

MODULE 01

Welcome to NobleCare

Who We Are, Our Mission & Values

WHAT YOU'LL LEARN

Learning Objectives

- 01 Describe NobleCare's mission, vision, and core values
- 02 Identify the organizational structure and your direct line of supervision
- 03 Explain the range of services NobleCare provides and your role within them
- 04 State the agency's compliance obligations and what they mean for your daily work
- 05 Identify the Administrator and how to reach on-call support

ABOUT NOBLECARE

Who We Are

NobleCare Home Health is a locally owned, **RN-founded** home health agency serving Central Ohio. Founded by **Sahur Aser, RN BSN** — a registered nurse who saw how agencies treat caregivers and knew it could be better.

SERVICE AREA

Franklin, Delaware, Licking, Fairfield, Pickaway, Union & Madison Counties

CONTACT

(740) 262-9845

hello@noblecareohio.com

noblecareohio.com

OUR MISSION

"To honor the dignity of every person by delivering compassionate, consistent, professional care *in the comfort of home."*

Every action you take as a NobleCare employee either strengthens or weakens that mission.

WHAT WE STAND FOR

Core Values — CARES

C

COMPASSION

Meet every patient where they are, emotionally and physically. Not just tasks on a checklist — genuine human connection.

A

ACCOUNTABILITY

Own your actions and report honestly. When you make a mistake, say so. We fix problems — we can't fix dishonesty.

R

RESPECT

Treat every patient, family member, and colleague with dignity. Regardless of diagnosis, background, or behavior.

E

EXCELLENCE

Do your job to the highest standard, every visit. Not just when someone is watching. The standard is the standard.

S

SAFETY

Protect patients and yourself. When in doubt, ask. Never guess on safety — call the office.

LIVING THE VALUES

Compassion in Practice

Compassion is not a feeling. It's a **choice you make** in how you show up for every patient.

✓ WHAT COMPASSION LOOKS LIKE

- Learning their preferred name and using it
- Asking how they slept before starting tasks
- Slowing down for a patient who moves slowly
- Listening when they tell the same story again
- Noticing when they seem sad and asking about it
- Treating their home with respect — it's THEIR home
- Saying goodbye warmly, not rushing out

× WHAT IT DOES NOT LOOK LIKE

- Rushing through tasks to finish early
- Being on your phone while the patient talks
- Treating the visit as just a job to get through
- Ignoring a patient's emotional needs
- Talking about yourself instead of listening
- Leaving without checking they're comfortable

THE NOBLECARE DIFFERENCE

The Caregiver **IS** the Service

When a family calls NobleCare, they're not hiring a company.
They're hiring **you**.

You are the person who walks through their door.

You are the face they see every day.

You are the voice their loved one hears.

You are the hands that help them.

WHAT WE DO

Services We Provide

- **Companion Care** — conversation, activities, supervision, errands
- **Personal Care** — bathing, grooming, dressing, toileting, mobility
- **Homemaker** — housekeeping, laundry, meal prep, shopping
- **Respite Care** — relief for family caregivers
- **Transportation** — appointments, pharmacy, groceries
- **Medication Reminders** — verbal cues ONLY
- **Overnight Care** — evening and night shifts
- **Live-In Care** — 24-hour caregiver presence

Coming Soon: Skilled Nursing, Physical Therapy, Occupational Therapy, Speech Therapy

YOUR TEAM

Organizational Structure

NobleCare is a small, owner-operated agency. You have **direct access** to the person who runs the company.

Sahur Aser, RN BSN

OWNER · ADMINISTRATOR · RN SUPERVISOR · COMPLIANCE OFFICER

- Care Coordinator / Office Manager (when hired)
- All Caregivers — Companion, PCA, HHA (that's you)
- Independent Contractors (licensed professionals)

Never provide any service not on your assigned Care Plan without supervisor approval first.

YOUR EARNING PATH

4-Tier Pay System

Advance based on **documented performance** — not favoritism, not tenure alone.

1	New Caregiver Starting rate — 90-day proving period	\$14–16/hr
2	Caregiver Passed 90-day review — reliable, great feedback	\$16–18/hr
3	Senior Caregiver 6–12 months excellence — mentors new hires	\$18–20/hr
4	Lead Caregiver 12+ months — certified, trains staff, team leader	\$20–22/hr

ADVANCEMENT CRITERIA

How You Move Up

TIER 1 → TIER 2 (90-DAY REVIEW)

- Zero no-call/no-shows
- No more than 2 unexcused absences
- On time to 90%+ of shifts
- All Daily Visit Logs completed same-day
- Positive patient/family feedback
- Passed skills competency by RN Supervisor

TIER 2 → TIER 3 (6-12 MONTH REVIEW)

- All Tier 2 criteria maintained
- Handles 2+ different patient types
- Patients specifically request you by name
- Willing to mentor new hires
- Completed at least 1 voluntary training

WE INVEST IN YOU

CNA/STNA Certification Program

NobleCare pays for your CNA/STNA certification — up to \$1,500 — for Tier 2+ caregivers.

- 01 Express interest to your supervisor
- 02 NobleCare pays for the training program
- 03 You commit to 12 months of continued employment
- 04 Complete the program and pass the state exam
- 05 Move up the tier ladder with higher pay

No other agency in Central Ohio is offering this at this stage.

OUR COMMITMENT

What NobleCare Promises You

- 01 **Fair pay, on time, every time.** No payroll errors. No delayed checks.
- 02 **A clear path to earn more.** Four tiers. Documented criteria. Transparent.
- 03 **Consistent patients and predictable schedules.** Published weekly. No chaos.
- 04 **An owner who knows your name.** Weekly check-ins. You're not invisible.
- 05 **Protection if a patient mistreats you.** We address it. Never "just deal with it."
- 06 **Investment in your growth.** Training, certification, career conversations.
- 07 **Respect. Always.** You are a professional. We treat you like one.

THE STANDARD

What We Expect From You

- 01 **Show up on time, every time.** Patients depend on you. Non-negotiable.
- 02 **Communicate.** Running late — call. Need help — ask. Concern — speak up.
- 03 **Document every visit.** Daily Visit Log, same day. It's mandatory and it protects you.
- 04 **Follow the Care Plan.** Don't freelance. If it should change, tell your supervisor.
- 05 **Treat patients with dignity.** Every single one. Even on your worst day.
- 06 **Protect patient privacy.** HIPAA violations are terminable and potentially criminal.
- 07 **Be honest.** About hours, concerns, and mistakes. We fix problems.

REGULATORY CONTEXT

Ohio Licensure — What It Means for You

NobleCare operates under a license from the **Ohio Department of Health (ODH)**. This means we can be inspected **without advance notice at any time**.

WHAT SURVEYORS DO

- Arrive unannounced — no warning
- Review patient records and documentation
- Inspect personnel files and credentials
- Interview YOU about how you provide care
- Verify policies match actual practice

WHAT THIS MEANS DAILY

- Documentation always complete and accurate
- Care Plan followed precisely
- Infection control practiced consistently
- Patient treated with dignity — always
- Your credentials and training current

Always conduct yourself as though a surveyor is present. Because one day, one will be.

SUPPORT

24/7 On-Call Support

You are never alone. NobleCare provides 24/7 on-call coverage for every caregiver.

BUSINESS HOURS

(740) 262-9845

hello@noblecareohio.com

Response within 2 hours

AFTER HOURS / EMERGENCIES

(740) 262-9845

Voicemail routes to on-call

Urgent callback within 30 min

WHEN TO CALL

- Patient emergency (after 911 if needed)
- Condition change that concerns you
- Safety issue in the home
- Anything that doesn't feel right — **trust your instincts**

WHAT WOULD YOU DO?

Scenario

SITUATION

Maria is a newly hired companion caregiver. On her first shift, the patient's adult daughter says: *"Can you help Mom take her medication? I'll leave it out on the counter."*

- A) Help the patient take the medication — it's just a pill
- B) Refuse and say "That's not my job"
- C) Politely explain it's outside her scope, offer a verbal reminder, and call the office**
- D) Ignore the request and hope it doesn't come up again

✓ CORRECT ANSWER: C

Communicate Boundaries Professionally

"I can remind her it's time for her medication, but she'll need to take it herself. I'll call the office to discuss options if medication help is needed."

Then Maria calls the office to document the request.

WHY THIS MATTERS

- Scope violations are the **#1 cause** of caregiver discipline
- Medication errors can **seriously harm or kill** a patient
- Calm, professional communication **protects everyone**
- Calling the office creates a **record** and gets the patient proper help

WHAT WOULD YOU DO?

Scenario

SITUATION

It's 2:00 AM on an overnight shift. Your patient falls in the bathroom. They're conscious but complaining of **severe hip pain** and cannot stand up.

A) Help them stand up and walk to bed

B) Call 911, then call NobleCare on-call

C) Wait until morning and report it at shift change

D) Call the patient's daughter to come help

✓ CORRECT ANSWER: B

Call 911 First, Then NobleCare On-Call

WHY THE OTHERS ARE WRONG

- **A – Moving them** could cause serious additional injury. Severe hip pain after a fall = possible fracture.
- **C – Waiting** delays critical medical care. A hip fracture is a medical emergency.
- **D – The daughter** is not trained to assess injuries. 911 is always first.

CORRECT SEQUENCE

- 01 Stay with patient — keep calm and still
- 02 Call **911** — report fall and hip pain
- 03 Call NobleCare on-call: **(740) 262-9845**
- 04 Call family/emergency contact
- 05 Complete Incident Report within 24 hours

REVIEW

Knowledge Check

1. What is NobleCare's primary mission?

To honor the dignity of every person through compassionate care at home

2. A family asks you to do something outside the Care Plan. What do you do?

Contact your supervisor BEFORE performing the task

3. What does ODH licensure mean for your daily work?

We can be inspected without notice — always be survey-ready

4. Patient emergency at 2 AM — what's the first call?

911 (if life-threatening), then NobleCare on-call

5. What does the "C" in CARES stand for?

Compassion — meeting every patient where they are

MODULE 01 COMPLETE

Welcome to NobleCare

KEY TAKEAWAYS

- Mission: dignity and compassionate home care
- Values: CARES — Compassion, Accountability, Respect, Excellence, Safety
- You ARE the service — patients hire you
- 4-tier pay system with clear advancement
- 24/7 on-call support — never alone
- Act as if a surveyor is always watching

Next → Module 2: Patient Rights & Dignity