



## 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, and errands 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.
- 1.3 Premium Homemaker and Homemaker Escort: Service, authorized by the care consultant, of 2 hours or less provided during a given shift

### 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.
- 2.5 Premium service shall be billed under the appropriate care plan item. A Provider's premium rate shall be set by the Provider agency and shall not exceed 1.5 x the contracted rate for the basic service
- 2.6 SourcePoint services and program are based on assessed client need and are person-centered; therefore, minimum shift lengths cannot be imposed by Providers.

### 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.
- 3.3 Providers of escort services shall have a written policy regarding requirements for direct care workers providing escort services. This policy at a minimum shall include:
  - 3.3(a) Collection of aide's current car insurance, updated annually
  - 3.3(b) Collection of aide's current driver's license, updated upon expiration and as necessary
  - 3.3(c) Collection of aide's certified 3-year driving record, updated every 5 years
  - 3.3(d) What constitutes an unfavorable result of driving record and steps agency will take when an unfavorable result is received.
    - 3.4(c)(1) At minimum: no more than 2 moving violations or 2 at fault accidents within a 12-month period or 4 moving violations or 3 at fault accidents within a 24-month period.
    - 3.4(c)(2) Automatic prohibited offenses: DUI, reckless operations or death due to driving violations.
  - 3.3(e) Agency's policy regarding whether direct care staff with unfavorable driving records can take additional training to provide escort, including what the training options are (with the exception of any offense in 3.4(c)(2)).

**OR**

If direct care staff members with unfavorable driving records are prohibited from providing escort until driving record is considered clean

- 3.3(f) Training staff on what to do in case of emergency on the road, including contacts within the agency and notification of SourcePoint care consultant

### 4.0 Continuing Education

The Provider must furnish a minimum of six (6) hours of continuing (in-service) education for each Homemaker paraprofessional annually.

- 4.1 The Provider must maintain documentation of Homemaker staff participation in continuing education sessions.

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- 4.2 The six (6) hour continuing education requirement is in excess of training required under section 10.
- 4.3 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) Maintaining boundaries in the helping profession
  - f) Special Needs of the Elderly
  - g) Death and Dying
  - h) Universal Precautions

## 5.0 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. While it is expected client will provide cleaning supplies, it is not the client's responsibility to provide any personal protective equipment (PPE) including but not limited to gloves, masks, gowns and shoe covers.

### 5.1 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 floor
- g) Changing linens and making beds
- h) Washing inside windows within reach from floor
- i) Removing trash from home

### 5.2 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.

- 5.3 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
  
- 5.4 Basic Home Safety:
  - a) Identify and report safety hazards to immediate supervisor
  - b) Eliminate safety hazards with client and supervisor approval
  
- 5.5 Additional Activities:
  - a) Reading to and writing for the client at the client's request
  - b) Accompany client to appointments
  
- 5.6 Errands:
  - a) Purchase errands, including but not limited to groceries, prescriptions, household items and personal items
  - b) Household errands

## 6.0 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.

- 6.1 The supervisor must complete and document a home visit to define the expected daily activities of the Homemaker paraprofessional *before client care is initiated*.
  - 6.1 (a) The supervisor must prepare a written Homemaker daily care plan specific to each client and consistent with the authorized plan.
  - 6.1 (b) The supervisor must provide each Homemaker paraprofessional a copy of the daily plan for each client assigned.
  
- 6.2 The supervisor must evaluate Homemaker paraprofessional compliance with the daily care plan and SourcePoint's authorized plan every three (3) months or sooner.
  - 6.2 (a) Review the Homemaker paraprofessional documented client contacts to assure Homemaker staff member task competition is consistent with the daily care plan and authorized plan.

6.2 (b) Client Supervisory Service Reviews must be completed every 3 months or sooner.

- \* Reviews may be completed in-person or over the phone/virtually via Web.

- \* In-person reviews must be completed for new client enrollment.

- \* In-person reviews must be completed when a client has been on suspension for 30 or more days

- \* There should be no Client Supervisory Service Reviews conducted via telephone back-to-back.

6.2 (c) Documentation of Client Supervisory Service Reviews conducted via telephone/virtually via Web must indicate that the Review was completed via telephone and include the same information as Reviews conducted in-person.

6.2 (d) The Provider should make every effort to schedule in-person Client Supervisory Reviews ahead of time. Unscheduled Client Supervisory Reviews are to be conducted only in situations when Provider has made multiple attempts to contact client/caregiver via telephone.

6.3 The supervisor must assure that each episode of Homemaker service delivery, including a listing of tasks performed by the Homemaker paraprofessional, client response to the service, date of service, time in/out of Homemaker, signed by the Homemaker and the client/caregiver.

6.3 (a) The Provider may utilize an electronic service delivery verification system (ESDV) if provider has completed the electronic service delivery waiver and has been approved by SourcePoint

6.4 The supervisor must evaluate client response to the care plan and reflect problems identified by client through the documentation review and Client Supervisory Service Review process identified in Section 6.0, Item 6.2 and notify the care consultant of recommended modifications and resolution of any problems identified.

6.5 The supervisor must complete a SourcePoint or agency Supervisory Report every 3 months or sooner and maintain documentation this has been completed in client's file.

- 7.0 The Provider must have a monitoring system/method in place to verify service delivery. This mechanism must be capable of verifying:
- 7.1 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;
  - 7.2 Whether the Provider's employees have provided the services at the proper location and time, by the end of the working day;
  - 7.3 Client/family member signature at end of service shift. If system does not have signature capability, Provider must request a Waiver from SourcePoint.
  - 7.4 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;
  - 7.5 Procedures for maintaining records of the information obtained through the monitoring system;
  - 7.6 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
  - 7.7 Procedures for conducting random checks of the accuracy of the monitoring system to assure system is in proper working order

Note: Above items are still required for agencies utilizing electronic service delivery unless a waiver is granted by SourcePoint.

## 8.0 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:

- 8.1 The Provider assessment outcome
- 8.2 Client specific Homemaker care plans
- 8.3 Documentation of each episode of client contact
- 8.4 Regular supervisor/worker case consultation and communication

- 8.5 SourcePoint or agency Client Supervisory Services Review Report, as required in HMK SS 6.2

9.0 Personnel Qualifications

The Provider must assure that position descriptions and Homemaker staff possess the following qualifications **prior to service delivery**:

9.1 Homemaker Paraprofessional:

9.1.1 Is a high school graduate, OR has completed GED OR has a minimum of **one year** of work experience

9.1.2 Is able to understand written care plans, execute instructions and document services delivered

9.1.3 Is able to communicate with clients/families and emergency service systems personnel

9.1.4 Has one of the following:

9.1.4 (a) Successful completion of the nurse aide competency evaluation program conducted by the Ohio Department of Health;

OR

9.1.4 (b) Current State Tested Nursing Assistant (STNA) or certified home health aide

OR

9.1.4 (c) One year of paid supervised employment experience as a homemaker paraprofessional without a **five-year** lapse in employment;

OR

9.1.4 (d) One-year relevant supervised experience with a home cleaning company, custodial company or related field and completion of training section 10.3 & 10.4 with in-field demonstration;

OR

9.1.4 (e) One-year relevant life/work experience, documented by the agency, and completion of training section 10.3 & 10.4 with in-field demonstration;

OR

9.1.4(f) Completion of 11 hours of training under section 10 and 2 weeks of in-field training with observation.

9.1.5 The Provider must maintain and furnish documentation of the Homemaker paraprofessional's training and in-field demonstration in the Homemaker paraprofessional personnel file. The documentation requirements are:

9.1.5 (a) date of the training;

9.1.5 (b) number of hours of the training;

9.1.5 (c) subject areas covered;

9.1.5 (d) The qualifications of the trainer and field trainer;

9.1.5 (e) The signatures of the trainer and the homemaker paraprofessional verifying the accuracy of the record;

9.1.5 (f) Date of in-field demonstration of each required skill with signature of field trainer and homemaker paraprofessional.

9.2 Homemaker Supervisor: The Provider must assure that the supervisor of Homemaker paraprofessionals meets at least one of the following qualifications:

9.2.1 Is a registered nurse or a licensed practical nurse currently licensed to practice in the state of Ohio;

OR

9.2.2 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

9.2.3 Possesses a minimum of four (4) years of direct community service experience in the provision of home care services.

## 10.0 Homemaker Classroom Training Topics.

\*Components requiring demonstration during in-field training

### 10.1: Housecleaning- 3.5 hours

- Handling cleaning products and prevention of dangerous chemical mixtures
- \*Dusting
- \*Cleaning floors by mop, vacuum, sweeping
- \*Cleaning appliances
- \*Cleaning the bathroom, including commodes & urinals
- \*Changing bed linens

### 10.2: \*Laundry -0.5 hour

- Sorting, washing, drying clothes and linens
- Folding clothes and linens

### 10.3: Other Homemaker Tasks – 2.5 Hours

- \*Meal prep/Nutrition
  - Including specialty diets
- Basic home safety
- Communication & listening skills
- Proper documentation

### 10.4: Additional Areas for Attention when working with older adults – 4.5 hours

- \*Universal Precautions for infection control and communicable diseases
- Maintaining appropriate boundaries in the helping profession
- Mandated reporting
- Emergency protocol

10.5: The required training hours do not include agency orientation hours required for new agency employees as specified in the Conditions of Participation.

10.6: Agency is expected to implement additional training, if deemed necessary through ongoing performance appraisals and/or client feedback, to assure all staff are able to perform the duties of a homemaker paraprofessional.