

## **449.39581 Written policies and procedures**

A community health worker pool shall maintain written policies and procedures concerning the qualifications, responsibilities and conditions of employment for each community health worker and other members of the staff of the community health worker pool. The written policies and procedures must be reviewed and revised as needed. The written policies and procedures must be made available to the community health workers and other members of the staff of the community health worker pool upon hire and whenever revisions are made to those policies and procedures. At a minimum, the policies and procedures must:

**1.**

Provide descriptions of the duties and responsibilities of community health workers;

**2.**

Provide descriptions of any activities that community health workers are prohibited from engaging in, including, without limitation:(a) Making a long distance telephone call that is personal in nature:(1) On a telephone owned by or provided by a client; or (2) While on duty providing the services of a community health worker to a client; (b) Loaning, borrowing or accepting gifts of money or personal items from a client; (c) Accepting or retaining money or gratuities from a client, other than money needed for the purchase of groceries or medication for the client; and (d) Becoming the legal guardian of a client or being named as an

attorney-in-fact in a power of attorney executed by the client;

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**(d)**

Becoming the legal guardian of a client or being named as an attorney-in-fact in a power of attorney executed by the client;

**3.**

Set forth the rights of clients;

**4.**

Set forth any requirements relating to ethics governing community health workers and other members of the staff of the community health worker pool, including, without limitation, any requirements concerning the confidentiality of client information;

**5.**

Provide a description of the services of a community health worker that are

provided to clients;

**6.**

Provide a description of the manner in which the community health worker pool assigns community health workers to provide the services of a community health worker to clients and any supervision of those services that will be provided by the community health worker pool;

**7.**

Provide for documentation of the needs of each client and the services of a community health worker that are provided to the client;

**8.**

Set forth the emergency responses of the community health worker pool to both medical and nonmedical situations;

**9.**

Set forth the roles of the community health worker pool and any coordination that the community health worker pool will provide with services provided by other community service agencies;

**10.**

Provide for periodic evaluations of the performance of the community health workers and other members of the staff of the community health worker pool;

**11.**

Provide for the maintenance of current personnel records which confirm that the policies and procedures are being followed; and

**12.**

Set forth any other specific information that is necessary based on the needs of any special populations served by the community health worker pool.