



Business Membership Renewal Form

Please review your company profile on the AZNHA website. If your business has experienced changes that are not reflected on this profile, please note those changes below. *Please read this carefully as a blanket "no changes" response will be rejected. All Yes/No questions must be answered.*

A. Renewing Member Information:

Business Name: _____
Address/City/Zip: _____
Officer Phone: _____ Office Fax: _____
Primary contact person name: _____
Email Address: _____ Web URL: _____

B. Owners, Officers, Management (Only if there has been a change in your management since your last renewal)

| | | | |
|-------|-------|-------|-------|
| _____ | _____ | _____ | _____ |
| Name | Title | Name | Title |
| _____ | _____ | _____ | _____ |
| Name | Title | Name | Title |

C. List other office locations (not listed on your online profile). (Attach additional sheet if necessary)

Primary contact name: _____
Address: _____
Phone: _____ Fax: _____ Email: _____

D. Your Business:

Yes No Have you made any changes in your business model that are not reflected in your profile?
If yes, please explain:

- W2 1099 Are your caregivers classified as W2 employees or 1099 contractors?
- Yes No Are you an ALTCS provider?
- Yes No Do you have a written drug testing policy in place for all caregiving staff?
- Yes No Do you disclose this policy to each client prior to services commencing? (Required – refer to Code of Business Ethics, Hiring/Employment, Line item 8.)

E. Other changes: If your company has had other changes, please detail below. (use extra sheet if needed)

Yes No Do you use, and do you wish to receive a supply of, AZNHA brochures?

Signature of Authorized Agent: _____ Title: _____



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Please carefully read this entire document as some changes have been made and will be effective January 1, 2018.

CODE OF BUSINESS ETHICS & CREDENTIALING STANDARDS OF SERVICE AGREEMENT

The Association's Code and Standards are designed to promote honest and ethical conduct in Arizona's In-Home Care industry. They are also designed to facilitate and encourage prompt reporting of Code and/or Standard violations and to promote accountability for adherence to the Code and Standards and their underlying principles.

It is the responsibility of all AZNHA members to maintain a business environment that fosters fairness, respect and integrity. It is the Association's policy that its members are lawful, highly principled and socially responsible in all business practices. All members are expected to become familiar with this Code and to apply these guiding principles in the daily performance of their business activities and responsibilities

ETHICS:

- A. Operate their businesses with due diligence and professional care in accordance with professional standards and best practices, including carrying workman's compensation, professional liability insurance and maintaining a payroll service that complies with all state and federal laws.
- B. Serve in the interest of their clients and business organizations in a lawful and honest manner, while maintaining high standards of conduct and character and not engage in acts discreditable to the industry or to the Association.
- C. Maintain the privacy and confidentiality of information obtained in the course of their duties, unless disclosure is required by legal authority. Such information shall not be used for personal benefit or released to inappropriate parties.
- D. Ensure that all employees maintain competency in the home care industry and other areas, as applicable.
- E. Agree to undertake only those business activities, clients, or commitments, which they can reasonably expect to service or complete in a timely manner and with professional competence.
- F. Have a client problem resolution and/or client compliant process policy in place that promptly addresses and resolves problems, issues or conflicts in a timely manner and with professional competence.
- G. Operate the business from a commercial office space.

HIRING / EMPLOYMENT:

- A. Supply background information about the member's company, its principals and other information essential to AZNHA's responsibility to provide consumers with factual and timely information of its Members.
- B. Promptly notify AZNHA of any changes in ownership, licensing status, physical addresses, website address, telephone numbers and/or all other information deemed necessary by AZNHA that may change periodically.
- C. As part of the employment process for a Caregiver, the Member's business must have and maintain policies and/or procedures that:
 1. Maintain all Caregivers as employees of the company or business. Private contractors or self-employed individuals are not to be utilized as Caregivers by the Member's business. No private contractors or self-employed individuals are to be referred to for providing caregiving services by the Member's business or its employees.
 2. Perform a criminal background check for each Caregiver.
 3. Verify that employees (who will be driving on behalf of the Member's clients) have a valid driver's license. Members must obtain a DMV driving record for each Caregiver who will be driving Member's clients and ensure that he or she has not had any serious traffic violation convictions in the past three years, including DUI and reckless driving, which would preclude that person from driving for the Member's business.

4. Conduct face-to-face interviews for employment with each Caregiver applicant covering: employment history, experience, skill knowledge, and other topics as the Member deems appropriate.
5. Receive at least 2 positive references from prior employment.
6. Require current CPR and First Aid certification for all Caregivers and ensure these certificates are updated on a timely basis.
7. Require all Caregivers to provide negative TB results annually.
8. Must have a written drug testing policy in place for all caregiving staff and must disclose this policy to each client prior to services commencing.
9. Require that all caregivers go through an orientation upon hire that reviews all policies including mandatory reporting of elder abuse.
10. Validate a Caregiver applicant's home making and home care skills through verified experience, demonstration or completion of written assessment.
11. Require all Caregivers to be able to effectively communicate in English to ensure that, in an emergency situation where a Caregiver would be required to communicate with emergency personnel on behalf of a Member's client, emergency personnel would be able to accurately understand the client's situation and other pertinent information necessary to ensure the client's well-being.

CONSUMER PROTECTION:

- A. Require an on-site, face-to-face evaluation of care for each client prior to the start of services. (There may be exemptions to this for Hospice cases and/or contractual care agreements.)
- B. Create and maintain a written plan of care that is client-specific and that includes tasks, duties, services and information necessary for the Caregiver to properly provide care services for the client.
- C. For the purpose of consumer protection, have services provided by written agreement that is signed by the client or the client's financially responsible party and the Member's business representative. A copy of this agreement will be provided to the client before services commence. This agreement shall include at a minimum:
 1. The cost of the services provided and the unit of service charged (i.e., per hour, per shift, or daily).
 2. Cancellation (or early cancellation procedures), costs, charges, payments and/or penalties.
 3. The names of the person(s) receiving the care services.
- D. Provide training to all Staff Members about their responsibilities regarding elder abuse identification and reporting.
- E. Have Staff Members conduct documented face-to-face quality assurance visits with all clients at least once every 90 days.
- F. Inform Member's clients about the Member's complaint and problem resolution process.
- G. Conduct periodic training for Caregivers.
- H. Maintain current Arizona and federal labor code postings, in addition to all other pertinent labor law posters, as required by law.
- I. Adhere to established AZNHA Code of Business Ethics and Practices and maintain appropriate documentation in the Member's local office, which verifies AZNHA's Credentialing Standards are met and maintained.
- J. Promptly respond to any and all member and nonmember complaints presented by AZNHA and make a good faith effort to resolve all such complaints in accordance with generally accepted good business practices.



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- K. Fulfill all licensing and bonding requirements as required by applicable city, county, state and federal agencies and authorities, provide license numbers upon application for AZNHA membership and provide periodic updates of information upon request.
- L. Refrain from using the name, logo, seal, or any other materials of AZNHA if the Member's membership is suspended or terminated.
- M. Be free from any governmental action, concerning the marketplace and its customers, that demonstrates a significant failure of the Member's business to support the principles and purposes of the Association.
- N. Support the principles and purposes of AZNHA and not engage in activity that, in the determination of AZNHA's Board of Directors, reflects adversely on the Association or its members.
- O. Any Member or Member's business may be suspended or terminated for cause due to conduct which is at variances with these standards or other AZNHA policies and procedures.

I, and the business entity I represent, agree to comply with the Association's Code of Business Ethics & Credentialing Standards of Service Agreement as set forth above. I understand and agree that failure to comply with this Agreement can result in an investigation into a member's conduct, and can result in disciplinary measures by the Association, including suspension or expulsion from AZNHA.

Company _____
Signature: _____ Title: _____
Printed Name: _____ Date: _____

