Joyful
HOME CARE SERVICES

Edmonton, Alberta
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Core Policy & Procedure Documents

The policies and procedures of Joyful Home Care Services Ltd. cover 7 areas. This is the full list.

1 Company & Administration Policies

- Mission, Vision, and Values
- Organizational Structure
- Code of Conduct
- Confidentiality & Privacy Policy (PIPA principles)
- Ethics Policy
- Cultural Sensitivity & Diversity Policy
- Documentation Standards
- Record Retention Policy
- Business Hours & On-Call Procedures
- Complaint & Feedback Policy
- Quality Improvement Program

2 Human Resources Policies

- Recruitment & Hiring Policy
- Interview Procedures
- Reference Check Procedure
- Criminal Record Check Policy
- Employee Orientation Policy
- Probation Policy
- Staff Scheduling Policy
- Attendance & Punctuality Policy
- Overtime Policy
- Performance Evaluation Policy
- Staff Discipline Policy
- Termination & Resignation Policy
- Workplace Harassment & Violence Policy
- Occupational Health & Safety Policy
- Injury Reporting Procedure
- Infection Prevention & Control (IPAC)
- Dress Code & Uniform Policy

3 Client Admission & Service Policies

- Client Intake Policy
- Client Rights & Responsibilities
- Service Agreement Policy
- Consent for Care
- Initial Assessment Procedure
- Care Planning Policy
- Risk Assessment Procedure
- Home Safety Assessment
- Client Reassessment Policy
- Service Termination Policy
- Emergency Contact Procedures

4 Non-Medical Home Care Service Policies

- Personal Care Assistance Procedures
- Bathing Assistance Guidelines
- Grooming & Hygiene Assistance
- Mobility & Transfer Assistance
- Meal Preparation Procedures
- Medication Reminder Policy (not administration unless licensed)
- Companion Care Guidelines
- Light Housekeeping Procedures
- Transportation Assistance Policy
- Respite Care Procedures
- Dementia Support Guidelines
- Palliative Support Guidelines
- Fall Prevention Procedures

5 Infection Prevention & Safety Policies

- Hand Hygiene Policy
- PPE Usage Procedures
- Cleaning & Disinfection Procedures
- Exposure Incident Reporting
- Communicable Disease Management
- Waste Disposal Procedures
- Fire Safety Policy
- Emergency Preparedness Plan
- Disaster Response Procedures

6 Finance & Billing Policies

- Service Pricing Policy
- Billing & Invoicing Procedures
- Payment Collection Policy
- Refund Policy
- Insurance Coverage Policy
- Staff Payroll Procedures

7 Confidentiality & Privacy Forms

- Confidentiality Agreement
- Client Information Release Consent
- Privacy Breach Reporting Form