

Morning Glory Homecare, Inc. New Employee Orientation REVIEW

ALL OF THIS INFO IS ON OUR WEBSITE AT WWW.MORNINGGLORYHOMECARE.COM

Caregiver Portal/Schedules

The Caregiver portal can be accessed from a smartphone or computer. What is the website for the caregiver portal? app.clearcareonline.com

How do I easily save it to my smart phone? [add to homescreen](#)

What is your login info for the caregiver portal?

Login [your email on file at office](#) Password [morningglory](#)

What are three things you can do with the portal?

[View my Calendar](#); [Clock in/out/report mileage](#); [View clients/addresses/assessments](#)

How am I initially informed if I am scheduled for a shift, how can I double check my schedule, and do I get a reminder about my scheduled shifts? [Scheduler will contact you via phone or text regarding schedules then add them to your portal. Review them weekly on the Caregiver portal. You will get a shift reminder the night before your shift \(provided it wasn't just recently added or changed---watch the midnight start times\).](#)

Clocking In/Telephony/Mileage

What are your two options for clocking in?

[Call from Client's Phone \(# is on your nametag\) or use caregiver portal from your phone *Gps must be on.](#)

What do I do if I am unable to clock in or out through Telephony? Should I call the office?

[Text the office that you are there and what problems you are having. If during biz hours, can call, but this is NOT an urgent line call.](#)

What do I do if I get a missed clock-in alert, even if I am sure I clocked in? [Reply to it. That means something didn't register in the system fully or you didn't clock in. The office will be notified you are not there if you do not reply to this text immediately.](#)

How do I report my roundtrip mileage and should I report it every time?

[Shortest distance from your home on file at office, to client, back to home. Report no matter how small. Will be paid after 30 miles/day.](#)

What is client mileage, or errand miles, and how do I report? Do they have to be approved first? [Pre-approved trips with or for your client. If you drive your car, you will be reimbursed at .53/mile, but only if you report your mileage by the end of your shift by calling Ext 2...scheduling coordinator.](#)

Communications

Office Number: 618-667-8400

Ext 1: Rachael Stuart, Director/Client Care Mgr.
Ext 2: Jennifer Tarnovsky, Scheduling Coordinator
Ext 3: Janette McQuiggan, Human Resources/Admin
Ext 4: Cathy Callahan, Payroll & Billing/Owner
Ext 5: General Office Mailbox
Ext 9: 24/7 On-Call Supervisor



**MORNING GLORY
HOMECARE** Our family,
serving yours
since 1998.

To text office (for non-urgent issues):
Reply to any message sent to you from an office staff member-
Or text 618-223-8882 to get a message to main office

General Office Email: mghomecareinc@yahoo.com

Fax: 618-223-8882

"When family can't, we can."
**MORNING GLORY
HOMECARE**

Communications, cont.

Who extension do I contact to: Refer an applicant to MG? 3 Fix my clock in time? 2
Report a non-urgent client change? 1 To ask for a day off? 2 To report client
mileage? 2 Ask for a paystub? 4 Ask about documents that are due? 3
Ask if I can leave early when the client is telling me to go? 9 Report an injury or fall?
9

What is the main office phone number (there are 2)? **6186678400 ports to 6182238882**

Can I text the office, how and when? **Reply to any message an office person has sent to you, or text 6182238882; can text anytime, but may not get instant reply. May be off business hours, or either way, these messages route through our email or through director, so takes time to get to needed person.**

Should I leave a voicemail when I call? What if I don't get someone right away? **Yes. Leave a message. We do not know who is calling. Be patient...if urgent, dial 9. Otherwise, wait for a call back, or text.**

Why does the office text me, and what should I do when I get a text? **Fill in shifts, office updates, needed info for your file, openings that we need to staff permanently. Always reply. Even if a simple "no" or "can't". This will help us know it was received, and will help when there are openings to know you are not an option. It will help eliminate the amount of messages that go out as well. Inconvenient for us all to get them/continue to send them.**

Caregiver Trainings, Tests & Fingerprinting

What 2 trainings do I complete as a new caregiver?

Competency test (written) and NEO at hire, then caregiver university basic test in next 30 days (emailed) or access through website. .

What is the state annual training requirement, and how do I meet it?

8 hours continuing training on state topics. Will be sent as caregiver university renewal test (emailed) or access through website. Extra trainings on request (ALS, Dementia, Alzheimer's)

NEO. MGHC. Updated March 2017

Employee Initials _____

What other trainings does the company require me to attend? **Spring & Fall Inservice**
Do I have to be fingerprinted, and why? Who pays for it? **_Yes, through the IL Health care Registry. It's part of the agency's licensing requirements for hiring. Must be done within 10 days of employment. Any violations will be reported and may affect employment.**

Pay rates, pay day and Paystub Access

Everyone has a base rate of pay. How can I earn extra pay above my base rate? **Fill in shifts, short shifts, weekends, overtime, 2 client homes**

Why do some shifts pay higher than others? **Harder to fill, less desirable, 2 client care**

How often am I paid? **biweekly** When is payday? **Every other wed**

If I am paper check, how can I get my check? **Pickup after 2pm on Monday before payday, or we will mail it upon your request. This does not change the payday. This is only to ensure you can get it to your bank by payday.**

For direct deposit, how can view my paystub?

Stub can be emailed, password is first 4 of last name & last 4 of social.

How can I access all of my paystubs and W2s, whether I am DD or papercheck?

Go to paychecks.intuit.com and set up an account. You will need your net pay of most recent check, and you register your email address and make your own password.

Vacation

How long must I be employed to earn vacation? **2 years**

Vacation is for FT employees. How is that calculated? **Avg of 32 hours/week**

How much vacation do I earn and how can I use it? **2-4 years earns 1 week (40 hours); 5-9 years earns 2 weeks (80 hours); 10+ years earns 3 weeks (120 hours). Can be taken in weekly or daily (8 hour increments).**

Probation, Evaluations and Disciplinary Procedure

How long is a new employee's probationary period? **360 hours**

What happens after I pass probation? **Considered for raise if not at max base pay, get MG jacket, pay out referral bonuses**

How often am I evaluated? **Yearly on written eval; every 90 days at supervisory visits**

What is the evaluation based on? **Dependability (40%), Job Performance (40%), Seniority (20%);**

How can I earn bonus points, or make up lost points, on an evaluation? **Accept fill-in shifts, caregiver accolades, leadership skills**

What happens if I do not score at least a 70% of my evaluation? **No bonus, on 360 hr probation**

Who is in control of how much of my bonus I earn at evaluation time? **You! Office has set the amounts, you and will determine if you max your bonus. Part-time employees get ½ of the amt as full time. Maxing your score on dependability and job performance allow full bonus for your seniority level. Bonus points are up to you.**

What is the disciplinary procedure if a client complains about my performance, if I am late for a shift, or I violate a company policy or rule?

Verbal counseling, Written warning, Suspension and or Termination. Per MG policies, certain actions are terminable immediately (ex. No-call no show, client abuse or lack of care, etc).

What do I do if another caregiver is not doing their job (providing proper care, showing up late, not taking notes, etc)? Could I be held responsible for their actions or lack thereof? **If you can address it with that person in a way that is putting the client's needs first and you feel comfortable to do so, please do. We are all adults here for the same reason. Do not gossip to others, spread rumors, or ignore the behavior. You will be responsible for this.**

Call-offs (Advanced notice and Sickness/Other)

What should I do if I need a day off, is it guaranteed, and how far ahead do I need to put in the request? **Provided you are not asking off excessively, we can work with many request that come with at least a 1 week's notice. This is dependent on who else might have asked off already, the client you care for, and what the request is for. So, the sooner notice the better. Follow up with a text/written confirmation if requesting off via phone call. Check your portal for the changes! Requests off are not guaranteed. You are expected to work appointments around your schedule, unless of urgent nature.**

How do I call off if I am ill, and how many sick days am I limited to per month, per year?

Call the urgent line, ext 9 for sick call-offs. Limit 2/month and 6/year without doctor's note. Must call off at least 3 hours ahead, or doctor's note required to excuse the absence. Do not wait til last minute to call off if you are ill.

It is never acceptable to call off via _____ for any reason.

Call-offs will be recorded in your file, and will factor in to future shifts being assigned. Excused absences are non-emergency situations that the office received a 1 week's notice for, and absences due to true illness that the office is notified at least 3 hours ahead, and a doctor's note is provided if les the absence is longer than 3 days. If less than a 3 hour notice, **a doctor's note** is required for the absence to be excused. If a doctor's note is required, the statement should also indicate when you can be expected to resume your duties. Lack of planning (no babysitter), not being prepared (no gas) are not excused absences. You are not paid for hours that you do not work.

On-Call Supervisor/Urgent Needs

How can I reach someone 24/7, is there an urgent or after hours line? **Ext 9 is 24/7**

Who answers the urgent line/who are the on-call supervisors? **Office staff or lead caregivers. You are expected to work with all on-call supervisors the same, whether they are office staff or co-workers/caregivers. In this position, they are authority.**

We ask that you please reserve the urgent line for **urgent and immediate needs only**.

On-Call Supervisor/Urgent Needs, cont.

What are some examples of when to call Extension 9?

-Calling off or not being able to make it to your shift on time, with short notice: If you must call off, make sure you give three hours notice like discussed above and make sure you actually speak to a person. The same goes if you are just running late. Let the office know you will be late as soon as you possibly can and make sure you actually speak to someone, that way they can notify either the client or the caregiver you are relieving to let them know you will not make it on time.

-Client emergencies: examples of client emergencies are if a client falls, if you suspect your client is possibly having a stroke, heart attack, or is the victim of abuse, etc. You need to contact the office immediately. (Call 911 or hospice first if necessary, then notify family, then office; or notify office and we can notify family).

-Major client changes: any type of change in your client can signal other more serious issues going on with them, that's why it is very important to notify the office when you notice something is different with your client or they aren't acting like themselves. Some examples of major client changes could be: a client who is usually nice and sweet suddenly becomes angry, aggressive, or combative, sleeping excessively more or less than usual, or changes in their physical condition like shortness of breath or having noticeably less urinary output or BMs.

-Schedule changes: If a client sends you home early from an assignment, you must notify the office before leaving the client's home. If a client requests any other type of schedule change (i.e. Staying late, coming early, coming a different day, etc.), the client or client representative must contact the office before the change is made. Failure to properly contact the office about schedule changes may result in disciplinary action up to and including suspension and/or dismissal.

- If the client is telling you to do something that you know is not allowed or are unsure you are supposed to be doing, please notify the office.

-If you are taking your client out to run an errand, you must notify the office when you leave the client's home and when you return. Report errand mileage at this time, if you drove the client in your car. You will be reimbursed the full errand mileage at .53/mile (2017 rate).

I have completed my 1 Hour New Employee Orientation review. I understand and agree to comply with all Morning Glory Homecare Rules & Procedures.

Name/Date _____

QUESTIONS??? Is there anything in which you need more clarity or support?