

HOMEMAKER AND/OR HOMEMAKER ESCORT SERVICE SPECIFICATIONS

1.0 Definition

1.1 Homemaker services enable a client to achieve and maintain a clean, safe, and healthy environment. The Homemaker service component is intended for the client and to offer assistance to caregivers with duties, such as house cleaning, laundry, meal preparation for the older adult.

1.2 Homemaker Escorted Client Transportation (Optional service) enables a client to travel to necessary locations, such as a grocery store, post office, bank, etc. with a homemaker escort. This service is designed to meet the needs of clients who lack strong support systems and require supervision due to physical or mental impairments.

2.0 Unit of Service

2.1 A unit of homemaker service is one (1) hour of direct client service.

2.2 A unit of Homemaker Escorted Client Transportation is one (1) hour of direct client service.

2.3 The unit rate must include Administration, Supervision, Travel and Documentation time.

2.4 The number of units authorized in each service day may vary from a fraction of a unit to several units.

3.0 Provider Agency Requirements

3.1 The provider shall have a written policy addressing workers handling of client funds.

3.2 For Homemaker Escorted Client Transportation, the homemaker shall use his/her own vehicle or designated agency vehicle. The provider shall show proof of adequate insurance and a valid driver's license for any personnel who provide this service (i.e. a business rider).

3.3 Optional Extended Hours: Homemaker services authorized after 7 p.m. Friday and before 7 a.m. Monday, may be billed at 1.25 units for every hour of service (must be authorized by the Care Consultant).

4.0 Training and Skill Testing Criteria

The Provider must assure that all individuals providing Homemaker services have successfully completed the required instruction and skill testing elements of the 20 hour training and skill testing or achieved a passing score on the written proficiency examination encompassing course content specified in Section 5 and 6 (see item 4.1 for Exceptions.).

- 4.1 Exceptions to the training requirement are:
- a) Documented and verified Homemaker training in the course content specified in Section 5.0, Item 5.3 equaling 20 hours.
- OR**
- b) Documentation of a passing score on a written proficiency test and skill test encompassing the specific course content outlined in Sections 5.0 and 6.0.
- 4.2 Documentation of the instruction and skill testing requirements are:
- a) The Provider must maintain and furnish documentation of all instruction and skill testing provided by the agency for each Homemaker paraprofessional.
 - b) The Provider must furnish signed and dated verification documentation of previous training, and skill testing if the Homemaker is exempted from training by the Provider in accordance with Section 4.0, Item 4.1 of this section.
 - c) The Provider must furnish documentation of Homemaker paraprofessional achievement of a passing score on a written proficiency test and skill test if the Homemaker is exempted from training by the Provider in accordance with Section 4.0, Item 4.1.
- 4.3 The Homemaker paraprofessional 20 hour training requirement must be completed in compliance with the recommended course content as identified in Section 5.0.
- 4.4 The Homemaker paraprofessional may have immediate independent client care assignment for specific tasks on which instruction, written testing and skill testing have been successfully completed.
- 4.5 The Homemaker skill testing must be completed in compliance with Section 6.0 of these Service Specifications.

5.0 Training and Skill Testing Components

The Provider must furnish each Homemaker paraprofessional the 20 hours of instruction (according to the regulations listed in Section 5.3) within 30 days of client care service delivery, unless exempted according to Section 4, Item 4.1 and Item 4.4. Skill Testing outlined in Item 6.3 must be completed prior to client assignment. Documentation of the Homemaker paraprofessional's successful

completion of instruction and/or proficiency testing and skill testing must be signed and dated by the trainer and paraprofessional and included in the Homemaker paraprofessional personnel file.

- 5.1 The 20 hours of instruction do not include agency orientation hours required for new agency employees as specified in the Conditions of Participation.
- 5.2 The 20 hours of instruction may be provided via a combination of classroom and supervised field experience.
- 5.3 The required course content topics for the 20 hours of Homemaker instruction and recommended instruction time are as follows:

a)	Housecleaning	3.0 Hours
b)	Meal preparation/Nutrition	4.0 Hours
c)	Laundry	1.0 Hours
d)	Basic Home Safety	2.0 Hours
e)	Universal Precautions of Infection Control/ Communicable Diseases	4.0 Hours
	-Hand washing	
	-Disposal of bodily waste	
f)	Body mechanics for direct service worker	1.5 Hours
g)	Communication and Listening skills	3.0 Hours
h)	Client mobility	1.0 Hour
l)	Emergency Protocol	0.5 Hour
j)	Role and Expectations of Homemaker paraprofessional	0.5 Hour
k)	Documentation Skills	0.5 Hour

A minimum of one half instruction time in each topic area must be completed prior to independent assignment to client care service delivery.

6.0 Training Components Requiring Skill Testing

- 6.1 The Homemaker paraprofessional must successfully complete skill testing as administered and scored by the supervisor representing the employing Provider agency on the techniques listed in 6.3 of this section prior to independent client assignment; unless exempted by Section 4.0, Item 4.1.
- 6.2 Performance evaluation of new employees on the job must be completed within 30 days of assignment.
- 6.3 The Homemaker paraprofessional must be certified via successful skill testing in the following techniques:

- a) Universal Precaution techniques, including hand washing and cautions with bodily waste.
- b) Body mechanics and techniques.

7.0 Continuing Education

The Provider must furnish a minimum of eight (8) hours of continuing (in-service) education for each Homemaker paraprofessional annually.

- 7.1 The Provider must maintain documentation of Homemaker staff participation in continuing education sessions.
- 7.2 The eight (8) hour continuing education requirement is in excess of the 20 hours of training instruction and skill testing.
- 7.3 The following topics are recommended for Homemaker paraprofessional continuing education instruction.
 - a) Health and Wellness
 - b) Normal Aging
 - c) Illness and Disability
 - d) Chronic Diseases
 - e) Special Needs of the Elderly
 - f) Death and Dying
 - g) Universal Precautions

8.0 Duties and Responsibilities

The Provider must assure Homemaker paraprofessional assignment and capability to perform services outlined in the authorized plan which may include any of the following client care tasks.

8.1 House Cleaning:

- a) Dusting furniture and straightening rooms
- b) Cleaning floors and rugs by wet/dry mop and vacuum sweeping
- c) Cleaning the kitchen, including washing dishes, pots and pans
- d) Cleaning outside of appliances, counters and cabinets
- e) Cleaning ovens, defrosting and cleaning refrigerators
- f) Maintaining a clean bathroom, including cleaning the tub, shower (including the surrounding wall area, sink, toilet bowl and medicine cabinet; emptying and cleaning commode chair/urinal and cleaning floors
- g) Changing linens and making beds
- h) Washing inside windows within reach from floor
- l) Removing trash from the home

- 8.2 Meal Preparation and Nutrition:
 - a) Meal preparation
 - b) Special diet preparation with qualifying instruction
 - c) Cleaning of eating and food preparation areas
 - d) Food shopping, including purchase planning, and return of receipts.
At no time is it appropriate for homemaker to purchase own items or groceries while functioning as paraprofessional.

- 8.3 Laundry:
 - a) Separating, washing and drying client's clothes and linens in the client's home or at the Laundromat. At no time is it appropriate to launder more than one client's clothing simultaneously. Nor is it appropriate for the homemaker paraprofessional to launder his/her clothing with those of the client 's simultaneously.
 - b) Folding and ironing clothes and linens
 - c) Putting away finished laundry
 - d) Hand mending at client's request

- 8.4 Basic Home Safety:
 - a) Identify and report safety hazards to immediate supervisor
 - b) Eliminate safety hazards with client and supervisor approval

- 8.5 Additional Activities:
 - a) Reading to and writing for the client at the client's request
 - b) Accompany client to appointments

- 8.6 Errands:
 - a) Purchase errands, including but not limited to groceries, prescriptions, household items and personal items
 - b) Household errands

9.0 Homemaker Paraprofessional Supervision

The Provider must assure that a Homemaker paraprofessional performs services outlined in the authorized plan and that the Provider's supervisor oversees the Homemaker staff member in client care tasks.

- 9.1 The supervisor must complete and document a home visit to define the expected daily activities of the Homemaker paraprofessional before client care is initiated.
 - a) The supervisor must prepare a written Homemaker daily care plan specific to each client and consistent with the authorized plan.
 - b) The supervisor must provide each Homemaker paraprofessional a copy of the daily plan for each client assigned.

- 9.2 The supervisor must evaluate Homemaker paraprofessional compliance with the daily care plan and **SENIOR CHOICES** authorized plan at least every ninety (90) days.
- a) Review the Homemaker paraprofessional documented client contacts to assure Homemaker staff member task completion is consistent with the daily care plan and authorized plan.
 - b) Complete and document a Homemaker supervisory visit to client at least every 90 days to evaluate Homemaker staff compliance with the daily care plan and authorized plan.
 - c) Complete and document a Homemaker supervisory visit to client at least every 180 days while the Homemaker paraprofessional is present and providing client care service.
- 9.3 The supervisor must assure that each episode of Homemaker service delivery, including a listing of tasks performed by the Homemaker paraprofessional and client response to the service is signed by the Homemaker paraprofessional and the client.
- 9.4 The supervisor must evaluate client response to the care plan and reflect problems identified by client through the documentation review and supervisory visit process identified in Section 9.0, Item 9.2 and notify the Council of recommended modifications and resolution of any problems identified.
- 9.5 The supervisor must complete a **SENIOR CHOICES** or agency Supervisory Report every 90 days and forward the report to the Care Consultant within two weeks of the visit.
- 10.0 The Provider must have a monitoring system/method in place to verify service delivery. This mechanism must verify:
- 10.1 Whether the homemaker is present at the location where the services are to be provided and at the time the services are to be provided;
 - 10.2 Whether the provider's employees have provided the services at the proper location and time, by the end of the working day;
 - 10.3 A protocol to be followed in scheduling a substitute employee when the monitoring system identifies that an employee has failed to provide home care services at the proper location and time, including standards for determining the length of time that may elapse without jeopardizing the health and safety of the consumer;

- 10.4 Procedures for maintaining records of the information obtained through the monitoring system.
- 10.5 Procedures for compiling annual reports of the information obtained through the monitoring system, including statistics on the rate at which home care services were provided at the proper location and time; and,
- 10.6 Procedures for conducting random checks of the accuracy of the monitoring system. For purposes of conducting these checks, a random check is considered to be a check of not more than five per-cent of the home care visits each homemaker makes to different consumers.

11.0 Summary of Required Documents

The Provider of Homemaker services must furnish Homemaker service specific documentation in addition to the documentation requirements of the Conditions of Participation. The Homemaker service specific documentation required includes:

- 11.1 The Provider assessment outcome
- 11.2 Client specific Homemaker care plans
- 11.3 Record of each episode of client contact
- 11.4 Regular supervisor/worker case consultation and communication
- 11.5 **SENIOR CHOICES** or agency Supervisory Report

12.0 Personnel Qualifications

The Provider must assure that position descriptions and Homemaker staff possess the following qualifications:

- 12.1 Homemaker Paraprofessional:
 - a) Is a high school graduate, **OR** has completed GED **OR** has a minimum of two years of work experience.
 - b) Is able to understand the written care plans, execute instructions and document services delivered.
 - c) Is able to communicate with clients/families and emergency service systems personnel.
- 12.2 Homemaker Supervisor: The Provider must assure that the supervisor of Homemaker paraprofessionals meets at least one of the following qualifications.

- a) Is a registered nurse or a licensed practical nurse currently licensed to practice in the state of Ohio;
OR
- b) Possess a bachelor's degree (BS or BA) **OR** an associate degree in one of the following areas:
 - Home Economics
 - Counseling
 - Gerontology
 - Social Work
 - Nursing
 - Public Health
 - Health Education
 - Other related field**OR**
- c) Possesses a minimum of four (4) years of direct community service experience in the provision of home care services.