



Travis County HHS/VS Procedure Manual

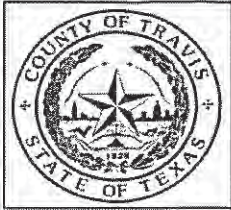
Procedure Number	HHSVS PR 1
Procedure Title	Home Visiting Procedure
Key Words	Home Visiting, Safety, Reporting, Confidentiality, Customer Service
Related County Policy	Chapter 9 HR Policies and Procedures - 9.202 Employee Guidelines (a-1)
Submitted by	Travis County HHS&VS Procedures Committee (Corie Cormie, Laura Sovine, Christinia Kuehn, Jane Prince-Maclean, Stacy Landry)
Date Submitted	April 2, 2014
Responsible Party	Home Visiting Employees, Manager, Administrator, Division Director, County Executive

Personal Safety:

All HHS&VS employees shall:

1. Communicate with a supervisor or co-worker about their home visit schedule, including home visit times, locations and expected return.
2. Carry a cell phone on home visits. Supervisors can identify whether a cell phone stipend or county cell phone is available.
3. Maintain a safe working vehicle. Employees can submit mileage reimbursement requests in accordance with Travis County HHS&VS policies and procedures.
4. Display their Travis County ID Badges during a home visit.
5. Be aware that home visiting safety includes preventing the transmission of infections and other health hazards. HHS&VS requires staff to follow the federal government recommendation of treating all blood, body fluids excepting sweat, non-intact skin and mucous membranes with standard precautions. This means not touching any of these substances unless using protective gear such as gloves, and washing hands between home visits. Citation: <https://www.osha.gov/SLTC/etools/hospital/hazards/univprec/univ.html> (See the tips section for best practices and ways to minimize risk of transmission of infectious hazards).
6. Not enter a home if the physical structure appears unstable or unsafe.
7. End the home visit immediately if anyone in the home is suspected of being intoxicated or under the influence of an illegal substance.
8. Be empowered with the decision making authority to end the home visit immediately if they experience any threat to physical or emotional safety and debrief with their supervisor.
9. Complete the Travis County HHS&VS Home Visiting Personal Safety Training by September 30, 2014 and annually thereafter. Effective October 1, 2014, all new HHS&VS employees who conduct home visits must complete the Home Visiting Personal Safety Training before making their first visit. All employees must submit documentation of training completion to their supervisor and HR.

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Reporting:

All HHS&VS employees shall:

1. Report suspected abuse and neglect within 24 hours and immediately if there is an imminent threat. HHS&VS requires all employees to follow Texas law, which mandates that anyone who thinks a child, or person 65 years or older, or an adult with disabilities is being abused, neglected, or exploited must report it to the Texas Department of Family and Protective Services (TDFPS). A person who reports abuse in good faith is immune from civil or criminal liability. TDFPS keeps the name of the person making the report confidential. Anyone who does not report suspected abuse can be held liable for a misdemeanor or felony. Time frames for investigating reports are based on the severity of the allegations. Reporting suspected abuse makes it possible for a family to get help. (Abuse Hotline 1-800-252-5400)

Citation: http://www.dfps.state.tx.us/Contact Us/report_abuse.asp

2. Notify their supervisor when they have made a report to TDFPS and complete a written incident report.

Confidentiality:

All HHS&VS employees shall:

1. Ensure that any client identifying information is kept secure or in the employee's possession during home visits. Documents left in the vehicle should have all identifying information concealed so that it is out of the line of sight of anyone passing by.
2. Be aware that when interacting with clients in the home, the information discussed is personal and sensitive. All financial and personal information shall be kept strictly confidential. Employees shall only discuss client information with other HHS&VS professionals for case planning and consultation purposes and only share information externally in the following cases:
 - A written release of information has been obtained identifying the third party specifically, that is signed by the client, and is no more than 1 year old;
 - A judicial order has called for the release of client information;
 - A client is at imminent risk of harming themselves or someone else;
 - When making a mandated report to TDFPS.

Customer Service:

HHS&VS employees will be courteous and maintain strictly professional relationships with clients during home visits at all times.

***All HHS&VS employees must also follow the home visiting guidelines and standards of their particular program, division and department.**

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