



NEW HOME HEALTH AIDE

First Day as a Home Health Aide: What to Bring and What to Expect

Prepare for your first HHA shift with a checklist covering what to bring, the care plan, client introductions, reporting, and documentation.

PRACTICAL. CLEAR. PRINTABLE.

FREE CAREGIVER GUIDE

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SHORT ANSWER

Bring required identification, agency contacts, timekeeping details, clean work attire, permitted supplies, and your own meal and water. Expect to confirm the care plan, learn the routine, complete only assigned tasks, observe and report changes, and document according to agency policy.

Before you leave home

- Confirm the client, address, date, shift time, transportation, and entry instructions.
- Know who to call if you are late, cannot enter, feel unsafe, or the client is not home.
- Review assigned tasks and approved information.
- Charge your phone and confirm the approved EVV or timekeeping process.
- Wear clean, safe, professional clothing and required footwear.

What to bring

- Required employee ID and agency badge.
- Agency phone numbers and emergency/reporting instructions.
- Timekeeping or EVV information.
- Only personal protective equipment and supplies approved by the agency.
- Your meal, water, and personal medication.
- A general reminder notebook only if policy permits—never unapproved client notes.

When you arrive

Arrive on time, identify yourself, confirm the correct client, and follow reasonable entry practices. Review the care plan and locate emergency contacts, approved supplies, and safety information. Ask about preferences while remaining within the assigned plan.

IMPORTANT

Do not begin a task you do not understand. Call your supervisor before guessing.

During the shift

- Protect privacy, dignity, choice, and infection-control practices.
- Complete authorized tasks in the plan.
- Observe for new, worsening, unusual, or concerning changes.
- Report changes, refusals, missing supplies, safety issues, or incomplete tasks.
- Maintain boundaries involving money, gifts, social media, transportation, and family requests.

At the end of the shift

- Make sure the client is safe and essential items are within reach.
- Complete objective documentation on time.
- Record tasks, observations, refusals, and notifications as required.
- Use the approved handoff process.
- Clock out correctly and report needed follow-up.

A first-day introduction

“Hello, I’m [name], the home health aide from [agency]. I’m here for the scheduled shift. I would like to review today’s plan and learn how you prefer your routine while following the tasks my agency assigned.”

Frequently asked questions

Should I bring my own gloves?

Follow agency policy. Use approved protective equipment and report missing client-care supplies.

What if the family asks for an extra task?

Explain that you must follow the care plan and contact the supervisor to confirm whether the task can be assigned.

Can I keep client notes on my phone?

Only in an agency-approved secure system. Do not store client information in personal notes, photos, texts, or contacts.

Sources and further reading

- [NYS Department of Health — Home Care Information](#)
- [NYS Department of Health — HHA Training Program FAQs](#)

**Take a
clear,
calm plan
into your
first shift.**

The HHA First Assignment Guide turns preparation, boundaries, observation, reporting, and shift follow-through into a compact printable resource.

[View the HHA guide →](#)

General educational information only. This guide does not replace emergency services, medical care, legal or tax advice, agency policy, supervisor direction, or a client-specific plan of care. Requirements vary by location and situation. Do not record protected health information in this guide.

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