

JELCOS HOME NURSING SERVICE

Official Rules, Guidelines, and Operational Manual

Core Values: Trustworthiness, Service-Mindedness, and Compassion must be our foundational assets.

This comprehensive instruction manual sets forth the standard operating procedures, ethical code of conduct, and terms of engagement for both the field staff (Home Nurses/Caregivers) and our valued clients. Adherence to these guidelines ensures a safe, professional, and high-quality caregiving environment.

Part 1: Code of Conduct for Home Nurses & Caregivers

All JELCOS staff members deployed to client households must strictly abide by the following rules. Failure to do so will result in immediate disciplinary action.

01 Empathy & Understanding

Understand the unique financial, social, and emotional situation of the family and the medical condition of the patient. Behave adaptively, with sensitivity and utmost responsibility.

02 Respect & Patience

Always treat the patient with compassion, dignity, respect, and deep patience, regardless of any challenging behavioral traits resulting from their illness.

03 Professional Scope & Boundaries

Do not attempt advanced medical procedures that require specialized qualifications belonging strictly to doctors or registered nurses. Take responsibility only for the necessary caregiving tasks assigned to you.

04 Adherence to Medical Orders

Administer the patient's medications, strictly manage their dietary routines, and maintain their physical cleanliness precisely in accordance with the treating doctor's instructions.

05 Strict Personal Hygiene

Maintain exceptional personal cleanliness and hygiene standards at all times while attending to and serving the patient to prevent cross-contamination.

06 Financial Discipline

Do not demand any monetary compensation or tips beyond the official salary fixed by the JELCOS agency. Requesting financial advances directly from the client is strictly prohibited under any circumstances.

07 Grievance Redressal

If you encounter any issues or complaints within the household, report them immediately by calling the JELCOS office. Do not engage in arguments, disputes, or altercations with the family members.

08 Mobile Phone Restrictions

Minimize mobile phone usage to the absolute maximum extent during duty hours. Your primary attention must always remain focused on the patient's well-being.

09 Punctuality & Reliability

Arrive at the client's home exactly on time. Do not abandon your post or leave the client's residence prior to the completion of your official shift hours.

10 Prohibition of Intoxicants

The consumption of alcohol, smoking, or the use of any illicit substances at the workplace/client property is strictly prohibited. Violation leads to instant dismissal.

11 Absence Notification & Continuity

If you are unable to report to work due to an emergency, you must notify the JELCOS office well in advance. Never leave the patient unattended or exit the duty station until a replacement caregiver officially arrives.

12 Baggage Checks & Clearance Certificates

When completing your shift or leaving the household, proactively present your baggage for inspection to the family members and obtain their signature on a 'No Liability' certificate.

13 Performance-Based Incentives

JELCOS regularly monitors client feedback. Delivering excellent service will yield high ratings, ensuring you are prioritized for continuous employment opportunities and higher salary tiers.

Part 2: Guidelines and Terms for Customers & Homeowners

To guarantee a mutually beneficial agreement and top-tier service delivery, customers hiring staff from JELCOS must adhere to the following operational policies.

01 Suitability Assessment

Prior to taking an employee home, the family must interview and verify if the selected caregiver is appropriate and capable of handling the specific tasks required for their household.

02 Clarity on Terms

Ensure a thorough, mutual understanding of the service charges, wage structures, and terms and conditions set by the office before formal deployment.

03 Staff Background Verification

The agency office provides proper facilities for customers to review the previous work experience, history, and official ratings of the assigned caregiver before finalize hiring.

04 Direct Payment Prohibition

Salaries must be processed strictly through the agency office channels. Do not issue cash advances or direct payments to the staff. If any direct advance is paid and the staff absconds, the agency shall hold absolutely no responsibility.

05 Service Charge Settlement

Upon accepting and taking the caregiver to your home, the customer is obligated to settle the agency's official service charge within a maximum window of 2 days.

06 Contractual Duration

Staff placements are initially made for a strict contractual duration of 3 months. Upon completion of this 3-month cycle, the official employment agreement must be formally renewed at the office.

07 Security of Valuables & Exit Audits

Homeowners must securely store and lock away expensive valuables, jewelry, and documents. Negligence can pave the way for unnecessary mishaps. Customers must inspect the caregiver's bags upon both entry and departure, and provide a 'No Liability' certificate upon requested termination.

08 Police Clearance Certificates (PCC)

If a family explicitly mandates a formal Police Clearance Certificate for the employee, it must be procured at the customer's own expense. The JELCOS office will extend all administrative assistance required to facilitate this.

09 Reporting Criminal Activities

In the rare event of any illegal or criminal behavior on the part of the employee, the homeowner must immediately file a report at the nearest police station and notify the JELCOS office management simultaneously.

10 Digital Record Keeping

As our systems are fully computerized, profile details of all staff are logged securely. Customers are highly encouraged to cross-verify these profiles and maintain local copies of identification documents such as Aadhaar cards.

11 Feedback Loop

Consistently share your valuable feedback and performance updates regarding the caregiver with the office via WhatsApp. This active reporting heavily helps us optimize our standards and operations.

JELCOS looks forward to the sincere cooperation of our esteemed customers to provide top-tier healthcare and home services.

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