



## Monroe County Commission on Aging

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### In-Home Services: Home Care

**Service Name: Home Care (Home Making- Non-Skilled)**

**Service Definition:** Direct service to clients performing non-skilled assistance in the forms of light house cleaning, errands, linen changes, vacuuming, floor cleaning, grocery shopping, laundry, cooking, cleaning, etc.

**Unit of Service:** One hour of direct client contact; or 15 minutes of subcontracted direct client contact under the Direct Service Purchase program.

**Contract Type:** Fee-for-Service

#### Minimum Requirements:

1. Program must maintain a policy, which requires staff to agree in writing, not to solicit nor accept monetary contributions or gifts from clients and/or caregivers for their own use; nor attempt the sale of any type of merchandise or service to client and/or caregivers; and agree not to seek, or encourage the acceptance on the part of client and/or caregiver of any particular belief or philosophy.
2. Program must place a high priority on the provision and expansion of homemaking service.
3. Program must develop and document a staff orientation **along with annual training** that includes at a minimum: a review of interpersonal communication skills and techniques, accessing community based resources, safety, sanitation, nutrition, universal precautions, **meal preparation, safe food handling,** emergency procedures, and **observation, identification, reporting and**

**recording information on abuse and neglect of seniors.** These items must also be provided to staff in the form of training on a regular and ongoing basis.

4. Program shall not assist clients, in any way, in preparing, reminding, or taking prescription or non-prescription medications.
5. Program must develop an emergency plan for each client, in conjunction with the primary caregiver, which must be available to the homemaking caregiver at all times. The plan shall include a minimum of two emergency contact names and phone numbers and information on their hospital of choice.
6. Programs must have a written procedure for requesting, encouraging, and accepting donations from clients.
7. Programs will have a mechanism for assessing and documenting client conditions and conditions changes.
8. Program must service the Monroe County area.
9. Programs must have a plan in place to substitute a caregiver in the absence of a regular worker.
10. Program staff must be trained on the need to read labels, comprehend and follow directions for using household products. Staff must be able to communicate to affected parties the hazards of using household products or indications as appropriate.
11. Program must serve residents age 60 and older.