



# Caregiver Handbook

Revised April 2025

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## Introduction

**Welcome to Consumer Direct Care Network Alaska (CDAK)!** We are excited to have you join our team as a Caregiver. CDAK is a part of the Consumer Direct Care Network (CDCN). CDAK is a statewide agency that has been providing Alaskans with personalized, home care since 2001. We work with children, adults, elders, and individuals living with disabilities to lead full, independent, and productive lives by providing services that allow them to remain in their homes and communities.

### CDAK's Mission, Vision, and Values



		
<h1>Mission</h1>	<h1>Vision</h1>	<h1>Values</h1>
To provide care and support to people in their homes and communities	To help people live the life they want	Respect, Integrity, Service, Excellence

CONSUMER DIRECT  
CARE NETWORK

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### Philosophy of Service Delivery

Self-directed care and self-determination are the guiding principle for CDAK services. We recognize that each client has the freedom to decide how they want to live their life. Individuals living with disabilities and older adults are the planners and decision-makers for the supports and services they receive, as well as how they spend their days and live their lives.

## **An Explanation of Self-Direction**

People who receive home and community-based services need help with daily living activities, household tasks, or self-help, socialization, and adaptive skills because of their health condition. The goal is to live a full life in their home and community with assistance. CDAK is committed to serving all people who have these kinds of needs and the importance of individuals making decisions about their care and services. We do this by building and promoting self-direction as a service delivery model and collaborating effectively with state programs. Self-direction means people who receive services exercise more choice, more control, and more independence. It means they:

- Manage their services and supports,
- Decide when and who provides services and supports, and
- Interview, hire, train, schedule, review, and dismiss caregivers.

Within self-direction, CDAK's role is to help clients. The agency helps by handling payroll, filing taxes, and billing Medicaid and our other payers for services. It also:

- Helps clients maintain program eligibility and follow program requirements,
- Provides training and training materials to help clients be successful managing their care, and
- Keeps client records and caregiver personnel files.

It is important to note that the kinds of control and choice clients have over their services and supports depend on the program(s) in which they are enrolled.

## **Important Legal Notice to Caregivers**

This Handbook provides information about your employment and is not a contract of employment. It is a reference for policies, procedures, and program requirements that you must follow.

You are expected to read this Handbook and understand the information in it. Please ask questions if you do not understand. You can ask your client or a CDAK staff person.

This Handbook replaces all earlier versions. CDAK has the right to revise or update any policy, procedure, or information in this Handbook at any time, subject to the terms of the Collective Bargaining Agreement ("CBA"). You will be notified of any changes.

## **Communicating with CDAK and Important Contacts**

CDAK will reach out to you using the primary communication methods of email, text, and phone. If you receive a call, voicemail, email, or text message from CDAK requesting information or contact back, you must respond timely (one to two business days). If you would like to opt-out of text messages, please respond 'STOP' to the initial message.

CDAK will send you emails with reminders and other important information. We will never include personal information or confidential client information in a non-secure email. When we need to communicate sensitive information, we use ZixCorp secure email. For information on how to use Zix mail, please refer to the Zix mail user guide at [CDCN Secure Email](#). An email from CDAK will have our company name in the domain name, **@consumerdirectcare.com**.



**CDAK Customer Service Hours are Monday – Friday 9AM to 4PM**

**Phone:** 888.900.7962

**Text:** 888.900.7962

**Fax:** 800.349.0704

**Email:** [InfoCDAK@consumerdirectcare.com](mailto:InfoCDAK@consumerdirectcare.com)

**Website:** [ConsumerDirectAK.com](http://ConsumerDirectAK.com)

**Provider Directory:** [Link](#)

**Portal:** [DirectMyCare.com](http://DirectMyCare.com)

**Injury Hotline:** 877.532.8542 or  
[Infosafety@consumerdirectcare.com](mailto:Infosafety@consumerdirectcare.com)

**To file a grievance:**  
[LaborCDAK@consumerdirectcare.com](mailto:LaborCDAK@consumerdirectcare.com)

**Adult Protective Services (APS):** 800.478.9996

**Office of Children’s Services (OCS):** 800.478.4444  
(or) [ReportChildAbuse@alaska.gov](mailto:ReportChildAbuse@alaska.gov)

**Medicaid Fraud Reporting Line:** 907.269.6279  
(or) [Fraud Allegation Report Form](#)

**SEIU 775 Union:** 866.371.3200 (or)  
[mrc@seiu775.org](mailto:mrc@seiu775.org)

**Caregiver Benefit Information:**  
[InfoBenefits@consumerdirectcare.com](mailto:InfoBenefits@consumerdirectcare.com)

**Main Office Addresses:**

**Mail:** If you must mail something to CDAK, please only mail to the Anchorage office.

- **Anchorage and Surrounding Areas**  
405 E. Fireweed Ln., Ste. 100  
Anchorage, AK 99503
- **Kenai Peninsula Region**  
126 W. Pioneer Ave., Ste. 5  
Homer, AK 99603
- **Wasilla/Mat-Su Valley**  
131 E. Swanson Ave., Ste. 1  
Wasilla, AK 99654

Visitors are always welcome, but best served by appointment. Offices may experience unplanned closures due to inclement weather conditions or staffing.

## **Frequently Used Terms**

**Consumer Direct Care Network Alaska (CDAK):** The legal employer of record of caregivers for purposes of performing administrative and employer functions.

**Employer of Record (EOR):** A company or organization that is legally responsible for handling employee payroll functions, including paying wages, collecting taxes, issuing benefits, and providing insurance.

**Caregiver (CG):** A CDAK employee, authorized to provide caregiving support for individuals authorized to receive in-home and community-based services.

**Client (CL):** An individual authorized to receive home or community-based services from the Department of Health Senior and Disabilities Services (SDS), Veterans Administration (VA), and other payers. For this Handbook the use of the term Client includes an Authorized Representative. The client is responsible for the functions and duties of a co-employer, co-managing Caregivers in conjunction with CDAK.

**Authorized Representative (AR):** An individual representing the client, as a parent of a minor child, legal guardian, power of attorney, or a designated representative. The Authorized Representative assumes the role of the client for the purposes of managing caregivers and service-related responsibilities.

**Service Coordinator (SC):** The CDAK administrative employee assigned to coordinate client services and eligibility. Service Coordinators are assigned to the client, so you may interact with multiple Service coordinators if you work for more than one client.

**Care Coordinator (CC):** An individual not affiliated with CDAK that is certified by SDS to coordinate benefits to clients who are on Medicaid waiver programs. They develop the client Support Plan and coordinate services with other service providers like CDAK and frequently interact with the client.

**Care Plan:** Different programs and payers refer to client authorized plans in different terms. To universalize the understanding of plan documents containing details of authorized services and tasks, this Handbook will refer to them as the Care Plan.

**Work Week Limit (WWL):** The total number of service hours a caregiver may work in a work week (Sunday – Saturday) regardless of the number of clients receiving services. The standard WWL is 40 hours.

**Daily Work Limit (DWL):** The total number of service hours a caregiver may work in one calendar day. The standard DWL is 8 hours.

**Suspension or Administrative Hold:** Period of time that a caregiver is not able to provide paid support to their client.

**Client Hold:** Period of time that a client is not able to receive care from a caregiver because they are not eligible to receive services (examples: lapse in authorization or coverage, hospitalization, non-approved travel time).

**Electronic Visit Verification (EVV):** The mobile application method of Electronic Visit Verification that captures location by using a smart phone or tablet with location services enabled. EVV is a federal requirement from the 21st Century Cures Act used to verify that state and federally funded in-home personal care services were provided.

**Fixed Visit Verification (FVV):** The method of EVV that uses a small device that is affixed to a permanent structure in the client's home to capture location of service (i.e. doorway, refrigerator, or cabinet). This option is only available when the mobile application or internet is not. Used in conjunction with Interactive Voice Response.

**Interactive Voice Response (IVR):** The method of EVV that uses the client's landline phone to capture location of service. This is the least effective and most time consuming EVV method for a caregiver and is only available when the mobile application or internet is not. The caregiver will use the landline phone to call in the digits displayed on the FVV device when starting their shift. They will repeat this process at the end of their shift and must manually enter tasks and other required documentation requirements using the landline push buttons and voice commands.

**Automated Data Processing (ADP):** Payroll processing service used by CDAK. ADP provides paystubs and W2 forms online.

**Care Attend:** Mobile application for submitting hours that is EVV compliant.



**Direct My Care Portal (DMC):** A web portal for caregivers and clients for information such as notices regarding allocation of hours, qualification status, as well as client authorization plans. Caregivers may also use the portal to submit or correct service shifts and enter mileage.

**Vulnerable Adult:** State law defines vulnerable adults as a person 18 years of age or older who, because of incapacity, mental illness, mental deficiency, physical illness or disability, advanced age, chronic use of drugs, chronic intoxication, fraud, confinement, or disappearance, is unable to meet the person's own needs or to seek help without assistance.

**Mandatory Reporter:** A caregiver for a vulnerable adult, who by law, if witnesses or suspects a vulnerable adult or child is being abused, neglected, or otherwise mistreated, is required to report it immediately to CDAK, but not later than 24 hours of being made aware.

**Critical Incident Reporting (CIR):** An event that occurs while you are working that requires unplanned medical or police intervention, as well as any medication errors or uses of restrictive interventions, is reported immediately to CDAK, but not later than 24 hours of event. Caregiver training for CIR's is universally required to be completed every two years.

**Emergent Situation:** A situation that requires a caregiver to stay with their client because of a risk to their health or safety. The caregiver should stay with the client until emergency personnel arrive or the client reaches the hospital. The situation should be reported to CDAK immediately, but not later than 24 hours of being made aware.

**Office of Children's Services (OCS):** A state agency that works with children who are at risk of abuse and neglect (1-800-478-4444).

**Adult Protective Services (APS):** A state agency that works with adults who are at risk for abuse, neglect, or exploitation.

**Collective Bargaining Agreement (CBA):** The contract document between CDAK and the union outlining terms and conditions of employment for CDAK caregivers.

**Union:** The labor union that represents CDAK caregivers.

## Section One: Roles and Responsibilities

### **Roles and Responsibilities of CDAK**

CDAK follows all applicable federal, state, and local laws. This includes state Medicaid regulations, contractual requirements, policies, and procedures.

As an *employer of record*, an approved Medicaid services provider, and a contracted provider of services for many other payers; we are responsible for all state and federal hiring requirements, payroll, and tax withholdings. We will:

- Perform state and federal background checks for all potential caregivers.
- Keep an electronic caregiver personnel file with employment documents and employment information.
- Provide caregivers pre-employment training.
- Provide caregivers with reminders of training and background check renewal dates.
- Process time submitted by caregivers.
- Withhold and deposit federal income tax, if applicable.
- Withhold and deposit Social Security and Medicare tax (FICA) and federal and state unemployment tax (FUTA/SUTA) payments, if applicable.
- Provide Workers' Compensation coverage.
- Make sure all Federal and State Department of Labor laws are followed.
- Direct deposit earned wages into caregiver's bank account or onto a pay card.
- Educate the clients in the skills needed to act as the managing employer and to self-direct their care (for example: how to recruit, interview, direct, manage, and dismiss caregivers).
- Coordinate client services and maintain program enrollment.
- Support clients in finding available caregivers to work.
- Confirm Medicaid and other program eligibility for clients.
- Meet all required program conditions of participation and Medicaid service regulations.
- Accept responsibility for billing for services provided to the client.
- File reports required by the state, payers, and the fiscal agent.

## Roles and Responsibilities of the Client/Authorized Representative

CDAK is committed to self-direction, and as such, your client must be able and willing to actively manage their care.

If your client has a tough time managing their care, CDAK may give your client additional training about how to manage services, or the agency may recommend that your client secure an authorized representative. If your client is not able to manage their care and does not wish to appoint an authorized representative, CDAK may refer the client to an alternative care program.

Client/Authorized Representative will:

- Train and cooperate with CDAK:
  - Meet with CDAK staff when required.
  - Keep contact information up to date.
  - Return CDAK contact attempts timely (1 to 2 business days).
- Recruit, select, interview, and refer caregivers they wish to hire to CDAK (a caregiver must receive an OK to Work from CDAK prior to being scheduled to work with the client).
- Schedule and supervise caregivers.
- Complete caregiver orientation:
  - Discuss House Rules.
  - Tour the living space and identify:
    - Areas that are 'off limits' to caregivers.
    - Emergency exits.
    - Location of fire extinguishers.
    - Location of Emergency and Backup Plan.
    - Location of Emergency Information, Advanced Directives or Do Not Resuscitate orders (DNR).
  - Overview of self, including information about their care needs, such as:
    - Communication preference(s): call, text, email.
    - Functional abilities and limitations.
    - Home or life routine.
    - Unique challenges and preferences (for example, trouble falling asleep, sensitivity to certain smells, or communications style).
    - Typical routines or visitors.
  - Overview of Care Plan including:
    - An explanation and/or demonstration of the tasks that need to be done and the preference of how the task is completed.
    - On the job training that includes observation of an experienced family member or authorized representative showing or completing tasks together (required for habilitative services).

**Roles and Responsibilities of the Client/Authorized Representative (continued)**

- Safety and Security:
  - Discuss how to enter the home: knocking, key, etc.
  - Discuss client specific transfer/lifting procedures to avoid injury to client and caregiver.
  - Explain any safety guidelines for disability related equipment the caregiver will be expected to use.
  - Explain any household appliance or equipment the caregiver will be expected to use.
  - Review and discuss the Emergency Backup Plan and instructions for emergency response, preferred hospital, or urgent care facility.
  - Explain Universal Precautions such as:
    - ◆ Washing hands thoroughly before preparing food.
    - ◆ Washing hands before and after tasks.
    - ◆ Use of gloves, masks, cleaning supplies, and where they are stored.
    - ◆ Where the sharps container is located, if applicable.
- Expectations (some examples are):
  - Rules about the use of the client's car, the washing machine, computer/printer and eating the client's food should be discussed. If the client does not say what the rules are, ASK!!
  - Use of cell phones and the client's phone during work hours is determined by the client. (A client's disapproval of cell phone use during a shift does not exempt the caregiver from using EVV app or FVV/IVR as required).
  - Acceptable clothing in the workplace.
  - Days of the week and times of work scheduled.
- Offer input during the caregiver's performance evaluation process.
- Review and sign time submissions.
- Dismiss Caregivers if they are not meeting their expectations or doing a good job.
- Meet all reporting requirements:
  - Critical incident reporting (reported timely within 24 hours):
    - Hospitalization, facility admission, or any unplanned medical or police intervention.
    - Abuse, neglect, exploitation.
    - Knowledge of or suspicion of Medicaid fraud.
  - Changes in information or status (reported timely within 5 business days if not sooner):
    - Change of authorized representative.
    - Change in name, address, or phone number.
    - Change in Medicaid or insurance status.
    - Health decline or improvement.
    - Change in primary care physician.

**Orientation**

Although orientation is arranged for and directed by your client, it is intended to be a shared learning experience, so please ask your client for as much clarification about their needs, rules, and expectations as you feel necessary.

**Scheduling**

Clients are responsible for setting work schedules based on their approved hours and tasks. You will work with the client for any schedule changes, not CDAK. You should notify your client if you are unable to work. Not showing up for work or being late may result in dismissal from the client.

Both you and the client are responsible for monitoring hours usage to ensure the client weekly approved hours are not exceeded.

**Performance Reviews**

A performance review evaluates how you are doing and highlights areas for improvement or change. A client will offer input on caregivers' performance during their required Service Review. It is also a good idea for you to ask the client for feedback about how you are doing. Feedback will help you know if you need to make changes. Performance reviews do not impact pay.

**Dismissal**

The client may choose to end your employment at their discretion. If/when this happens, the following steps must occur within two (2) business days of your last day of employment.

- You must return all client property that is in your possession.
- Submit final time entries with a note in the comments section stating "Last and final time for <CLIENT name>".

## Roles and Responsibilities of a Caregiver

### General Employment Qualifications

Be at least 18 years of age and be selected by a client to provide care. Complete and submit to CDAK an employment application and pass a state and federal background check.

- Additionally complete the following:
  - Complete and keep CPR/First Aid certification through an approved training program.
  - Complete enrollment with the state's Medicaid fiscal agent (personal care services only).
  - Be able to independently complete approved service tasks.
  - Demonstrate the ability to read written instructions in English and to make proper entries about services delivered in English.
  - Meet any other service-specific requirements named by CDAK.

You must meet and maintain all the requirements outlined in the General Employment Qualifications section. You may not begin working with a client until you receive an 'OK to Work' notification from CDAK.

### Time Entry, Record-Keeping, and Documentation

CDAK requires that you enter accurate information for every service you provide. A complete time entry includes the time you worked, the service(s) you provided, how your client responded to care, and report any changes to the client's health or condition, safety, or welfare. Depending on the service your client is receiving, you may have to verify your visit electronically. You will be trained when you are hired how to enter time worked and as needed for system changes.

Additionally, you must follow certain rules in completing and sending your shift entries to CDAK. These rules include:

- Shift entries must be recorded using the time submission tools approved by CDAK.
- Shift entries should be completed at the end of each worked shift, but not later than seven (7) days after services provided.
- Shift entries must be complete, approved, and submitted to CDAK no later than 5:00 PM on the Monday following the week of service. Failure to submit by due date, may result in delayed pay.
- Shifts with errors must be corrected prior to processing. Errors identified by CDAK that have already been processed must be corrected within five (5) days of the request.

Late, inconsistent, or poor-quality service documentation that violates the state record requirements may result in corrective action.

You are also required by state law to keep a contemporaneous service record, or a record of the services you bill to Medicaid. This record must include:

- A copy of your client's Care Plan, and
- A copy of each of your timesheets, completed with date and signature of you and your client within seven(7) days of services provided.



CDAK will help you with maintaining your contemporaneous service record by keeping a copy of the documents the record requires.

*Your responsibility is to submit time with complete documentation including all signatures and dates within the seven (7) day limit.*

### **Working Hours and Payroll**

You are expected to work all the service hours your client schedules with you. However, your service hours are not guaranteed and may change unexpectedly. For example, you may not provide paid care if your client is hospitalized, or your client's hours may be increased or reduced by the payer. Due to the flexibility in service hours, your position may vary between part-time and full-time based on hours worked.

The following rules apply to your work time:

- You are free from distraction and are providing care on a one-client-to-one-caregiver basis, meaning you cannot be working for more than one client at a time, providing more than one service at a time, providing care to minor children, or working another job at the time you are providing paid care to your client.
- Your client must set your work schedule based on their current and approved Care Plan.
- You may not work overtime unless you request and are granted approval by CDAK.
  - Overtime is work more than 8 hours in a day or 40 hours in a week.
  - Requests for temporary work week or work day increases must be submitted timely to be considered.
- You may work for more than one client. However, the total time you work for all the clients who employ you may not exceed 8 hours in a day or 40 hours in a week, unless preapproval is granted by CDAK.
- Your client is personally responsible for paying your wages if they:
  - Ask you to work more time than is approved on their Care Plan or work overtime that is not pre-approved by CDAK,
  - Ask you to do tasks that are not approved, or
  - Lose their Medicaid eligibility or insurance benefit.

CDAK issues paychecks every other Friday, according to the CDAK payroll schedule. CDAK deducts state and federal taxes from all wages. You will receive the benefit of Workers' Compensation coverage, employer's Social Security contributions, and federal and state Unemployment Insurance.

### **Daily and Hourly Respite**

When providing respite services, it is important to enter your time correctly. Hourly Respite (\$5150) are hours that are available to be worked through the week or an individual day, dependent on scheduling. Hourly Respite hours worked in an individual day must not exceed 11.75 hours (11 hours and 45 minutes). Daily Respite (\$5151) is specific to twelve (12) or more hours worked in a calendar day and may only be provided by one caregiver and sleep time for the client or caregiver (you) is not considered time worked.

Respite services may only be provided either in a client's residence or in the community. When Daily Respite is provided no other services may occur that day.

## Training

Your learning starts as soon as you elect to become a caregiver. You will get learning experiences that will help you give high-quality care to your client, as well as opportunities to build your skill set, grow professionally, and increase your technical knowledge. You will complete both service-specific and client-specific trainings.

You will complete universal pre-employment service-specific training that the state of Alaska requires of every home and community-based caregiver. These trainings include completing a *CPR and First Aid certification* course approved by SDS, and module-based learning covering the subjects of: *Lifting and Moving Patients, Infection Control, Food Preparation and Safety, Restrictive Interventions, Responding to Unpredictable Behaviors, Developmental Disabilities: A Caregiver Primer, Assistance with Self-Administration of Medication (ASAM), Mandatory/Critical Incident Reporting, Fraud Prevention, and Privacy Awareness (HIPAA)*.

Once you receive your OK to Work and are authorized to begin working, your client will be primarily responsible for training you on client-specific trainings related to their Care Plan.

In some instances, you may be requested to complete additional training dependent on what services you provide and at the request of the client.

## Client Injury and Critical Incident Reporting

If you are present when a client is injured, has a serious accident or incident that requires medical or police intervention **YOU MUST CALL 911**. You also must report the incident to CDAK right away, but no later than 24 hours.

Sometimes your client may threaten someone or become a danger to the safety of others. Report to the police right away if you think your client might follow through with a threat and/or could carry out the threat. As an example, report immediately if your client threatens to shoot someone and they have access to a gun.

CDAK does not provide emergency care or medical services. The client should call a doctor or 911 if he or she is in danger or has a medical emergency. If the client cannot call, you should contact a doctor or call 911.

### Mandatory Reporting Requirements

By law, if you witness or suspect a vulnerable adult or child is being abused, neglected, or otherwise mistreated, you are required to report it immediately.

### What to Report

- **ABUSE** is the intentional, knowing, or reckless non-accidental, non-therapeutic infliction of pain, injury, mental or emotional distress, or fear, including coercion and intimidation, and sexual assault.
- **NEGLECT** is the intentional knowing or reckless failure by a caregiver to provide essential care or services or access to essential care or services to carry out a prescribed treatment plan necessary to maintain the physical and mental health of the vulnerable adult when the vulnerable adult is unable to provide or obtain the essential care or services or to carry out the prescribed treatment plan on the vulnerable

adult's own behalf; in this paragraph, "essential care or services" includes food, clothing, shelter, medical care, and supervision.

- **SELF-NEGLECT** is the act or omission by a vulnerable adult that results, or could result, in the deprivation of essential services necessary to maintain minimal mental, emotional, or physical health and safety.
- **EXPLOITATION** is the unjust or improper use of another person or another person's resources for one's own profit or advantage, with or without the person's consent and includes acts by a person who stands in a position of trust or confidence with a vulnerable adult or who knows or should know that the vulnerable adult lacks the capacity to consent that involve obtaining profit or advantage through undue influence, deception, fraud, intimidation, or breach of fiduciary duty.
- **ABANDONMENT** is the desertion of a vulnerable adult by a caregiver.
- **UNDUE INFLUENCE** means the use by a person who stands in a position of trust or confidence of the person's role, relationship, or authority to wrongfully exploit the trust, dependency, or fear of a vulnerable adult to gain control over the decision making of the vulnerable adult, including decision making related to finances, property, residence, and health care.

Abuse is considered any of the following:

Intentionally causing pain, suffering and/or injury.

- Can be physical, mental, sexual, or the improper use of restraints.
- Can be abandonment, neglect, personal exploitation, or financial exploitation of a vulnerable adult.
- Can be self-neglect on the part of a vulnerable adult.

Reporting Timeline

You must report the information within 24 hours of becoming aware of the alleged abuse, exploitation, or neglect. By law, if you witness, suspect, or become aware of a vulnerable adult or child being abused, neglected, or otherwise mistreated, you are required to report it immediately to Adult Protective Services (APS), Office of Children Services, or to local law enforcement.

- How to report for children: Call the Child Abuse Hotline at 800.478.444 toll-free 24/7 or email [reportchildabuse@alaska.gov](mailto:reportchildabuse@alaska.gov).
- How to report for adults: you are encouraged to make a report online using the Alaska Centralized Report: <https://hssakprod.wellsky.com/intake/> or call 800.478.996.

Persons who make reports in good faith are immune from liability and protected by law from retaliation.

*Additional free training resources provided by the State of Alaska*

- APS Mandated Reporter Training <https://vimeo.com/27057624>.
- Training Scenario Handouts <https://health.alaska.gov/dsds/Documents/docs/scenarios.pdf>.

### **Transportation**

CDAK must ensure that caregivers who transport a client in a vehicle have a valid and current driver's license and the appropriate state-required insurance. When you complete enrollment paperwork, you must indicate whether you are eligible to provide driving related services.

If your client wants you to drive their car, they must have automobile insurance for the vehicle and the client assumes liability and responsibility with their own insurance. CDAK does not insure you while operating the client's vehicle.

### **Client Property**

You are expected to be careful with a client's property. If you lose or damage a client's property, you are responsible and may have to pay for loss or damage to property.

### **Client Information (Protecting Confidentiality)**

All information about your client is confidential (private). This means you cannot share or talk about it with other people. You can share this information ONLY if your client says it is okay. When you are hired, you will be trained to keep your client's information confidential.

### **Change of Information Updates and Contact with CDAK**

It is important to keep your information current and to stay in contact with CDAK. Updates to your name, address, phone number, or email, must be reported within 5 days of change and can be reported by email or phone. When requested, you will:

- Return CDAK contact attempts timely (1 to 2 business days) and,
- Meet with CDAK staff when applicable.

### **Corrective Action**

A progressive corrective action process is designed to inform a caregiver of deficiencies in their work or behavior and provide them with the tools and counseling to become successful. Reasons for corrective action include but are not limited to:

- Working unauthorized overtime
- Poor quality or incomplete service documentation
- Expired training credentials
- Misconduct
- Caregiver Handbook violations

Corrective action is cumulative, regardless of infraction, and can result in termination. CDAK reserves the right to combine or skip steps based on the circumstance and severity of the violation. You have the right to request representation for any meetings held about corrective actions.

The corrective action steps are as follows:

1. Documented Coaching
2. Written Warning
3. Final Written Warning
4. Termination

Corrective actions will expire twelve (12) months after occurrence but will remain in the personnel file indefinitely. Later corrective actions will revert to the prior step in the process if a corrective action has expired.

Appeals to any disciplinary actions will follow the grievance procedure.

### **Suspension or Administrative Hold**

There may be situations in which you are placed on suspension or administrative hold (may not provide paid care) temporarily pending the outcome of an investigation or because of severe allegations, expired credentials, or background check.

In cases of suspension or administrative hold, you and your client will be informed. You will be informed if any in process or associated time worked payroll is put on hold pending the outcome of an investigation.

### **Resignation**

If you want to resign or quit, please call or email CDAK. You should give at least two (2) weeks' notice to your client. This will allow your client enough time to find someone to replace you.

If/when this happens, the following steps must occur within two (2) business days of your last day of employment.

- You must return all client property that is in your possession.
- Submit final time entries with a note in the comments section stating "Last and final time for <CLIENT name>"

Suspensions for expired credentials that are not resolved in 30 days, or if a period of inactivity (no work) reaches 150 days, CDAK will begin the 30-day discharge process. Discharges for either reason would be considered a voluntary resignation, fully terminating the employment relationship.

## **Section Two: Caregiver Expectations and Standards of Practice**

As a caregiver and an employee of CDAK, you should be punctual, reliable, communicative, respectful, and honest. You must demonstrate behavior which maintains and respects client rights and safety while providing compassionate care. This includes but is not limited to the following:

- A caregiver may not solicit, accept/borrow money, or property from a client.<sup>1</sup>
- A caregiver may not accept gifts from their client valuing more than \$10. Gifts are limited to customary gift-giving times, such as birthdays and/or major holidays.<sup>1</sup>
- A caregiver may not accept, borrow, or take alcohol or drugs (prescription or nonprescription), including marijuana, from a client.
- A caregiver may not ingest, inject, inhale, or consume in any manner any substance, including prescribed medicine, which impairs their ability to perform their job duties during the time in which they are paid to provide care.
- A caregiver may not solicit or accept a role that gives them power over a client's finances, legal matters, property, or health care decisions. This includes, but is not limited to, acting as power of attorney, legal guardian, payee, insurance beneficiary, or executor or beneficiary of a will.<sup>1</sup>
- A caregiver may not be the landlord for a client they provide care to.<sup>1</sup>
  - For the purposes of this section, "landlord" means having a formal, written lease agreement between the lessor and lessee. It does not apply to situations in which the client and caregiver cohabite voluntarily and/or contribute financially to household expenses without a lease agreement.
- A caregiver shall respect client privacy and shall not take or disseminate photos or videos of a client that does not respect the client's dignity and rights. This includes, but is not limited to, social media. A caregiver must obtain the explicit written permission of the client, or their authorized representative, prior to taking or disseminating any photo or video of the client.<sup>1</sup>

<sup>1</sup> This subsection does not apply to a caregiver who is in a pre-existing established personal relationship with the client, preexisting the provision of services, where there is no evidence of exploiting the client.



## Section Three: Policies

### **Non-Discrimination in Employment**

Discrimination is against the law. CDAK and your client must follow federal and state laws about discrimination. This applies to employment too. CDAK and your client cannot treat you differently because of your:

- Race
- Color
- Religion
- Country of origin
- Age
- Gender
- Sexual orientation
- Disability/handicap
- Marital status

If you think that your client is discriminating against you, immediately report it to CDAK.

### **Harassment and Sexual Harassment**

Harassment of any kind is NOT allowed. Examples of harassment include:

- Embarrassing or shameful work assignments.
- Words or actions directed toward an individual or made in reference to an individual's race, color, religion, gender, age, or national origin.
- "Hazing" or "initiating," including treating new caregivers differently from others or requiring them to do something unusual as they start a job.

Another type of harassment is sexual harassment. Sexual harassment includes things like:

- Unwelcome verbal or physical acts.
  - Making a caregiver's employment dependent on the caregiver doing sexual favors, or
  - Actions or comments that interfere with a caregiver's work performance or create a threatening, hostile, or unpleasant work environment.
- Requests or pressure to take part in sexual activity.
- Sexual assault (unwanted sexual advances).
- Repeated bodily contact on purpose that is not related to care being provided.
- Repeated sexual jokes, suggestions, or comments.
- Constant or inappropriate staring.
- Inappropriate comments concerning appearance.
- Display of magazines, books, or pictures with a sexual meaning or suggestion.
- Any harassing behavior directed toward a person because of their gender, whether sexual in nature or not.

**Please report any harassment to CDAK right away.** CDAK will keep all reports of harassment confidential and will follow up on them quickly.

CDAK or your client **will not** do anything to get back at you for acting against discrimination or harassment. For example, CDAK will not act against you if you file a discrimination complaint, testify, or take part in a discrimination proceeding.

### **Complaint and Grievance Procedure**

**COMPLAINT:** If you are not satisfied with the services that CDAK is providing, we want to hear from you. You can call the office and speak with a CDAK coordinator, who will work to resolve the problem (if the issue is with a Coordinator, please talk to a Supervisor). If you are not satisfied with the handling of your complaint, you may talk to the State Director. If you are still not satisfied, you may forward your complaint to the Regional Director.

**GRIEVANCE:** A grievance is a contention of a misapplication or violation concerning the application or interpretation of the CBA. The following steps apply:

- Informal Resolution
- Written Grievance
- Mediation (Optional)
- Arbitration

CDAK works to resolve all issues in a fair and responsible manner at the lowest possible level.

To file a grievance, you may contact the union or send an email to CDAK Labor Relations at [LaborCDAK@consumerdirectcare.com](mailto:LaborCDAK@consumerdirectcare.com).

### **Alcohol and Drug Free Workplace**

Using or having with you any alcohol or any illegal drug, in any amount, while working is not allowed. Violating this policy may result in corrective action up to and including termination.

### **Wage and Salary**

CDAK will reimburse you for the authorized services you provide:

- You will be notified of your wage for each service you provide.
- Your hourly rate is based on the service or type of care provided, career hours with CDAK and location of services.
- Qualifying Holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.
  - Caregivers will receive holiday pay at 1.5x hourly rate for time worked on the holidays listed above).
- **Overtime is not allowed** without prior written approval from CDAK except for an emergent situation. Overtime is work above the work week and daily work limits:
  - 8 hours in a day, or
  - 40 hours in a week.
- Requests for temporary increases in work week or daily work limits for all services, including respite, must be sent, and approved in advance of overtime worked.



## Administrative Time

There are some areas of your work that are indirect client time that can be submitted as time paid.

- Portal to Portal: You will be paid the state minimum wage for the time it takes to travel between work locations/clients during a workday. This does not include travel to the first assigned workplace or returning home after the last work location.
- Training: You will receive pay for CDAK-required training at the state minimum wage.
- Mileage: Caregivers providing personal care, respite, or chore services will be compensated on a per-mile-driven basis when driving their personal vehicle to *provide services to their client as authorized under the service plan* up to a maximum of fifty (50) miles per month. Caregivers providing habilitative services will be compensated under the same criteria up to a maximum of three hundred (300) miles per month. All mileage will be compensated at the IRS mileage rate. If a client *does not* have mileage authorized under their service plan, mileage will not be reimbursed to the caregiver.

## Benefits

You will receive a *Caregiver Benefits Handout* that gives information about CDAK's benefits package. The *Handout* also describes how to sign up for benefits.

## Paid Time Off

Starting May 2025 or upon hire if after this date, you will begin to accrue PTO at a rate of one (1) hour for every 30 hours worked up to 56 hours pursuant to Ballot Measure No. 1 Alaska's Minimum Labor Standards Initiative Sec. 4 AS 23.10. After 56 hours per year, your accrual rate will change to one hour earned for every 35 hours worked. You can accrue a maximum of 160 hours. At the time of termination, you will be paid out any unused PTO.

## Insurance

CDAK provides Unemployment Insurance and Workers' Compensation Insurance for caregivers.

## Health Insurance

Caregivers working at least 30 hours per week are eligible for health insurance on the first of the month following a 30-day waiting period. Notice of eligibility and enrollment information will be mailed or emailed to caregivers meeting the eligibility requirements.

If you participate in the CDAK's Health Plan, you are entitled to receive certain information about our benefits as required by the Employee Retirement Income Security Act of 1974 ("ERISA"). Consumer Direct intends to provide this information to you via electronic delivery. The information sent electronically will include, but may not be limited to:

- Summary Plans
- Summaries of Material Modification
- Summaries of Benefits and Coverage
- Summary Annual Reports
- Annual Notices

These documents will be sent to you as an attachment to the email address you have given to us. The attachment will be in PDF format. To access the email, you must have: (1) a computer or smartphone with internet access; (2) a program installed on that computer or smartphone allowing you to send and receive emails (such as Internet Explorer or Google Chrome); and (3) Adobe Acrobat Reader installed on your computer or smartphone allowing you to open and read the document. Please keep a copy of the email and any attached documents for future use. You must be able to either (1) print a copy on a printer attached or linked to the computer or smartphone; or (2) save a copy in electronic form to your computer or smartphone, or on an external drive (e.g., on a flash drive).

You have a right to receive a paper version of any electronically transmitted document related to benefits at no charge. Please contact CDAK Human Resources at [InfoBenefits@consumerdirectcare.com](mailto:InfoBenefits@consumerdirectcare.com) or 844.360.4747 to obtain a paper copy.

To update your email address, you must notify Human Resources in writing at Consumer Direct Care Network, 100 Consumer Direct Way, Missoula, MT 59808 or via email at [InfoBenefits@consumerdirectcare.com](mailto:InfoBenefits@consumerdirectcare.com) with "Change in Email Address for Electronic Disclosure" in the subject matter line.

### **Pay Periods, Paydays, and Final Pay**

Pay periods are every two weeks. A pay period begins on Sunday and ends on Saturday. Paydays are every other Friday. Both pay periods and paydays are shown on CDAK's pay schedule. If you quit, your final check will be paid according to the pay schedule. If you are dismissed, wages owed to you will be paid within three working days of termination (not including weekends and holidays).

### **Direct Deposit**

CDAK strongly encourages you to use direct deposit to receive your pay. Direct deposit is a bank-to-bank transfer of the money that you have earned working. With direct deposit, your pay is usually transferred to your account before the mail arrives. Direct deposit makes certain you receive your pay in a prompt way. It avoids the possibility of delayed or lost paychecks. Pay stubs are available through your ADP account. End of the year tax documents are also available electronically at ADP.

### **Approved Leave**

CDAK will grant Family and Medical Leave (FMLA), Military Caregiver Leave, and all other leaves in accordance with federal, state, and local laws.

CDAK will comply with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and applicable laws as they apply to military service members, veterans, and members of the National Guard.

Caregivers elected to a term of office with the union may take Union Leave subject to the terms of the CBA.

Caregivers may coordinate up to two (2) days leave to participate in home care advocacy to advance the quality of long-term care. This time must be coordinated with the client.

All leaves will be without pay except where leave is covered by accrued paid time off (PTO).

**Termination**

The client may end your working relationship at their discretion.

CDAK may dismiss you following the Corrective Action Process for violation of the Caregiver Handbook, policies, and procedures.

In case of serious misconduct, suspicion of fraud, misuse, or abuse of the program, or for disqualifying crimes as defined in laws applied to the licensed provision of home care services, the employer, at its sole discretion, and for reasonable cause, can bypass any or all steps of the progressive discipline/corrective action.

**Safety**

CDAK is committed to safety in all areas. We believe that individual safety comes first. CDAK works to:

- Maintain a safe and healthy work environment.
- Follow correct practices and procedures so that injuries, illnesses, and damage to property are avoided, and
- Follow federal, state, and local health and safety laws and requirements.

To promote safety, you will receive training on working procedures, the use of equipment, and the completion of specific job tasks. Some required training happens at regular intervals and is provided by your client or CDAK. An example of training that happens annually is *Bloodborne Pathogens* and is provided by CDAK.

You must follow usual procedures for working safely and preventing accidents. You are expected to follow all safety rules and procedures. If personal protective equipment is needed, you must wear it. Your client will provide personal protective equipment if it is necessary. You should report any unsafe conditions, equipment, or practices at once to your client or CDAK.

**Threats or Violence in the Work Environment**

Verbal threats, threatening behavior, bullying, retaliation, and acts of violence are not allowed under any circumstances. If this behavior is directed toward you, report it right away to CDAK and the authorities.

If you threaten, bully, retaliate or act aggressively toward your client, another caregiver, a visitor, a guest, or some other individual, your behavior will be reported immediately. The police may be called. Corrective Action/Progressive discipline will be implemented up to and including termination.



## Employee Injury Reporting

CDAK values workplace safety and has an active Early Return to Work program for injured workers. If an employee is injured at work or develops a workplace-related illness, please follow these steps:

- If you need it, get medical help.
- If your injury is serious and life-threatening, have someone call 911 or take you to the nearest emergency room.
- If your injury is not life threatening but requires medical treatment, go to an urgent care clinic or doctor's office.
- Call CDCN to report the injury/illness immediately – whether or not it seems serious at the time.
- CDCN has set up a toll-free line to receive all injury reports. The CDCN's Injury Hotline is available 24 hours a day, 7 days a week for your convenience.
- Call 877-532-8542 or email [Infosafety@consumerdirectcare.com](mailto:Infosafety@consumerdirectcare.com).

## Conflicts of Interest

A conflict of interest happens when, in the course of your work, you do something that benefits only you, your family, or your acquaintances. It also exists if you influence your client's decisions, and those decisions affect the relationship between CDAK and your client. A conflict of interest gives you an unfair advantage. There are different kinds of conflicts of interest:

- *Involvement with Suppliers, Customers, and Competitors*  
You should not have any personal or financial link (for example, ownership) with a rival company or business. It is best to let your client know if you have a connection to any company or business that competes with CDAK so they can decide if it is a conflict of interest.
- *Gifts or Favors*  
You cannot accept money, gifts, or favors from your client as payment for services. You also cannot accept anything that your client gives you to keep you involved with them. For example, you cannot accept a car that your client gives you, even if you can use that car to get to work. You should immediately report all offers of gifts or favors worth more than a small amount (greater than \$10) to CDAK.
- *Proprietary and Other Confidential Information*  
You cannot give CDAK's information to any other organization or individual. This includes all forms, details of policies and procedures, other print materials, or business information. All information created by CDAK is confidential and company owned.
- *Legal Representation*  
As a caregiver, you cannot be the sole legal representative for your client (other than in a few court-ordered circumstances). This means that if your client has elected or had to appoint a legal representative, they may not appoint you alone but must select a second person (a co-representative) to participate in managing their affairs.
- *Solicitation of clients*  
You cannot ask or solicit a client to receive services from you. "Solicit" means to encourage a client to get services directly from you for gain or profit by you or by a particular agency.

Conflicts of interest make it hard for you to make fair decisions that are in the best interests of your CLIENT or CDAK. Conflicts of interest always should be avoided.

## Medicaid Fraud

Money for the services CDAK provides comes from the state and federal governments through the Medicaid program. Fraud or abuse of the Medicaid program is against the law. If a client, caregiver, or CDAK is suspected of Medicaid fraud or abuse, it must be reported.

Examples of client or caregiver fraud or abuse are:

- Entering and submitting more time than worked, and accepting pay for time not worked
- Improper use of Electronic Visit Verification in a way that records inaccurate information or more time than what was actually worked.
- “Padding” time entries, such as showing up late or leaving early and writing down more time than actually worked or taking a break and not subtracting break time.
- Stating that tasks or procedures were completed when they were not.
- Changing another person’s time sheet or paperwork.
- Forging another caregiver’s or a client’s signature.
- Suggesting to or helping a client to get services or supplies that are not needed for their condition.
- Not providing the quality of services that is expected.

You must immediately report suspected Medicaid fraud to CDAK or to the appropriate authority.

[Click here](#) to watch our fraud prevention video for depictions of real life scenarios or visit our website for more information on the Resources/Fraud Prevention page.

Examples of fraud or abuse that could be committed by CDAK are:

- Not keeping necessary records, or not giving records to a state department that is investigating possible fraud,
- Not providing the quality of services that is expected,
- Turning in a falsified application to become a provider,
- Accepting a fee or getting money back in exchange for referring a client,
- Charging a client more for a service than Medicaid does and keeping the difference, or
- Not meeting federal or state licensure or certification requirements but providing services anyway.

If you think CDAK has done any of these things, please contact the state Medicaid health care agency and speak with someone involved with quality assurance. Penalties may be enforced against CDAK if found to be out of compliance.

If you give false information regarding the delivery of Medicaid services or know of false information and fail to report it, you could be held accountable. You might have to pay large fines, go to prison, or lose your job.

**To report suspected Medicaid fraud, contact Alaska’s Medicaid Fraud Control Unit hotline at 907.269.6279.**

*Federal False Claims Act:* The False Claims Act is designed to stop fraud, waste, and abuse in Medicaid programs. All employees, managers, contractors, and agents who use Medicaid funds must receive written information about the False Claims Act. [A summary of Federal and Alaska False Claims and False Statements Laws is included in the Handbook appendix.](#)

## Section Four: Appendix Links

### [CDAK Website Resources](#)

- Fraud Prevention Materials
- Provider Directory
- CDAK News
- Work Injury Hotline
- Privacy Awareness Guide
- Work Week and Daily Work Limit Form and Resources
- A Summary of State and Federal False Claims and False Statements Laws
- CBA

### [CDAK Website Forms](#)

- CDCN Forms
  - Bloodborne Pathogens Training, Quiz, and Answer Key
  - Basic Health and Safety Measures in Event of Alaskan Volcanic Eruption
  - Emergency Planning Strategies
- Time Capture and Payroll Related Forms
  - Pay Date Calendar
  - Pay Selection Resources
  - ADP Payroll Resources
  - Time Entry Materials
  - W4 and W2 Resources
- Other Forms
  - Secure Email Instructions (English and Spanish)