in advance when overtime will apply so there are no surprises on your invoice.

Family Room Portal

CareWorks may provide access to the Family Room Portal, which allows clients and authorized care team members to view certain service information online.

Depending on your account setup, the portal may include access to:

- Schedules
- Care notes
- Invoices and payment history
- Caregivers visit information
- Service updates and communication

If you would like access to the Family Room Portal or need assistance using it, contact our office.

Long-Term Care Insurance

If you have Long-Term Care Insurance and authorize CareWorks to assist with your claim, we may be able to work directly with your insurance company to help submit claims and collect payment for caregiving services.

To help avoid payment delays, caregivers are required to complete accurate timesheets and care notes, and we ask that you review and sign them weekly. Many insurance companies also accept an “X” as a signature if a client is unable to sign their full name.

Depending on your policy and insurance company requirements, we may:

- Accept an Assignment of Benefits when approved
- Submit invoices and care documentation
- Communicate with the insurance company regarding billing requirements
- Collect payment directly from the insurance company when permitted
- Help explain required paperwork or claim documents

Your insurance policy determines coverage, benefit limits, elimination periods, reimbursement rules, and documentation requirements.

You remain responsible for:

- Providing insurance information and required forms
- Paying for services not covered by insurance
- Paying during elimination periods, claim reviews, or payment delays
- Responding to requests from your insurance company
- Updating CareWorks about policy or claim changes

While we will make every reasonable effort to assist with the claims process, CareWorks cannot guarantee insurance approval, payment, or reimbursement.

Keeping Your Account Current

We ask that you keep your account current so we can continue providing uninterrupted care and ensure your caregivers are paid on time each Friday.

If your account remains unpaid for four weeks, a member of the CareWorks office will contact you. Services may be paused until the balance is brought current.

Balances that remain unpaid beyond 30 days may be subject to a finance charge of 1.5% per month.

Billing Questions

Clients or authorized representatives should contact the billing department with questions about invoices, charges, payments, or account balances.

Billing Contact: Ask for our bookkeeper

Billing Phone: 949-859-4700

Billing Email: billing@homehealthoc.com

Payment Responsibility

The client or financially responsible party is responsible for payment according to the service agreement. Payment is due regardless of whether reimbursement is expected from a long-term care insurance policy, unless otherwise agreed in writing.

Insurance processing delays do not delay caregiver payroll or invoice due dates.

Returned Payments

Returned checks, failed ACH payments, or declined credit card payments may be subject to additional processing fees. CareWorks may require an alternate payment method if multiple returned payments occur.

Client Satisfaction:

We guarantee you will be 100% satisfied with our services. If you have a concern about your caregiver or our services, please call the office immediately 949-859-4700. We will review the concern and work to resolve it. We will do our best to provide you with another caregiver.

Your Feedback Matters- Quality Satisfaction Surveys

If something is not working for you, we want to know as soon as possible. Whether it is a schedule issue, communication concern, caregiver concern, or anything else, please call the CareWorks office so we can help make it right.

You may also receive a survey call, text, or email from Activated Insights, our survey partner. If you feel we earned a 9 or 10, we truly appreciate your feedback.

If we have not earned that score, please give us the chance to fix the concern first.

And if your caregiver is doing a great job, we love hearing that too. Your kind words mean a lot to our caregivers and office team.

Thank you for choosing CareWorks Health Services. We appreciate the confidence you place in us. We will continue doing everything we can to earn and keep your trust

Client Consent, Conduct, Rights, and Responsibilities

Client Consent

By starting services with CareWorks, you agree to receive non-medical home care services based on your service agreement and care plan. This allows CareWorks to create and maintain your client record, assign caregivers, document care provided, communicate with authorized care team members, and use electronic systems for scheduling, care notes, billing, and communication.

You may stop or change services according to your service agreement.

Client Conduct

We ask that your care team, household members, and visitors treat caregivers and office staff with courtesy and respect.

CareWorks does not allow harassment, threats, discrimination, unsafe working conditions, inappropriate conduct, unsecured weapons, dangerous animals, or requests for caregivers to perform unauthorized, illegal, or medical tasks.

Services may be paused or discontinued if the home environment becomes unsafe or inappropriate for caregivers or staff.

Client Rights

As a CareWorks client, you have the right to:

- Be treated with dignity, respect, and compassion
- Receive services without discrimination
- Participate in decisions about your care
- Be informed about services, schedules, rates, and policies
- Request changes to services or caregivers
- Have your personal information kept private
- Voice concerns without fear of retaliation
- Receive care within the scope of non-medical home care
- End services according to your service agreement

Client Responsibilities

As a CareWorks client, you are responsible for:

- Providing accurate information about your health, care needs, medications, routines, and home environment
- Telling us about changes in condition, hospitalization, mobility, medications, behavior, or safety concerns

- Treating caregivers and staff with respect
- Keeping the home safe for care
- Paying invoices according to your service agreement
- Providing needed supplies, such as gloves, hygiene items, cleaning supplies, and incontinence products
- Contacting the office for schedule changes, concerns, or caregiver requests
- Not asking caregivers to perform tasks outside the care plan or scope of service
- Letting us know promptly if something is not working well with your care

Complaints and Grievances

We encourage our clients and care teams to report concerns promptly so that we can resolve issues quickly.

Complaints or grievances may involve:

- Caregiver conduct
- Missed or late shifts
- Quality of care
- Communication concerns
- Billing questions
- Safety concerns
- Privacy concerns
- Any dissatisfaction with services

How to File a Complaint

Clients may file a complaint by contacting:

CareWorks Health Services: (949) 859-5100

Email: anh@homehealthoc.com

Agency Contact Person: Anh Dang

CareWorks Health Services will review complaints and take appropriate action. Clients have the right to file complaints without fear of retaliation.

External Complaints

Clients may also contact the applicable licensing or regulatory agency.

Licensing Agency: Home Care Services Branch (HCSB)

Phone: 844-LET US NO (844-538-8766)

Email: letusno@dss.ca.gov

Website: <https://complaints.cclld.dss.ca.gov/>

Important Policies

Quality Assurance and Supervisory Visits:

We regularly check in to make sure your care continues to meet your needs and expectations. One of the ways we do this is through Quality Assurance Supervisory Visits.

These visits may be scheduled in advance or completed unannounced and are conducted by a member of our office team, such as a Care Coordinator or Supervisor.

During these visits, we may:

- Review your care plan and caregiver duties
- Check on your safety, comfort, and overall well-being
- Discuss any changes in your health or care needs
- Answer questions or address concerns
- Observe caregiver-client interactions
- Ask for feedback about your services and caregiver

Visits are commonly completed at the start of care and periodically throughout services. Additional visits may occur if care needs change or concerns arise.

These check-ins help us maintain strong communication and consistent care.

Ethics and Compliance

We are committed to providing care with honesty, professionalism, and integrity. We expect integrity and ethical behavior from our caregivers, office staff, clients, and care teams.

Fraud Prevention

CareWorks takes fraud, dishonesty, misuse of services, and financial exploitation seriously. Concerns involving billing, care documentation, timesheets, client property, or inappropriate conduct may be reviewed and investigated according to company policy and applicable laws.

If you ever have concerns about services, billing, caregiver conduct, or possible misuse of funds or property, please contact our office.

Ethical Standards and Compliance

We follow all applicable California home care licensing laws and regulations. Our caregivers and staff receive ongoing training related to client rights, confidentiality, safety, documentation, and professional conduct.

We are committed to treating every client with dignity, respect, privacy, and compassion.

Medication Policy

CareWorks provides non-medical home care services. Under California Home Care Organization regulations, caregivers are not licensed medical professionals and cannot perform medical tasks or administer medications.

Your caregiver may assist with medication reminders and support self-administration by:

- Reminding you to take medications as prescribed
- Reading medication labels to you
- Handing you medication containers or medication packets
- Opening medication bottles, pill organizers, or blister packs
- Communicating medication reminders documented in the care plan

Caregivers are not permitted to:

- Administer medications of any kind
- Dispense medications
- Fill pill boxes or medication organizers
- Give medical advice or medication instructions
- Administer injections, insulin, or IV medications
- Apply medicated creams or ointments to wounds or dressings
- Administer eye drops, ear drops, or nasal medications
- Perform blood sugar testing or monitoring
- Change oxygen settings
- Irrigate catheters, feeding tubes, or medical tubing
- Perform any skilled nursing or medical procedures

If your care needs include medication administration or skilled medical services, CareWorks may help coordinate with your licensed healthcare provider or home health agency when appropriate.

If you have questions about caregiver duties related to medications or medical tasks, contact us for clarification.

Advance Directives and POLST

Advance directives and POLST forms help communicate your healthcare wishes if you are ever unable to speak for yourself.

Advance Directives

An advance directive may outline your healthcare wishes and identify the person authorized to make healthcare decisions on your behalf. We encourage you to discuss these documents with your physician, attorney, and family members.

POLST Forms

A POLST (Physician Orders for Life-Sustaining Treatment) form is a medical order completed with a healthcare provider. It is commonly used for individuals with serious illness or advanced medical conditions who want specific treatment preferences documented.

CareWorks' Role

We do not provide legal or medical advice regarding advance directives or POLST forms. However, we encourage you to provide copies of important documents and let us know where they are kept in the home in case of an emergency.

In an emergency, caregivers are generally instructed to call 911 unless otherwise directed by valid medical orders or emergency responders.

Location of Advance Directive:

Location of POLST:

Healthcare Decision-Maker:

Safety and Emergency Preparedness

Many accidents at home can be prevented with small safety changes. Falls are one of the most common causes of injury for older adults, so keeping the home safe and easy to move around in is important.

Home Safety Tips

- ☐ Keep walkways, stairs, and entrances clear of clutter and tripping hazards
- ☐ Keep hallways, bathrooms, stairways, and entrances well lit
- ☐ Use night lights and keep a flashlight nearby during power outages
- ☐ Remove loose rugs or use non-slip backing
- ☐ Install secure handrails and grab bars near stairs, showers, tubs, and toilets
- ☐ Use non-slip mats in tubs and showers
- ☐ Clean up spills and wet floors promptly
- ☐ Use a cane or walker if extra stability is needed
- ☐ Be aware that some medications may cause dizziness or balance problems
- ☐ Keep smoke and carbon monoxide detectors working properly
- ☐ Keep pets from creating tripping hazards

Infection Prevention and Illness

To help protect clients and caregivers, please notify the CareWorks office if anyone in the home has a contagious illness or recent exposure to an infectious disease such as COVID-19, flu, RSV, norovirus, MRSA, C-diff, or chickenpox.

CareWorks caregivers may use masks, gloves, or other protective equipment when appropriate. Good handwashing, clean surfaces, and open communication help reduce the spread of illness and keep everyone safer.

Emergency Preparedness

California emergencies may include earthquakes, wildfires, severe weather, or power outages. We will make reasonable efforts to continue services during emergencies, but caregiver and client safety must always come first.

Important things to prepare may include:

- Emergency contact information
- Medication lists and backup supplies
- Flashlights and batteries
- Backup phone chargers

- Emergency food and water
- Evacuation plans
- Oxygen or medical equipment backup plans, if applicable

End of Services

Care needs can change, and services may end when care is no longer needed, needs change, a client moves or is hospitalized, services are no longer safe to provide, or CareWorks can no longer meet the client's needs within the scope of non-medical home care.

You may stop services according to your service agreement. Whenever possible, we ask for advance notice so we can notify caregivers, adjust schedules, and prepare final billing.

When CareWorks May End Services

CareWorks may end services if:

- Care needs exceed non-medical home care
- The home becomes unsafe
- There is threatening, abusive, or inappropriate behavior
- Payments are not kept current
- Needed equipment or safe working conditions are not available
- The care plan can no longer be safely followed
- We are unable to staff the case appropriately

Whenever possible, CareWorks will provide notice and help support a safe transition of care.

Final Billing

Final invoices remain due according to your service agreement. If Long-Term Care Insurance claims are still being processed after services end, billing and insurance communication may continue until all claims are finalized.

A Message of Appreciation

Thank you for choosing CareWorks Health Services.

We know it takes trust to invite someone into your home and allow us to be part of your care. We truly appreciate the opportunity to support you and your care team.

Our goal is to bring peace of mind, steady support, and the right level of help so you can continue living in the place you know best — your own home.

It is our privilege to serve you.

With appreciation,

The CareWorks Health Services Team