


****Please read carefully as you are responsible for all information within this handbook****

 Bay Respite Care
Employer of Record:
RESPITE SERVICE HANDBOOK
(For Parents/Primary Caregivers)

FORMS REQUIRED FOR SERVICE TO BEGIN

Once Bay Respite Care has received the four requested forms from this family packet, as well as our copy of your Authorization of Purchase of Services from the Regional Center, and your worker has completed the hiring process, you are eligible to begin using your Employer of Record respite. All of the required forms are on colored paper.

The forms required are:

1. Receipt of Respite Service Handbook/Service Agreement- Lavender
2. Client Evaluation- Grey
3. Accident and Emergency Information Form- Bright Yellow
4. Liability Release Form- Salmon

SCHEDULING

As you will be providing your own Respite Care Provider (RCP), you will be scheduling directly with your RCP. Please try to schedule bookings as far in advance as possible to ensure your RCP's availability.

VERIFICATION OF HOURS WORKED

Upon completion of a Respite booking, it is mandatory that you, as the parent/legal guardian of the person receiving the care, sign the timesheet and confirm the following items on the Respite Care Provider's timesheet:

- Respite recipient's name and city
- Date
- Hours worked
- Total hours

You should carefully examine the timesheet for correctness. **Your signature is verification that the timesheet is correct.** The Respite Care Provider (RCP)

should mail or hand-deliver the timesheet to the office twice a month. NO FAXED TIMESHEETS ARE ACCEPTED. The RCP is paid and the regional center is billed from the information on the timesheet. The RCP cannot be paid for hours not worked.

You should check the information carefully and correct any errors before signing the timesheet.

If there are two (2) client siblings, and both are being cared for simultaneously, both names must appear on the same timesheet. If just one sibling is being cared for, just one name should appear on the timesheet. Consequently, a Respite Care Provider who watches 2 siblings may turn in up to 3 timesheets per pay period—one with both names (watched simultaneously), one with child 1's name, one with child 2's name (when watched individually).

The current pay rate for EOR Respite Care Providers is \$10.30/hr. If the RCP watches 2 client siblings simultaneously, they pay rate is \$15.45/hr.

YOUR FAMILY IS ALLOCATED A SPECIFIC NUMBER OF HOURS BY THE REGIONAL CENTER. YOU MUST KEEP TRACK OF HOURS USED TO AVOID EXCEEDING THE NUMBER OF RESPITE HOURS ALLOTTED TO YOU.

YOU MUST PAY FOR HOURS USED OVER AND ABOVE THE HOURS AUTHORIZED BY THE REGIONAL CENTER. THE CURRENT HOURLY RATE IS \$14.76/PER HOUR. This amount is subject to change as the reimbursement rate from the Regional Center changes. A statement will be mailed to you for any hours used in excess of the total hours allocated by the regional center. You will have 15 days to pay the amount or set up a payment plan; otherwise, **Respite services may be suspended until you pay the overusage bill.**

IF YOU DO NOT HAVE A CURRENT AUTHORIZATION (WE HAVE NOT RECEIVED YOUR INITIAL ONE OR YOUR AUTHORIZATION HAS EXPIRED AND NOT YET BEEN RENEWED) AND YOU USE THE RESPITE SERVICE, YOU WILL BE BILLED FOR THOSE HOURS AT \$14.76/HR. The Regional Center has stated that it will not give retroactive authorizations for hours used when you do not have an authorization. Also, Bay Respite Care is NOT responsible for any hours used by the family before the authorization is issued/begins or after the authorization expires/is cancelled.

Any inquires regarding the number of allocated hours, or the increase/decrease of allocated hours must be made to your CPC at the regional center. Bay Respite Care HAS NO CONTROL OVER THE AMOUNT OF HOURS GIVEN TO YOUR FAMILY.

RESPITE WILL BE IN THE FAMILY'S HOME

Respite is an in-home program designed for your loved one to be cared for in the familiar surroundings of their own homes. **Respite cannot be performed in the RCP's home.**

You do not have to leave the home in order for respite to be provided.

The respite recipient, whose name appears on the Respite contract, must always be present in the home when respite is provided.

Your loved one shall **not** be left alone before the RCP arrives. Due to the "Child Abuse Law" in California, the respite agency is required to report such incidents. Please leave the respite recipient with a responsible adult of 18 years or older.

If you feel that you may not arrive back at the scheduled time, you shall provide detailed instructions as to what other household member (an adult, 18 years and older) your loved one may be left with.

RESPITE WORKER LIMITATIONS

Respite Care Providers will lift a respite recipient who weighs less than 30lbs, if it is required. Lifting between 30 - 50lbs is at the worker's discretion, and Respite Care Providers may not perform individual lifting over 50 lbs. Assistance in lifting and transferring must be provided.

RCP's may not perform duties that require the special training and licensing of nurses, physicians, therapist, or school tutors. These include but are not limited to:

- Prescribing/Dosing Medication
- Injections
- Physical Therapy
- Wound Dressings
- Suctioning
- Pulmonary Treatment
- Inhalers
- Feeding Tubes
- Oxygen Use

MEDICATIONS

RCPs may assist in giving medications only if dosages have been pre-measured and removed from the original containers- medication (pill, liquids, etc.) must be taken out of the original container. The RCP must have verbal instructions regarding medications from you. NO injections or suppositories may be given... nothing invasive. There will be **NO EXCEPTIONS** to these rules.

ACTIVITIES

Please instruct the RCP in which activities you want your loved one to participate. You will also instruct the RCP as to which activities you do not want your loved one to participate in, and also any specific care needed, within the RCP's job description.

Respite takes place in the loved one's home. Bay Respite Care is not responsible for any injury or accident resulting from the Respite Care Provider driving the loved one in an automobile. You may also take the RCP with the family on family outings/doctor appointment/etc. as extra help. **The family is responsible for any expenses incurred on these outings.**

EMERGENCY INFORMATION SHEET

You must complete the 'Accident and Emergency Information' sheet and return it to the office. We will send you a copy that you need to **keep available to the Respite Care Provider at all times.** The Respite Care Provider will give this sheet to the paramedics in case of an emergency. With this consent form, your loved one will start to receive immediate care instead of waiting to receive your consent to begin needed treatment. This sheet includes:

- A phone number where you can be contacted
- Name and phone number of an emergency contact
- Physician's name and phone number
- Allergies (medications, foods, environmental)
- Any other information you feel would be necessary in case of emergency

RESPITE CARE PROVIDER

The duty of the RCP is to care for your loved one: to provide protective supervision, meal preparation, recreation, and personal care. They are not responsible for the duties listed below, which may include, but is not limited to:

- Housekeeper
- Cook (complicated meals or for the entire family)
- Drivers
- Therapist
- Tutors
- Baby-sitters (other siblings) etc.
- Messengers (answering phones) etc.

They will serve prepared/simple to prepare meals upon request. You shall leave the prepared meal or instructions on the preparation of a quick meal (cereal, sandwich, canned soups, heating up leftovers, microwaveable meals, etc.)

The RCP **cannot** be the parent/legal guardian/step-parent of the respite recipient.

CHANGING/ADDING RESPITE CARE PROVIDERS

If you would like to change or add a new Respite Care Provider, your new worker will need to fill out a Bay Respite Care EOR hiring packet. There are three ways to obtain a new hiring packet: 1- you may call the office and request one be mailed to you or the new RCP, 2- you or the new RCP may pick one up at the office, or 3- you or the new RCP may download and print a hiring packet from our website at www.bayrespitecare.org/EORMainPage/htm. Scroll to “for a hiring packet, please click here” and follow the directions.

The new RCP must be certified in CPR and First Aid, or be willing to be certified by BRC. Once the paperwork is completed, CPR and First Aid is completed, and the hiring agreement signed, your new RCP may begin work (if you have a current authorization).

You may have as many RCP’s hired as you wish. However, please inform Bay Respite Care if a RCP will no longer be working with your family so we can deactivate their file.

MEETINGS/TRAININGS

It is mandatory that RCPs take CPR and First Aid training *before* they begin working. Bay Respite Care provides American Red Cross Adult, Child, and Infant CPR training, as well as Basic First Aid. These classes are free to the prospective employee/current employee. If an EOR parent/legal guardian wishes to take the class, the fee is \$25.

RCP’s must also keep their certifications current, not letting them expire between recertification. Non-recertification can result in termination.

GRIEVANCE PROCEDURE

If you wish to file a grievance, please contact Bay Respite Care and a grievance procedure will immediately be sent to you. If it is an emergency, you will be referred to the Director.

ACCIDENT AND INCIDENT REPORTS

All accidents or reportable incidents that occur during respite must be reported to Bay Respite Care (Employer of Record Department) immediately or within 24 hours by the RCP. The follow-up paperwork should be mailed directly to Bay

Respite Care or dropped off in person. This paperwork is available at the office or on our website at www.bayrespitecare.org.

OFFICE HOURS AND HOLIDAYS

The office is open 8:30 am to 5:00 pm Monday through Friday, except holidays. The office is closed in observance of the following holidays:

New Year's Day	Labor Day
Martin Luther King Day	Veteran's Day
President's Day	Thanksgiving Day
Memorial Day	Agency Day (Day after Thanksgiving)
Independence Day	Christmas

Respite service may be provided any day of the year if arrangements have been made with the RCP.

LIMITATION OF LIABILITY

The Respite service/agency shall not be held liable for the following, but not limited to:

- Injury, loss or damage caused by pets
- Injury, loss or damage caused by homes left unlocked or keys left outside
- Injury or trauma sustained by either client or RCP while client is being driven by RCP in any vehicle
- Messages left on answering machines that do not work properly, or that do not identify the telephone number or residence of the recipient
- Payment of providers/sitters who are not employed by the respite service
- Payment of RCP for work done prior to being officially hired by BRC or work done by RCP after they have been terminated/deactivated by BRC
- Injury, loss or damage as a result of children or visitors left unattended prior to the RCPs arrival and/or during respite services provided
- Normal household wear and tear
- Money or items of value that are left out or are visible to children or visitors

THE RESPITE AGENCY RESERVES THE RIGHT TO REFUSE RESPITE SERVICES TO ANYONE; IN ADDITION, SERVICES ARE SUBJECT TO AVAILABILITY.

These rules are not all-inclusive and are subject to change. You should check with Bay Respite Care to be certain you have a copy of the latest Respite Requirements.

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