Home Care Policies and Procedures Manual Template

Non-medical home care. This template is a structural starting point for a policies and procedures manual. It does not satisfy licensure requirements in any state on its own.

_____ Write your policy · Standard language to adopt or adapt · YOUR STATE REQUIREMENT Look up your state's rule

01 Agency Overview

Establishes who you are: your mission, the services you provide, your service area, and your hours of operation.

Agency name, mission statement, and year founded

Services offered (list only what you actually provide)

Geographic service area, by county or zip code

Business hours and after-hours contact procedure

Ownership and state license number

02 Client Rights and Responsibilities

Documents the rights clients have when receiving care, and what is expected of them in return.

- **Client rights:** respect, participation in care planning, confidentiality, right to voice complaints without retaliation, right to refuse care
- **Client responsibilities:** accurate information, a safe home environment for caregivers, timely payment

YOUR STATE REQUIREMENT

Any state-mandated client rights language or disclosure form

03 Intake and Admission

Describes how a new client comes into your agency, from first inquiry through signed service agreement.

Eligibility criteria for accepting a new client

Initial inquiry and screening process

In-home assessment process and who conducts it

Care plan development based on the assessment

Service agreement signed by client or representative

YOUR STATE REQUIREMENT

Mandated assessment timeline or intake documentation

04 Care Delivery

Covers how care is supervised once it begins, including care plan review frequency and missed visit handling.

Caregiver supervision structure and check-in frequency

Care plan review and update schedule

Documentation expectations for each visit

Missed visit or late arrival procedure and client notification

YOUR STATE REQUIREMENT

Mandated supervisory visit frequency

05 Caregiver Hiring

Documents your hiring process, one of the most closely reviewed sections during a licensing survey.

Application and interview process

Reference check process

YOUR STATE REQUIREMENT

Background check requirements, including which registries must be checked

Onboarding checklist and required documentation before first shift

06 Caregiver Training

Explains how new caregivers are trained before working unsupervised and how ongoing training is tracked.

Orientation content and length

YOUR STATE REQUIREMENT

Minimum required initial and annual training hours

- **Ongoing training topics:** infection control, body mechanics, emergency response

Competency evaluation process

07 Scheduling and Attendance

Covers how caregivers are assigned to clients and what happens when someone cannot work a scheduled shift.

Shift assignment process

Call-out and no-show procedure

Backup caregiver or coverage plan for last-minute gaps

08 Timekeeping, Pay Practices, and Overtime

Documents how hours are tracked and paid. Confirm every figure below rather than assuming it.

Timekeeping method: manual, app-based, or EVV if state-required

Pay schedule and pay period

YOUR STATE REQUIREMENT

Overtime threshold and rate under your state's wage and hour law

YOUR STATE REQUIREMENT

Holiday pay policy, if any, and how it is calculated

- **Worker classification:** confirm with a professional whether caregivers are employees or contractors under your state's rules

09 Incident Reporting and Emergency Procedures

Describes what happens when something goes wrong during a shift, from a minor incident to a medical emergency.

- **Definition of a reportable incident:** falls, injuries, medication errors, property damage

Immediate steps a caregiver takes during an emergency

Incident report form and completion timeline

YOUR STATE REQUIREMENT

Mandatory reporting timeline to the state licensing agency, if applicable

10 Infection Control and Universal Precautions

Covers basic hygiene and infection prevention standards expected of every caregiver.

Handwashing and universal precautions expectations

Personal protective equipment use, when required

Procedure for an ill caregiver or a client with a suspected infection

11 Client Complaints and Grievance Procedure

Gives clients and families a clear, documented path to raise concerns.

How a client or family member files a complaint

Timeline for acknowledging and resolving complaints

Escalation process if not resolved at the first level

YOUR STATE REQUIREMENT

Any state ombudsman or complaint hotline you must disclose to clients

12 Confidentiality, HIPAA, and Records Retention

Covers how client information is protected and how long records must be kept.

Confidentiality policy for client and employee information

HIPAA compliance basics, if your agency is a covered entity

YOUR STATE REQUIREMENT

Minimum records retention period for client and employee files

Secure storage and disposal procedure for physical and digital records

13 Discharge and Termination of Services

Explains how and why services end, whether initiated by the client or the agency.

- **Reasons for voluntary discharge:** client moves, no longer needs services, chooses another provider
- **Reasons for involuntary discharge:** non-payment, safety concerns, non-compliance

Required notice period before discharge

Transition or referral assistance offered at discharge

14 Non-Discrimination and Equal Opportunity

States your agency's commitment to serving clients and employing staff without discrimination.

- Non-discrimination statement covering protected classes under federal and state law

Reasonable accommodation process for clients or employees with disabilities

15 Quality Assurance and Supervisory Visits

Describes how your agency monitors the quality of care it provides on an ongoing basis.

Frequency and format of quality assurance reviews

Client satisfaction check-ins and how feedback is used

YOUR STATE REQUIREMENT

Mandated supervisory visit or quality review frequency, if different from Section 4

The manual sets the policy. The paperwork still has to get done. Sage Care records intake calls and in-home assessments, then drafts the care plan, follow-up email, and CRM update for you to approve.

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