



Visiting Homemaker

Home Health Aide Service of Bergen County, Inc.

CODE OF ETHICS

Preamble

The Visiting Homemaker Home Health Aide Service of Bergen County, Inc. was founded with the intention of encouraging the development and delivery of the highest quality of social and supportive services to the aged, informed and disabled.

In the process of bringing these essential services to the needy, the agency and its staff seek to establish and retain the highest possible level of public confidence.

This code of ethics, serves as a statement to the general public that the agency and its staff stand for integrity and the highest ethical standards.

This code of ethics serves to inform the general public as to what are acceptable guidelines or ethical conduct for homecare agencies and their employees.

It is inherent in the promulgation of this code of ethics that the agency and its staff covenant to protect and preserve the basic rights of their clients and to deal with them in an honest and ethical manner.

Finally, the code of ethics serves as notice to government officials that the agency expects its staff to abide by all applicable laws and regulations. The code of ethics is intended to serve as a guideline to staff in the following areas:

- A. Patient Rights and Responsibilities
- B. Relationships to Other Provider Agencies
- C. Fiscal Responsibilities
- D. Marketing and Public Relations
- E. Personnel

A. Patient Rights and Responsibilities

It is anticipated that observance of these rights and responsibilities will contribute to more effective patient care and greater satisfaction for the patient as well as the agency. The rights will be respected by all agency personnel and integrated into all agency programs. A copy of these rights will be available to clients accepted for services.

1. The client is fully informed of all his rights and responsibilities.
2. The client has the right to appropriate and professional care relating to a professional assessment.
3. The client has a right to privacy.
4. The client has the right to receive a timely response from the agency to her/his request for service.
5. The client will be admitted for service only if the agency has the ability to provide care at the level of intensity needed. The client has the right to reasonable continuity of care.

6. The client has the right to be informed within reasonable time of anticipated termination of service or plans for transfer to another agency.
7. The client has the right to voice grievances and suggest changes in service or staff without fear of restraint or discrimination.
8. The client has the right to be fully informed of agency policies and charges for services, including eligibility for third party reimbursements.
9. A client denied service solely on her/his inability to pay shall be informed of the reduced fee schedule policy.
10. The client and the general public have the right to honest accurate forthright information regarding the agency, including rates, employee qualifications, etc.

B. Relationship to other provider agencies

1. The principal objective of VHS is to provide the best possible service to clients. VHS shall honestly and conscientiously cooperate in providing information about referrals and shall work together to assure comprehensive services to patients and their families.
2. Staff shall engage in ethical conduct of their affairs so that any information shared regarding clients has a written release.

C. Fiscal Responsibilities

1. The amount of service billed is consistent with amount and type of service provided.
2. The cost per visit includes only legitimate expenses.
3. Fiscal accounting follows established accounting practices, complete with fiscal checks and balances.
4. The salaries and benefits of the provider and administrative staff shall be consistent with the size of the agency, responsibility and geographical location.

D. Marketing and Public Relations

1. All oral and written statements used in marketing and public relations will fairly represent service, benefits, cost and agency capability.

E. Personnel

1. VHS shall be an equal opportunity employer and comply with all applicable laws, rules and regulations.
2. VHS shall have written personnel policies available to all employees and uniformly applied to all employees
3. VHS shall provide an on-going evaluation process for all employees.
4. VHS shall hire qualified employees and utilize them at the level of their competency.
5. VHS shall provide supervision to all employees.
6. VHS shall provide continuing education and in service training for all employees to update knowledge and skills needed to give competent client care.
7. VHS shall hire adequate staff to meet the needs of clients to whom they render care.
8. VHS shall have a pay scale that is consistent with the area and pay only for those expenses for travel and business that are within a reasonable norm.

F. Violations

Staff determined to have violated the agency code shall be subject to disciplinary actions, suspension, or termination from Visiting Homemaker Home Health Aide Service.