



Critical Incident Best Practices

WHAT TO REPORT

- Changes in the client's condition; ability to walk, medical condition, behavior, etc.
- Any suspected abuse, neglect, or exploitation from family members or other paid caregivers. This includes knowledge of other agencies in the home such as hospice care or home health
- Any time the client is seen at an ER or Urgent Care facility
- Any falls or medical emergencies
- Covid exposure and positive results of either the client or family members within the home
- Any calls to EMS/transportation to the ER
- Unlivable conditions or the lack of food, water, and/or electricity

Note: It is better to report than not! Many clients and their families rely on their caregivers to speak up for them. Advocate for your client by reporting any and all issues to the office, so we can see to it that the client get the best care possible.

WHAT TO AVOID

- Do not give the client or their family members your contact information, including social media handles. ALL communications must go through the office.
- Do not accept any gifts from the client or their family members. This includes food, drinks, money, and other gifts.
- Do not transport the client anywhere. You can run errands for the client if approved through the office but they cannot ride with you.
- Do not keep the client's house key or make a copy of their house key. Caregivers are only allowed to be at the client's house while clocked in for the provision of services with Senior Solutions.
- Do not keep change from errands. Always give the client their receipt and their change if asked to run errands that were approved by the office. Ensure the clients signs the transaction log provided stating they have received all of their funds or cards back.
- Be active while on shift! Avoid being on our phone or walk out to your personal vehicle on shift. When in the clients home keep busy with cleaning tasks and consult the care plan for the client if you need additional tasks.