



Client Safety Protocol and Compliance

It is understood that Wellness at Home Senior Concierge Specialists and Pine Island Wellness at Home LLC are not a Home Health Agency. Our Service Providers are trained in fall prevention and are CPR Certified through the American Heart Association and are trained to follow the below protocols. It is understood that in case of an emergency or fall those personnel of Pine Island Wellness at Home LLC will ALWAYS CALL 911. It is understood that an accident may appear non-emergent, however there may be injury that is underlying where medical attention is necessary to prevent further injury.

To further assist our clients, the following will help clarify our responsibilities and the role of a concierge specialist service provider in case of an emergency or assisting a client through "terms of concierge" with their medical needs.

It is understood that our concierge specialists will follow the following protocols for each of the following events:

Accidental Fall

1. Call 911
2. Request an "Lift Assist"
3. Follow instruction from 911 operator.
4. Reassure client that help is on the way.
5. Make sure client is comfortable as possible without moving.
6. Advise client to stay put until help arrives.

Cardiac Arrest

1. Call 911
2. Determine if client has a "Do not resuscitate clause" posted on fridge, Follow 911 operator instruction. CPR to only be performed if client has documentation stated that this is the persons wish to be resuscitated. This documentation should be posted on the fridge.
3. If client does not have such documentation, follow 911 operator instruction.

Stroke

F.A.S.T. Warning Signs (American Heart Association)

Use the letters in F.A.S.T to spot a Stroke

- **F = Face Drooping** – Does one side of the face droop or is it numb? Ask the person to smile. Is the person's smile uneven?
- **A = Arm Weakness** – Is one arm weak or numb? Ask the person to raise both arms. Does one arm drift downward?
- **S = Speech Difficulty** – Is speech slurred?
- **T = Time to call 911**

Seizure

1. Call 911
2. Follow instruction from 911 operator.
3. Make sure client is comfortable as possible and in safe position and clear of environmental hazards that may cause injury.

Skin Abrasion/Injury

1. Call 911
2. Follow instruction from 911 operator.
3. Reassure client that help is on the way.
4. Control bleeding as much as possible with instruction from 911 operator.
5. Make sure client is comfortable as possible without moving.
6. Advise client to stay put until help arrives.

Medication Management

I understand as client of Wellness at Home Senior Concierge Specialists and Pine Island Wellness at Home LLC that we are not medical providers, and are concierge specialists. In regard to medication management, it is essential that our specialists comply with the following:

1. We can never administer medication. It is understood that administration is opening medication bottles and dispensing onto or into other media for consumption. Even opening a bottle can be considered as dispensing or administering which is not allowed under a concierge title.
2. We can only retrieve medication upon request. The Client must be clear on what he/she is requesting.
3. If the medication is not inside a daily medication organizer, then it must be in original prescription/over the counter bottle that is clearly labeled. If the medication is not requested with these protocols in place by client, then you may not retrieve.
4. It is understood that we, as concierge specialists may not recommend medication, and always encourage client to speak to doctor or medical professional about any questions or concerns regarding medication.

With my signature, I am confirming that I have read the above and understand that a senior concierge specialist providing service for Pine Island Wellness at Home LLC must comply to these protocols for the safety of our clients. Even with documentation provided by emergency medical personnel an incident report must be completed. I agree to these protocols and compliance that Pine Island Wellness at Home LLC have in place.