

Employee Orientation



Colorado CareAssist

OUR MISSION



We Bring Life into Care

OUR VALUES

C – Customer Comes First
A – Always Professional
R – Reliable
E – Engaged

MANDATORY REPORTING

You must report if you witness or become aware of mistreatment (abuse, neglect, or exploitation) of an at-risk adult or child. Report to Colorado CareAssist management. Colorado CareAssist management will report to law enforcement.

UNIVERSAL PRECAUTIONS

1. Wash hands for 20 seconds ...
 - When you arrive & leave
 - Before/after personal care
 - Before/after handling food
 - Before/after wearing gloves
2. Correctly put on/take off gloves ...
 - If contact with body fluids is possible
 - When handling soiled clothes, sheets
 - When cleaning bathrooms
3. Keep home surfaces clean / sanitized

STANDARDS OF CAREGIVING

1. Never Abandon Client
2. Always Be Reliable
3. Always Wash Your Hands
4. Be Useful and Productive
5. Handle Emergencies Calmly
6. Practice Proper Personal Hygiene
7. Be Modest in Dress and Behavior
8. Minimize Telephone Usage
9. Do Not Have Visitors
10. Do Not Impose
11. Use Judgement When Socializing
12. Respect Client's Home & Family
13. Do Not Accept Gifts
14. Never Take Anything
15. Never Borrow Money
16. Never Be Mentally Impaired

HOW WE WORK TOGETHER

1. **Scheduler assigns client visits to Caregivers**
 - Scheduler calls/texts from 719.428.5729
 - Some texts sent from ClearCare
 - PLEASE REPLY (YES OR NO) QUICKLY!
2. **Caregivers clock-in and clock-out of each visit**
 - From client's phone call 855.929.0557
 - or, Use phone app: ClearCareGo, or
 - or, Text start and end times to Scheduler
3. **Caregivers give outstanding care**
 - Follow Standards of Caregiving & PCW Limitations
 - Write appropriate Progress Notes
 - CHANGE A LIFE: CARE
4. **CCA pays Caregivers**
 - Direct deposits every other Friday

SCHEDULE CHANGES & EMERGENCIES

- **During business hours (Daily, 8am-5pm)**
 - Text or call Scheduler 719.428.5729
 - If sick, call 4 hours before shift
 - If late < 15 minutes, call the client.
 - If late > 15 minutes, call Scheduler
 - For time off, call Scheduler 2 weeks before
- **After business hours (Daily, Before 8am, After 5pm)**
 - Call Jason's cell phone 603-997-1495
 - or Cynthia's cell phone 720-202-1829
- **Unacceptable behavior**
 - Frequently late to client visits
 - 2 call-offs in one month
 - 1 No call No show

(discipline up to and including termination)



Colorado CareAssist

Homecare Services & Assisted Living Homes

Telephone:
719.428.3999
303.757.1777
Fax:
719.623.0282

Colorado CareAssist

Office: 719.428.3999
 (Mon-Fri 8a-5p) 303.757.1777
 Scheduler:
 (Daily, 8a-5p) 719.428.5729
 After Business Hours*:
 Jason: 603-997-1495
 Cynthia: 720-202-1829

Clock in / out:
 1) Use client phone: 1.855.929.0557
 2) Use mobile app: Well Sky App
 3) Text Scheduler: 719.428.5729
 Emergencies:
 Client on hospice: Call hospice
 Client not on hospice: Call 911

Well Sky Phone System

Clocking In:
 From client phone:
 1.855.929.0557
 Press number assigned to you.
Clocking Out:
 From client phone:
 1.855.929.0557
 Press number assigned to you.
 Press 9 to start clocking-out.
 Press 1 or 2 for assigned tasks.
 Press 9 to complete clocking-out.

Well Sky App

Clocking In:
 Sign-in with email and password
 Select/touch shift
 Select/touch orange bar at

Employee Orientation



Colorado CareAssist

I, _____, participated in orientation. I received initial training covering the following topics:

- Communication
- Behavior management
- PCW competencies
- Emergency procedures
- Coordination with community service providers
- Clean and safe environments
- Basic First Aid
- Infection Control

I can view and print a copy of the Employee Handbook at coloradocareassist.com under the **Careers** menu, selecting the **Employee Resources** menu item.

I understand that all jobs are “Per Diem” positions and, as such, are not permanent.

Employee’s Signature

2/20/2026

Date

Agency Representative

2/20/2026

Date