

Policy Title: Organizational Chart

Effective Date: November 22, 2024

Purpose: To define the hierarchy, roles, and responsibilities within the agency to ensure clear communication, accountability, and efficient service delivery.

Policy:

The Affordable Assist Private Care Organizational Chart is designed to facilitate seamless operations and provide high-quality support for clients' activities of daily living. The following roles and responsibilities are established:

1. Administrator (President/Owner) – Tonya Reagan

- Ensures that the organization is aligned with the mission, vision, and organizational goals.
- Develops and executes strategies to achieve long-term goals.
- Leads decision-making processes for all operational, financial, and strategic matters.
- Monitors and assesses organizational performance, ensuring high standards of care and operational efficiency.
- Provides leadership to the team and fosters a supportive, positive work environment.
- Reviews and approves policies, procedures, and operational updates.
- Acts as the primary decision-maker for unresolved issues.

2. Care Coordinator & Office Manager – Marcie Thomas

- Develops and manages patient care plans, ensuring that individual care needs are met effectively.
- Schedules caregiving services, medical appointments, and client activities.
- Serves as the primary liaison between patients, families, and caregivers to ensure seamless communication.
- Monitors the quality-of-care delivery and updates care plans as needed to ensure personalized care.
- Provides support and guidance to caregivers, ensuring they understand patient needs and preferences.
- Responds to client inquiries and concerns, facilitating positive outcomes.
- Oversees administrative functions, including staff scheduling, billing, and office operations.
- Manages office supplies, equipment, and overall office organization to support care services.

- Supports the President and Care Coordinator by managing documentation and processing client information.
- Handles payroll, and training coordination, and maintains records for caregivers and clients.
- Ensures that all required documentation is accurately recorded and stored.

3. **Lead Caregiver – Renee Coulter**

- Provides guidance and oversight to caregivers.
- Manage caregiver schedules, ensuring appropriate coverage for all shifts and prompt resolution of staffing issues.
- Train, mentor, and supervise caregivers to maintain high-quality standards and ensure adherence to agency policies.
- Monitor compliance with state and federal regulations, maintain accurate client records, and report any incidents or changes in client conditions.
- Conduct periodic visits or checks to evaluate care quality, recommend improvements, and support clients' well-being and comfort.
- Serves as a secondary contact for client or caregiver inquiries.

4. **Caregivers**

- Provide direct, hands-on care to clients based on individualized care plans, including assistance with activities of daily living (ADLs), mobility, bathing, dressing, and toileting.
- Offer emotional support and companionship, helping reduce feelings of isolation and providing quality interaction.
- Prepare meals according to dietary requirements and assist with feeding if needed.
- Assist with medication reminders and ensuring that medication is taken as prescribed.
- Perform light housekeeping duties to maintain a clean and safe environment.
- Maintain communication with the Care Coordinator, families, and clients to report changes in the patient's condition or environment.
- Document daily care activities, client progress, and any concerns under company policies.

Chain of Command:

1. **President** – Top-level decision-making authority.
2. **Care Coordinator** – Operational leadership and escalation point.
3. **Lead Caregiver** – Day-to-day supervisory support.
4. **Caregivers** – Direct service providers.

Procedures:

- All team members are trained on their roles and the organizational structure during onboarding.
- Clear communication pathways are maintained to address issues efficiently.

- Updates to the organizational chart are documented and communicated promptly.

Mission Statement: Our goal is to provide compassionate, personalized care to ensure safety, comfort, and independence for individuals in their own homes. We are committed to providing high-quality services that meet the unique needs of each client while supporting their families.