



SNPCARES PROVIDER POLICIES & PROCEDURES GUIDE

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POLICY #1: NO SMOKING

- There is to be **No Smoking** anywhere on the premises of the client's residence, nor at any time during caregiving of a child, adolescent or adult provided through the Special Needs Parent Café, LLC. If the SNPC receives a complaint or expression of concern by a client, you will be removed from providing services to that family and SNPC will no longer secure your services as a Special Needs Care Provider per diem consultant.

POLICY #2: CARE PROVIDER SICKNESS

- If a Care Provider is feeling ill/sick, please cancel the scheduled appointment within a reasonable time period.

Procedure:

- (a) Contacting both the family (client) and the SNPC at (973) 723-0480.
You may call and/or send a text message or email.

POLICY #3: INITIAL CONTACT WITH CLIENT

– Upon being assigned a client for possible care provider services, please **contact the family within 48 hours of assignment** by the SNPC.

Procedures:

- (a) Introduce yourself with your name, and as Care Provider with SNPC.
- (b) Schedule a time for a “meet and greet” with the family at their home.
- (c) Contact SNPC via text, email or phone call with the outcome of the meeting.

POLICY #4: SCHEDULING WITH CLIENTS

– All services must be scheduled through the SNPC.

***NOTE:** Care Providers may not enter into private babysitting/care provider agreements or relationships while working as a consultant for the SNPC. If the SNPC learns of this happening, we will immediately cease working with the Care Provider. Families will be explained the same.

Procedure:

(a) Family members and/or Care Providers must schedule directly with our scheduling coordinator by calling or texting (973) 723-0480

POLICY #5: PUNCTUALITY

SNPC expects that all care provider consultants will be **punctual and on time** for their scheduled appointments. This may mean that you give yourself extra time, in case of traffic, to get to the home.

It is imperative that SNPCares providers **arrive on time** especially when receiving a child from a school bus.

Procedure:

- (a) If you are running late and will not be able to make the bus in time **you must call the parent to let them know asap**. They may be able to reach the bus driver or bus company to inform them. ***NOTE:** SNPC only forgives one late arrival. If there is a second lateness, SNPC will terminate its contract with the care provider.

POLICY #6: PROFESSIONALISM

SNPC expects that all care provider consultants will conduct themselves with professionalism at all times when serving families and representing the SNPC.

This includes:

Courtesy and Respect

Timely communication

Care for and respect of client's property

Use of proper judgment

No smoking

Adherence to emergency protocols and instructions for the child

POLICY #7: NO TEXTING WHILE DRIVING

TEXTING or use of handheld devices is **NEVER** allowed during the time a care provider is transporting a client in a vehicle.

Procedure:

If you receive a phone call that is of an urgent nature, you **MUST**: (a) pull over to the side of the road, or (b) you should use a hands-free speaking device such as speaker phone, or an ear piece.

POLICY #8: TRANSPORTING OF CHILDREN, AND TEENS/ADULTS

The law requires that all children and adults be fastened in car seat or with a seat belt, respectively, when driving in a vehicle. BUCKLE UP! IT's The Law!"

Procedures:

- (a) When transporting children, they must be fastened in a car seat in your car with a seat belt across their body.
- (b) For older and larger sized children (above 80lbs.), they must be seated in the back seat with a seat belt appropriately fastened across their body.
- (c) Back doors should be locked and they should have the child safety locks on.
- (d) Adults must ride with a seat belt on and door locked.

POLICY #9: SAFETY PROTOCOLS

All Care Providers should know and follow safety procedures set forth by the family, which should include:

- (a) Any emergency protocols to follow for seizures, allergic reaction, behavioral meltdown, sickness (fever, vomiting, diarrhea, nose bleeds, asthma, etc.
- (b) Contact information for the parents while they are out, and a back up phone number.
- (c) The nearest hospital
- (d) The nearest police department

POLICY #10: CANCELLATION POLICY

- (a) If a family cancels a service within 4 hours of the scheduled visit, the family will be charged a late cancellation fee of \$15.00 to be paid to the assigned care provider.

- (b) If a care provider cancels a service within 24 hours of the scheduled visit, the family is not responsible for payment for that day/duration of time.

POLICY #11: SOCIAL MEDIA POLICY

- a) Social Media may not be used at all during the time a care provider/sitter is caring for a child.
- b) Clients and Care Provider/Sitters may not connect on any social media networks (no Facebook, Twitter, Instagram, SnapChat, Flickr, etc.).
- c) Care Providers are not permitted to post the pictures of any clients or their family members on any social media network.
- d) Texting of photos of any children or clients we serve is not permitted.
- e) Photos of children should not be maintained on the cell phones of any care provider, *unless otherwise instructed in writing by the parents/guardians/or SNPC Owner. (*On certain occasions, permission may be granted should there be concern for a child's safety)