

Zion Home Care PC
2533 Garfield Ave STE 1 Minneapolis, MN 5405
Phone: 612-275-5910 Fax: 612-712-7818
Email: zion@zionomecarepc.com

CFSS Provider Agency Manual

Policies and Procedures

Agency Name: Zion Home Care PC

Address: 2533 Garfield Ave STE 1 Minneapolis, MN 55405

Effective Date: 2/01/2026

Last Updated:

1. Purpose

This manual establishes the policies and procedures required for compliance with DHS regulations for Personal Care Assistance (PCA) and Community First Services and Supports (CFSS) provider agencies. It ensures safe, ethical, and high-quality service delivery.

2. Employee Misconduct

The agency maintains a zero-tolerance policy for employee misconduct.

Misconduct includes but is not limited to:

- Abuse, neglect, or exploitation of clients
- Fraudulent documentation or billing
- Theft or misuse of client or agency property
- Violation of confidentiality (HIPAA)

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- Harassment or unprofessional behavior

Procedure:

- All allegations must be reported immediately to management
 - Investigations will be conducted promptly
 - Employees may be suspended during investigation
 - Confirmed misconduct results in disciplinary action up to termination and reporting to appropriate authorities
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3. Employee Training Requirements

All employees must complete required training before providing services.

Required training includes:

- PCA/CFSS orientation
- Vulnerable Adult/Child Protection
- Infection control and communicable disease prevention
- Emergency procedures and safety
- Client rights and confidentiality

Ongoing Training:

- Annual refresher training is required
 - Additional training based on client needs or DHS updates
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4. Enhanced Rate

The agency complies with DHS requirements for enhanced rate services.

Policy:

- Enhanced rate services are provided only when authorized
 - Staff assigned to enhanced rate cases must meet additional training and qualification requirements
 - Documentation must support the need for enhanced services
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5. Grievance Policy

Clients have the right to file grievances without fear of retaliation.

Procedure:

1. Grievances may be submitted verbally or in writing
2. The agency will acknowledge receipt within 5 business days
3. Investigation will be conducted promptly
4. Resolution will be provided within 30 days
5. All grievances and resolutions will be documented

Notification:

Clients are informed of this process at the start of services.

6. Communicable Disease Prevention

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The agency prioritizes infection control and disease prevention.

Policy:

- Employees must follow standard precautions (hand hygiene, PPE)
- Employees must not provide services if they are contagious
- Proper sanitation and hygiene practices must be maintained

Training includes:

- Infection control procedures
 - Use of personal protective equipment (PPE)
 - Reporting illness
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7. Prohibition of Non-Compete Clauses

The agency does not enforce non-compete agreements.

Policy:

- Employees are free to seek employment elsewhere
 - No restrictions are placed on employment mobility
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8. Safety Practices

The agency ensures a safe environment for both employees and clients.

Employee Safety:

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- Training on safe lifting and transfers
- Reporting unsafe conditions
- Emergency preparedness

Client Safety:

- Following care plans
 - Monitoring for hazards
 - Reporting incidents immediately
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9. Service Delivery

Services are provided according to the client's care plan and DHS guidelines.

Policy:

- Services must match authorized tasks
 - Documentation must be accurate and timely
 - Respect for client rights and dignity is required
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10. Staff Hiring and Termination

Hiring Requirements:

- Background checks (per DHS requirements)
- Verification of qualifications
- Completion of required training

Termination Policy:

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- Employees may be terminated for misconduct, poor performance, or policy violations
 - Proper documentation of termination decisions is required
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11. Wage and Benefit Requirement (72.5%)

The agency complies with DHS financial requirements.

Policy:

- At least 72.5% of revenue from Medical Assistance (MA) PCA/CFSS services is allocated to worker wages and benefits
 - Financial records are maintained to demonstrate compliance
 - Regular internal reviews are conducted
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12. Compliance and Review

- This manual is reviewed annually and updated as needed
 - A copy is provided:
 - At initial DHS enrollment
 - During reenrollment/revalidation
 - Upon DHS request
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13. Acknowledgment

All employees must sign acknowledgment of this manual.

I am signing this form electronically, and my typed name constitutes my legally binding signature. Please type **Yes** in the signature field and **Sign**.

Employee Name (Printed): Yes	Phone Number:
Employee Signature:	Date: