

Good afternoon and thank you for the opportunity to provide my testimony.

My name is Heidi de Kok, and I serve as the Director of Operations and Client Care at Align Home Care Services in Falmouth. I am a certified case manager with over 20 years of experience dedicated to supporting individuals through compassionate and quality care.

I respectfully request a modification regarding Item 6 of the proposed bill regarding supervisory visits. The current regulation requires a supervisor to conduct on-site supervision at least once every 30 days during the first three months of employment for each employee. While we fully support the intent of this requirement and recognize the value of direct supervision in maintaining high standards of care, and in fact, Align Home Care Services has a long-standing commitment to consistent supervisory visits, even before licensing requirements, we believe the current language presents a practical challenge.

We propose that the 30-day supervisory requirement begin not from the hire date, but from the caregiver's first day of providing personal care services. This adjustment reflects the realities of caregiver scheduling. Many new hires complete orientation but do not begin client assignments immediately. For example, we hired a caregiver on September 6, but due to the caregiver's personal and scheduling considerations, her first shift was not until October 7. Under the current rule, supervision would have needed to occur before she ever began working with clients, which is not feasible or meaningful from a quality assurance standpoint.

By amending the language to require the initial supervisory visit **within 30 days of the employee's first shift**, agencies can provide timely and relevant oversight without being penalized for administrative delays or caregiver availability.

Furthermore, we recommend expanding the supervision schedule beyond the initial 90-day window to cover the entire **first year of employment**, with supervisory visits conducted every 90 days following the initial check-in. For instance, if a caregiver's first shift is January 1, their supervision would occur by January 31, followed by additional visits around May 1, July 30, and October 28. This approach ensures consistent support, professional development, and quality monitoring throughout the employee's foundational year.

Thank you for considering this proposed adjustment and your continued dedication to strengthening care standards across our state.