

bienestar

Employee Handbook



Welcome to Bienestar

**Thank you for being a part
of our agency.**

**This Handbook includes
all of the necessary forms
& policies for each employee
to be successful.**



Mobile App Registration

Go to the App Store (iPhone) or Play Store (Android)
Vaya a la App Store (iPhone) o Play Store (Android)



Type in the search bar “HHAExchange+”
Escribe en la barra de búsqueda “HHAExchange+”

Download the “HHAExchange+” App
Baja la aplicación “HHAExchange+”

Register an account with HHAExchange
Regístrese y cree una cuenta en HHAExchange

Ask the agency to send you an activation code
Pídele a la agencia que te envíe un código de activación

When the registration is complete, you are ready to use the app
Cuando se complete el registro, estará listo para usar la aplicación



1933 Proctor Drive
Grand Prairie TX 75051
Office 972-332-4214
Fax 972-730-9238

IMPORTANT REMINDERS FOR 2025

This letter is to remind all employees if the following:

Device Users Only:

- If you currently are using a device to clock in and out, please do not forget that you need to call in your codes every day.
- If your codes are showing up as invalid, you need to write down and call in a second code. The agency cannot fix an invalid code. Your codes just need to be valid in order for the system to accept them. Failure to report any issues with your codes will affect your pay.
- If your device is not working, you will need to switch to the mobile app.
- As of 2025, the agency will no longer be giving out devices.
- You must follow your schedule as listed in the system. If you require a schedule change please let the office know to change your schedule.
- The office will send out a weekly reminder to clock in your codes every Friday.

Mobile App Users Only:

- If you experience any issues with the HHAexchange Mobile App, you must notify the office. You will need to send a screenshot of the issue and send it to the agency. Failure to send proof of any technical error can result in your work shift not being fixed.
- If your time disappears on your app, you need to send a screenshot and report it to the agency.
- Please be careful when clocking in with the mobile app. The agency had many reported issues of employees clocking in and out at the same time.
- If you do not clock in for your shift and do not notify the agency of any issues, the agency will assume that you did not work.
- You must report any issues on the day of your work shift so the agency can review any problems.
- If you are an employee who works on the weekend, please notify the office the following monday if you experienced any issues. The office staff does not work on the weekends.

Thanks,
Bienestar Office Team



Employee Resources/Benefits



Vitable Health Insurance is only offered to employees who work 30 hours or more. Employee must be active with the agency for more than 3 months. (Telehealth Insurance)



The agency does not offer dental insurance. The agency can refer to a license agent to sign up for a self bought dental plan.



The agency does not offer life insurance. The agency can refer to a license agent to sign up for a self bought life insurance.



If you require an IRA plan you can contact the agency to referred to an company that offers assistance in retirements.

bienestar

2025

PAY CALENDAR CALENDARIO DE PAGO

Pay dates are subject to change.

Las fechas de pago están sujetas a cambios.

Pay Periods: 1-15 are paid on the 25th & 16-31 are paid on the 10th

01 JANUARY							02 FEBRUARY							03 MARCH							04 APRIL						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3	4							1			1	2	3	4	5							
5	6	7	8	9	10	11	2	3	4	5	6	7	8	2	3	4	5	6	7	8	6	7	8	9	10	11	12
12	13	14	15	16	17	18	9	10	11	12	13	14	15	9	10	11	12	13	14	15	13	14	15	16	17	18	19
19	20	21	22	23	24	25	16	17	18	19	20	21	22	16	17	18	19	20	21	22	20	21	22	23	24	25	26
26	27	28	29	30	31		23	24	25	26	27	28		23	24	25	26	27	28	29	27	28	29	30			
														30	31												

05 MAY							06 JUNE							07 JULY							08 AUGUST						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2	3	1	2	3	4	5	6	7			1	2	3	4	5					1	2	
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23
25	26	27	28	29	30	31	29	30						27	28	29	30	31			24	25	26	27	28	29	30
																					31						

09 SEPTEMBER							10 OCTOBER							11 NOVEMBER							12 DECEMBER						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6				1	2	3	4							1		1	2	3	4	5	6
7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13
14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20
21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27
28	29	30					26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31			
														30													



Schedule

Day	Time
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	



Mobile App Instructions

Email: _____ **Password:** _____

Clock In

- **Login into the app**
- **Go to your scheduled work shift**
- **Press the blue button that reads “Clock In”**
- **A map will appear and you will press continue**
- **You have clocked in successfully and will receive a confirmation message**

Clock Out

- **Go to your scheduled work shift**
- **Press the blue button that reads “Clock Out”**
- **A map will appear and you will press continue**
- **You have clocked in successfully and will receive a confirmation message**
- **You have completed your work shift for the day**

EMPLOYEE TRAINING

Attendant Orientation

bienestar



Welcome

- Thank you for joining our agency.
- We will be going over topics listed in your Attendant Orientation Checklist.
- Feel free to reach out to the office if you have any questions or concerns.

bienestar

Introduction

- As an attendant you will provide care to the individuals in their home. This can range from light housekeeping to personal care. Each individual has their own specific care plan. The office staff will be required to go over the care plan and tasks.
- All employees are required to report to the office manager or office supervisors. Office Manager is Liz Martinez. Supervisors are Leticia Barragan and Alicia Zaragoza.

Dress Code

- Our agency does not require any type of uniform.
- Attendants are required to dress appropriately when working with their client.
- Example: Jeans, T-Shirt, and Sneakers.

bienestar

bienestar

Face Mask Policy

- Face Mask are no longer required by the agency.
- Unless a client is sick with Covid or any other illness, we recommend the attendant to use a mask.
- Masks are also recommended for use when Flu, RSV, and Covid cases increase. (Example: During the Summer or Fall)

Confidentiality & HIPPA Policies

- All information that the agency is provided with will follow HIPPA Policies and Confidentiality Policies.
- This includes applications, identification and other important documents.
- Only Managers and Supervisors are able to access all employee information.

bienestar

bienestar

General Policies & Procedures

- Patient Supplies
- Agency Paperwork
- Schedules/Timeframes
- DNR/Out of Hospital DNR/Advance Directives
- Client Rights/Rights of The Elderly
- Solicitation

Hand Washing

- Please disinfect your hands when changing from tasks.
- Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails. Scrub your hands for at least 20 seconds. Rinse your hands well under clean, running water. Dry your hands using a clean towel or air dry them.
- If soap and water are not available, use a hand sanitizer with at least 60% alcohol to clean your hands.

bienestar

bienestar

Exposure & Standard Precautions

- Each employee is required to follow Infection Policies & Procedures.
- This includes Standard Precautions/OSHA/Hazardous Waste/Infections Control/HIV/Safety.
- Covid-19 & Monkeypox cases or close contact cases must be reported to the agency.

Medical Emergencies

- In case of a medical emergency for the patient or attendant please contact 911. This will include if the patient is found unresponsive or a severe accident occurs. Field supervisors will be required to follow up immediately after the incident.
- If the patient has hospice, the attendant will be required to contact the on call nurse provided by the hospice agency.

bienestar

bienestar

Human Resource Policies

- **Evaluation Policies:** Employees are evaluated on a yearly basis. You will be required to renew any forms that were signed during your hiring process. This includes all health forms.
- **On the Job Injury:** Any employee injury needs to be reported within 24 hours. Any injury needs to be followed up with a report by the agency. If your injury requires sick leave or has an extensive bill, please contact the agency for a meeting. Any injury not reported, will not be validated.
- **Pay schedule:** Pay dates are every 10th & 25th. Dates are subject to change. All employees will receive a yearly Pay Calendar.

Human Resource Policies

- **Employee Illness:** If you are sick and unable to work, please notify the office ASAP. We need to be able to rule out Covid and see if the employee needs to quarantine.
- **Inclement Weather:** If you are unable to work due to a natural disaster or because of the weather, please notify the office. This includes: tornadoes, wildfires, severe storms, flooding, outages, ice/snow storms and etc. The agency will attempt to notify all employees and patients prior to a storm.
- **Disciplinary:** You have 3 warnings (Write-ups) before termination. The first one is verbal the other 2 will be by phone or in person. (See termination policy)

bienestar

bienestar

Human Resource Policies

- **Employee Grievance:** If you have lost a love one or someone close, please notify the office. We understand if your are unable to work.
- We do not offer any employee benefits (Unemployment or Insurance.)
- **Non-Discrimination Policy:** We do not tolerate any type of Discrimination. This include: sex, gender, religion, ethnicity and etc.
- **Illegal Remuneration:** No kickback, bribes, or rebates.
- **Fraud and Abuse:** Do not be afraid to report any abuse. (Both patient & attendant.)
- **Abuse , Neglect & Exploitation Policy:** This must be reported to the office immediately. The agency is required to go out and file a report if necessary. We do not tolerate any type of abuse, neglect or exploitation. This can be sexual abuse, verbal abuse, physical abuse, self neglect or robbery.

bienestar

Human Resource Policies

- **Patient house conditions:** If the house has any of the following please report it to the agency. This can result in service being suspended. **Infestation of mice, roaches, and bed bugs.**
- If the patient needs financial assistance and is unable to buy food or household products. Please notify the agency. We will refer the patient to local food banks, social workers, charities, or churches to assist.

bienestar

Attendant Don'ts

- You are not required to do cleaning 24/7. This is an at home service to assist the individuals with ADL's.
- You cannot do yard work, take care of pets or babysit.
- You can not drive 24/7.
- You are not allowed to have a key to the patient's home. (Unless you are a close family member, the agency does not get involved.)
- If there is a family dispute or disagreement, the agency is not allowed to be involved.

bienestar

Attendant Don'ts

- If your patient is hospitalized, you are not allowed to clock in and out. The patient's service will be placed on hold until they return home.
- You are not allowed to take the token or device with you. It must remain in the patient's home.
- You are not allowed to have someone cover your shift if they have not been hired by the agency.
- You are not allowed to change your schedule with out prior authorization from the agency.

bienestar

HHAExchange

- All employees are required to use the EVV system to clock in & out their times.
- EVV options include: Token, Landline or Mobile App
- Each employee will have to complete an EVV Training in person or by phone.
- Failure to use the EVV System will cause: short paycheck, write-up or termination.

Employee Schedules

- If any employee requires a schedule change, please contact the office. The office must approve all schedule changes. The patient is also required to approve the change.
- Employees cannot change the schedule by doing less hours one day and more hours another day. This is prohibited.
- If an employee fails to notify office of any schedule changes, the agency is not responsible for any time inconsistencies in your paycheck.
- Do not switch work shifts with another employee without prior office approval.

bienestar

bienestar

Covid-19

- If an employee displays any symptoms, you will need to take a Covid-19 test and quarantine for 5 to 7 days.
- If you have any close contact, you will need to quarantine (5 to 7 days) and get tested.
- If an employee travels, they will need to quarantine for 5 days upon return and provide a negative test before returning to work. (This policy may change in the future.)
- If you test positive for Covid-19, you will need to quarantine for 7 days. You will be suspended from working. After 7 days if you test negative you can return to work.

Covid-19

- There are no Covid-19 Employment Benefits if you are suspended from working.
- If your patient test positive for Covid-19, you can continue working. The agency will provide you PPE equipment for 5-7 days. This includes: Gowns, Scrub Caps, Foot Coverings, Face Shields, Gloves and N95's.
- If you fail to report that you tested positive for Covid-19, you will be written up.
- If you need any face masks, contact the office.

bienestar

bienestar

Monkeypox

- Monkeypox currently has an active vaccine. (From 1950–1960)
- If you suspect you have symptoms or have come into contact with someone who tested positive for Monkeypox. Please notify the agency, we will instruct you on what procedures you need to follow.
- Testing Method: A healthcare provider will use a swab to rub vigorously across lesions of your rash.
- If you test positive for Monkeypox: you will be suspended from working until you are fully recovered. The agency does not offer benefits or compensation for any time off or sick leave.

Hospitalization & Out of town

- If a member is not home to receive service, the employee is not allowed to work their shift.
- This also includes if the patient is:
 - Hospitalized
 - Out of town (Out of the service county, state or country)
 - Rehab/Nursing home
 - Daycare or day center

bienestar

bienestar

Attendant Pay

- Attendant pay rate starts from 11.00–11.50 per hour. Your pay rate will be confirmed by the hiring manager.
- You will be mailed a Pay Calendar for the year. Dates are subject to change depending on holidays or any system errors.
- All pay stubs are emailed once a month after every 25th.
- The agency only pays with direct deposit.
- If you have any issues with your deposit, paystub, or hours please contact the agency.

Reminders

- If an employee does not show up for work, they must notify the office. (Even if it is an emergency.)
- If you are unsure about something, please contact the agency so they can assist you.
- If you have any issues with your pay check, please call the office so we can see if there were any error.
- We are here to assist all employees with any problems or issues, so please call us for any help.

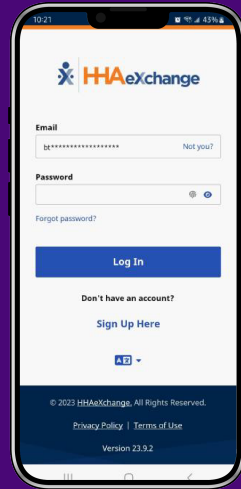
bienestar

bienestar

EMPLOYEE TRAINING

HHAexchange Mobile App Registration

biNestar



HHAexchange Mobile App

- HHAexchange+ is the mobile app that all employees will be using to clock in and out their schedule times.
- As of June 2024, the agency will no longer be offering the alternative devices for use. The employees will only be allowed to use the Mobile App or Landline.

biNestar

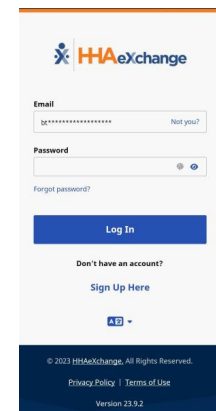
Download the Mobile App

- You will go to the Play or App Store to download the HHAexchange+ App.
- Make sure you download the correct app.



Registration

- You will need an email in order to create an account.
- You will click on where it says "Sign up Here".



biNestar

biNestar

Registration

- You will enter your email and create a password that you will use to login.

10:20 Sign Up

All fields are required.

Email Address

Password

Your password must:

- Contain 8 - 64 characters in length
- Not contain your username
- Not contain more than 3 repeated or sequential characters
- Not contain any of the following words: HHAexchange, qewerty, password

Confirm Password

By signing up you agree to the Terms of Use and Privacy Policy

Sign Up

Cancel

Registration

- You will enter your email and create a password that you will use to login.
- Make sure your password meets all the requirement. Then you will press “Sign Up” to continue.

10:20 Sign Up

All fields are required.

Email Address

Password

Your password must:

- Contain 8 - 64 characters in length
- Not contain your username
- Not contain more than 3 repeated or sequential characters
- Not contain any of the following words: HHAexchange, qewerty, password

Confirm Password

By signing up you agree to the Terms of Use and Privacy Policy

Sign Up

Cancel

bienestar

bienestar

Registration

- You will receive a message that you will need to verify your email in order to continue setting up your account.

10:21 Verify Email

Email Verification Required

An email has been sent to lano274@gmail.com. Please follow the link in the email to finish setting up your account.

Return to the application after clicking the link to finish the process. If you don't receive an email, please check your spam folder.

Return to Log In

Resend Verification Email

Registration

- This is an example of the email. Make sure to check your junk/spam incase you do not see it your inbox.
- You will press the blue button that says “Verify Email”.

10:22

Welcome to HHAEExchange! ~ Verify your email

HHAEExchange Support to me

Hi [Redacted]

Welcome to HHAEExchange's Electronic Visit Verification System (EVV) Mobile App!

Your account has been successfully created. To complete the account registration, click on the **Verify Email** button below to verify your email address.

For security purposes, this link expires in 12 hours.

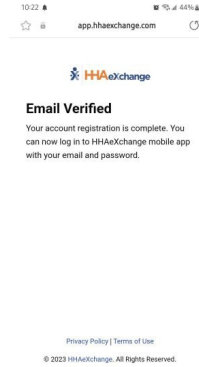
Verify Email

bienestar

bienestar

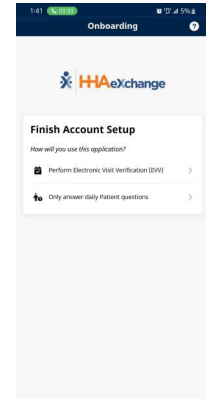
Registration

- Once your email has been verified, you will go back to the app to continue your registration.



Registration

- Once your email has been verified you will login with your email and password.
- You will then select the option that reads “Perform Electronic Visit Verification (EVV)”.

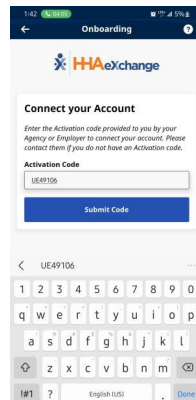


bienestar

bienestar

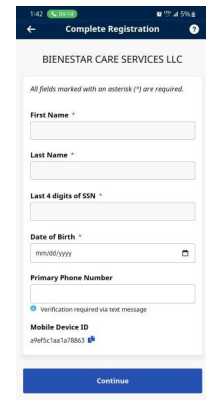
Registration

- You will be required to enter an activation code. The agency will provide the activation code.



Registration

- You will need to complete your profile and enter your information.
- If any information is incorrect it will not allow you to complete your profile.



bienestar

bienestar

Registration

- The information required is:
 - First Name
 - Last Name
 - Last 4 of your SSN
 - Date of Birth
 - Cell phone number
- After you finish entering all the required information, you will press continue

BIENESTAR CARE SERVICES LLC

All fields marked with an asterisk (*) are required.

First Name *

Last Name *

Last 4 digits of SSN *

Date of Birth *

Primary Phone Number

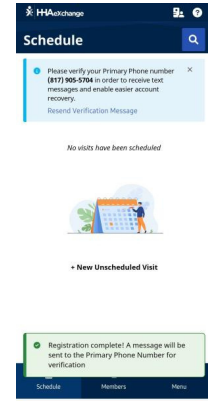
Verification required via text message

Mobile Device ID

Continue

Registration

- You should receive a message stating that your registration was completed.
- You will receive a text message to verify your phone number. Please make sure to verify it.

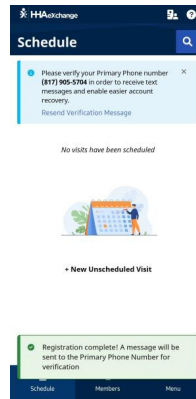


bienestar

bienestar

Registration

- If you are new to the agency, your schedule may not appear at first. The agency will confirm with you once your schedule has been input to the system.



You have now completed the registration part of the Mobile App.

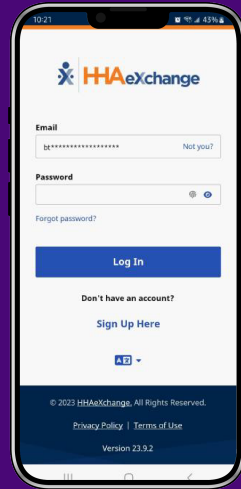
Please proceed to the next video on how to use the HHExchange App.

bienestar

EMPLOYEE TRAINING

HHAexchange Clock In & Out

biNestar



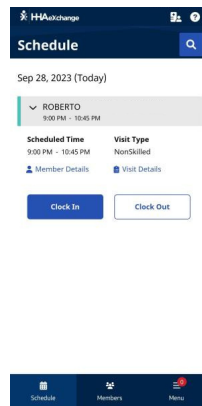
HHAexchange Mobile App

- In this video, we will be covering on how you will clock in and out when using the mobile app. This video will also discuss any technical problems or issues you may face when using the app.

biNestar

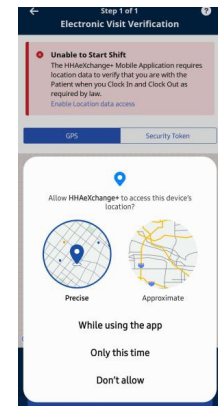
How to Clock In

- You will go to your scheduled visit date and press the blue button that reads clock in.



How to Clock In

- If you are a first time user with the mobile app you will need to give permission to the app to be able to verify your location.
- You will select the option "While using the app."

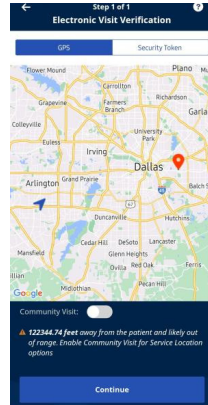


biNestar

biNestar

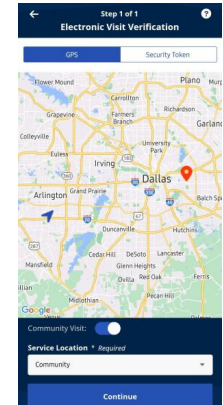
How to Clock In

- A map will display on your screen. The map will verify if you are present in the patient's home. Once it verifies your location you will press the blue button that reads continue.



Community

- If you are not at the patient's home due to an appointment or other reason. You press the white circle button that reads community visit.
- For the service location you will select community. Then you will press the blue button that reads continue.



bienestar

bienestar

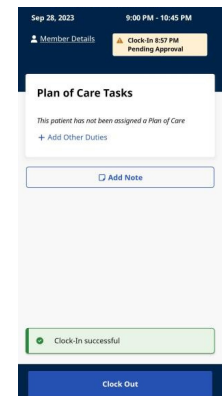
How to Clock In

- After you press continue, you will receive a message that states you have clocked in successful. Your time should reflect in either green or yellow.
- If your time does not display, it means that you have not clocked in successfully. You will need to attempt to clock in again or contact the office for assistance.



How to Clock Out

- When you are ready to clock out you will press the blue button that reads clock out.

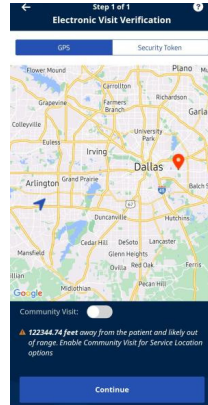


bienestar

bienestar

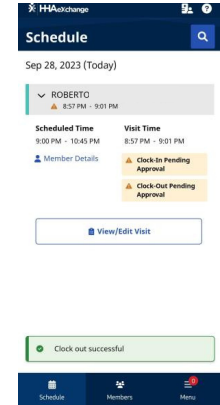
How to Clock Out

- The map will reappear to confirm you clock out location. If you are in the patient's home you will press the continue button.
- If you are not in the patient's home you would need to select the community option. (See the previous slide.)



How to Clock Out

- After your press continue, you will receive a message that confirms you clocked out successfully.
- Your times may either show up in green or yellow. Do not worry if it states pending approval. It means that the agency needs to review your work shift.

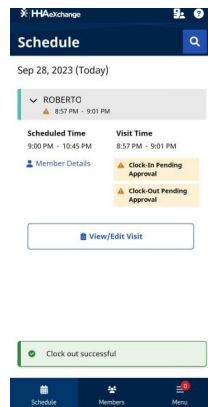


bienestar

bienestar

How to Clock Out

- You have now successfully clocked in and out. Remember if you have any questions or concerns about your clocked in time, please contact the office.



Technical Issues

- We have seen a lot of employees still experience issues with their mobile app. If you experience any of the following issues, please contact the office:
 - Clock in or out time does not reflect in app
 - Schedule does not appear
 - No visits are scheduled
 - You are not able to login into the app
 - You require a new activation code

bienestar

bienestar

Technical Issues

- If the mobile app does not allow you to login in, notify the office so an office staff member can review if your profile needs to be reset.
- We have noticed that sometimes the mobile app will fail to recognize your login. This a common problem that will happen.
- If you experience any technical issues, please send a screenshot to the agency at 972-332-4214 so we can review and fix the issue.

bienestar

Connection Issues

- Some employees might experience connection issues when attempting to login or clock in their shift. This can also cause the mobile app to lag when loading. This issue can be resolved by either connecting to a local internet source. (Wifi)
- This issue can also be caused if the employee's phone has a limited internet/data plan.

bienestar

Other Issues

- If you experience any other issue that is not listed in the video, please contact the agency. We are here to assist you with any technical problems you may experience with the app.
- If you do not notify the office of any issue you have with the mobile app it can result in short pay and your work day being marked as non worked. The office is not responsible for any issues the employee does not notify of.

bienestar

Hospitalization

- If your patient is hospitalized or in a rehab/nursing home, you will not be allowed to clock in and out. The patient's service will be suspended until they return home.
- If you clock in and out while your patient is in the hospital, you will receive a disciplinary action and the hours clocked in will be deducted from your pay.

bienestar

Client out of town

- If your patient is out of town, you are not allowed to clock in and out. You must notify the office when your patient is out of town.
- Also no other outside person is allowed to clock in or cover your shift if they are not hired or approved by the agency.
- If you clock in and out while your patient is out of town, you will receive a termination notice and the hours clocked in will be deducted from your pay.

biNestar

Service counties

- Your patient's insurance has specific counties where service can be provided. If your patient is staying with a family member or friend's home, please notify the office.
- The office will verify if you are allowed to provide service to the patient.

biNestar

Missed work days

- If you are unable to work due an illness or emergency, please notify the office.
- Failure to notify the office of missed work days will also lead to a warning or disciplinary action.

biNestar

Schedule change

- If you need to change your schedule for the day, please notify the office in advance either by phone call or text message.
- This new system does not recognize schedule changes that are not pre-authorized.

biNestar

Medicaid loss

- If your patient loses their service, this will result in the office suspending the patient's case until the regain the service.
- If your patient receives a letter in the mail about a change or loss of service, please notify the office.

Alternative Devices

- As of June 2024, we will no longer be giving out alternative devices. Due to the ongoing issues, we will not give out. All employees will be required to use the HHAexchange mobile app. The other alternative is if the patient has a landline phone.



biNestar

biNestar

**Questions?
Please contact the office.**

**For in person training,
please contact the office to
schedule. Training days are
normally Mondays &
Wednesdays.**

Agency Information

Bienestar Care Services

1933 Proctor Drive Grand Prairie TX 75051

Office: 972.332.4214 Fax: 469.895.9867

Email: bienestarcaresvcs@gmail.com

Office Hours

Monday – Friday

9:00AM to 5:00PM

972-332-4214

EMPLOYEE TRAINING

Pay Calendar

bienestar



Employee Pay Calendar

- Each year all active employees will receive a pay calendar
- The pay calendar will display all paydates for each year
- If you do not receive one you can contact the agency so one can be mailed out to you

Employee Pay Calendar

- Pay dates for the agency are every 10th and 25th of each month
- The agency has 2 pay periods: 1-15 & 16-30
- The pay period 1-15 is paid on the 25th
- The pay period 16-30 is paid on the 10th

Pay Date Changes

- Pay dates are subject to change if there is a system error or an unexpected holiday
- If a pay date is changed, the agency will notify the employees up to 2-5 business days before the pay date
- All employees will be notified via text message

EMPLOYEE TRAINING

Thank you for watching this training video. If you have any questions, please contact the office at 972-332-4214.

bienestar



Employee Renewals

Renovaciones de Empleados



You are receiving this form because you are required to renew your forms with the agency. Please scan the QR Code to be able to access the employee renewal website. Or you can visit the website at bienestarcare.services.com/renewals.

Usted recibió este formulario porque tiene que renovar sus formularios con la agencia. Escanee el código QR para acceder al sitio web de renovación de empleados. También puede visitar el sitio web bienestarcare.services.com/renewals.