Calbert + Harris- Standards & Procedures Manual

1. Purpose & Mission Alignment

This manual defines the operational standards and procedures for Calbert & Harris. It ensures consistent, high-quality care and service delivery aligned with our mission to support patient health, family stability, and housing security.

- Commitment to patient-centered care
- Commitment to family stability and support
- Ethical, compliant, and professional practices

2. Organizational Structure

Calbert + Harris operates through integrated service lines to support both clinical and non-clinical needs.

- **Leadership:** Founding Partner, Director of Care and System Coordinator
- **Clinical Services:** Skilled Nursing, Home Health Aides
- **Non-Clinical Services:** Care Coordination, Housing Stability
- Clear reporting hierarchy across all roles

3. Code of Conduct

- Maintain professionalism at all times
- Respect patient dignity, privacy, and culture
- Maintain appropriate boundaries with patients and families
- Adhere to dress code and identification standards
- Zero tolerance for abuse, neglect, discrimination, or substance use on duty

4. Compliance & Regulatory Standards

- Strict adherence to HIPAA regulations
- Accurate and timely documentation
- Mandatory reporting of abuse or neglect
- Compliance with all state and federal regulations
- Prevention of fraud, waste, and abuse

5. Patient Care Standards

- Thorough intake and admission process
- Individualized care planning
- Respect for patient rights and responsibilities
- Family involvement in care process
- Continuity and coordination of care