

CHRYSALIS SPECTRUM



Job Expectations

Annual and semiannual training module

Presentation prepared by Dr. Alisa Elliot and co-founder of Chrysalis Spectrum
8300 Cypress Creek Park Ste 450, Houston, TX 77070

Be Prepared to Have a Good Day

- Bring a caring and positive attitude to every client's home.
- Take pride in your appearance and dress appropriately for the job duties.
- Be prepared to assist as needed to ensure that the client is safe and comfortable at all times.
- Respect the client at all times.
- Be punctual.
- Be mindful what you self disclose.
- Don't overshare!

Reliability

Be mindful of the client's situation and your situation, evaluate, and determine if it is a good fit.

- Communicate immediately if the client is a not good fit for you
- If the client's work duties are physically demanding let the PAS know immediately
- Always try to give a 48 hour notice if you're not able to cover the shift
- Let the PAS know the type of clients you prefer to work with

Education

We ask that you continue to take education classes and attend in-service to stay current with recent non skilled personal care guidelines. In-service can be completed virtually or in-person at our office location. For the latest information from the [Heath and Human Service Department subscribe to their newsletter.](#)

Educational classes and CEU are available for free at <https://caregiverhelp.com/continuing-education-courses-professional-caregivers/>

Transportation

- Each caregiver is responsible for their transportation. Chrysalis Spectrum will incentivize contractors with occasional Uber ride assistance.
- Contractors are not to ask clients or payees to assist with transportation.
- Contractors must provide proof of insurance when working with clients require routine transportation service and errand service.

Mobile Phone Use

Technology is the forefront of our lives and many times distract us from our duties. Excessive use of your cell phone can create a problem.

- Phones are to be kept on silent during the shift.
- If you need to make a phone call, make sure the client is safe, let them know you are about to take a break, and clock out for no more than 15 minutes.
- If you are providing transportation to clients, only use cell phone for directions. Do not talk on phone while driving.
- Do not have phone conversations in front of the client.
- Use your inside voice when taking a break to use the phone.

Exchange of Money, Gifts, Etc

- At no point should money or gifts be exchanged between clients and contractors. If contractor purchase an item for a client a receipt must be submitted for reimbursement.
- At no point should contractors live or stay overnight in a client's home without prior authorization from Chrysalis Spectrum. Contractors who do this will automatically have their contract terminated.
- Romantic relationships with clients while under contract with Chrysalis Spectrum is prohibited. Failure to follow this policy is immediate grounds for contract termination.

Work Burnout

Work burnout is serious. We understand that time off is needed. Here are a couple of suggestions to avoid work burnout.

- Schedule time off in advance.
- Don't overload your schedule.
- Don't take personal issues to work. Leave it at home.
- Do not contact client outside of work hours.
- Make all communication with client through appropriate staff.
- Do not work with client outside scheduled hours.

How to contact us

- Office: 8300 Cypress Creek Park Ste 450, Houston, TX 77070
- Office hours: Monday- Friday 9:00 am- 4:00 pm
- Calls after 3:00 pm will be answered within the next business day.
- Phone/text: 281-407-1662
- Fax: 1-832-218-8761
- Email: info@chrysalisspectrum.com
- Agency Administrator: Dr. Alisa Elliot
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