

HOMEMAKER PROGRAM

The goal of the HomeCare Program is to maintain independent living for our clients by assisting them with household tasks. If time permits, we also offer companionship during our visits.

What homemaker can do:

Unless written on the care plan, cleaning is always the first priority.

Cleaning: Pick-up, dust, vacuum, make beds, wash floor with mop (no waxing), do dishes, clean bathroom and kitchen including refrigerator & stove, shake rugs

Shopping: **Only once a week.**

Errands: Banking, paying bills, go to drugstore (all documented). Driving clients to doctor and other medical appointments is not part of our regular service; for emergencies, it needs to be pre-approved.

Groceries: To the nearest supermarket.

Others: If less than a mile extra from the groceries store, caregiver may stop at Wall Mart or other stores if time permits.

Food: Plan simple meals and do basic food preparation if qualified and approved by HomeCare supervisor

Care: Look for and document obvious changes in client health

Laundry: Sort, wash, dry, fold and put-away (hang on line if weather permits)

What homemaker cannot do:

- Do work which is not approved by the Home Care Program. Ex: **Go to the client or neighbor's or friend's homes to do occasional day work for private pay.**
- Do unsafe tasks like climbing on ladders to reach objects, change light bulbs, clean ceiling fan or remove curtain rods.
- **Caregivers are never permitted to purchase liquor and/or go to the store for cigarettes only.**
- Wax floors. Paint. Turn mattresses.
- Clean outside hallways in apartment building and clean cars.
- Sell or solicit for any club, society, labor union, religious or political group. Prohibition of solicitation applies not only to employees on working time but also after working hours.
- Accept gifts, money articles or clothing, etc. If the family of the client (or the client) wishes to present such things to the Home Care employee, arrangements would be made with the supervisory staff to accept such gifts for the Home Care employee.
- Visit clients without permission from the Home Care supervisory staff.
- Give their own or any other Home Care employee's telephone number or address to clients.
- Change services agreed upon in the care plan without approval of supervisory staff.
- **Take clients' credit card & pin for shopping**
- **Take checks made to their name for shopping**
- **Use their own money for shopping**

CLIENT'S BILL OF RIGHTS AND RESPONSIBILITIES – Section 151:21-b

I - Home health care providers shall provide their clients with a written copy of the rights and responsibilities listed in paragraphs II and III of this section. If a client cannot read the statement of rights it shall be read to the client in a language such client understands. The client, family, or guardian may exercise the client's rights when the client has been judged incompetent.

II - The client has the right:

- a) Be treated with consideration, respect, and full recognition of his/her dignity and individuality, including privacy in treatment and personal care and respect for personal property and including being informed of the name, licensure status, and staff position and employer of all persons with whom the client/resident has contact, pursuant RSA 151:3-
- b) Receive appropriate and professional care without discrimination based on race, color, national origin, religion, sex, disability or age, nor shall any such care be denied on account of the client's sexual orientation.
- c) Participate in the development and periodic revision of the plan of care, and to be informed in advance of any changes to the plan.
- d) Be informed that care is evaluated through the provider's quality assurance program.
- e) Refuse treatment within the confines of the law and to be informed of the consequences of such action, and to be involved in experimental research only upon the client's voluntary written consent.
- f) Voice grievances & suggest changes in staff without fear of restraint, discrimination, or reprisal.
- g) Be free from emotional, psychological, sexual, and physical abuse and from exploitation by the home health care provider.
- h) Be free from chemical and physical restraints except as authorized by a physician.
- i) Be ensured of confidential treatment of all information contained in the client's personal and clinical record, including the requirements of the client's written consent to release such information to anyone not otherwise authorized by law to receive it. Medical information contained in the client's record shall be deemed to be the client's property and the client has the right to a copy of such records upon request and at a reasonable cost.
- j) Be informed in advance of the charges for services, including payment for care expected from 3rd parties and any charges the client will be expected to pay.

III. The provider has the right to expect the client will:

- a) Give accurate and complete health information.
- b) Assist in creating and maintaining a safe environment in which care can be delivered.
- c) Participate in developing and following the plan of care.
- d) Request information about anything that is not understood, and express concerns regarding services provided.
- e) Inform the provider when unable to keep an appointment for a home care visit.
- f) Inform the provider of the existence of, and any changes made to, advance directives..

CFS POLICIES

Clients have the responsibility to:

- a) Give accurate and complete health information.
- b) Assist in creating and maintaining a safe environment in which care can be delivered.
- c) Participate in developing and following the plan of care.
- d) Request information about anything that is not understood, and express concerns regarding services provided.
- e) Read carefully the description of the Home Care services and become familiar with the caregiver Do and Don't
- f) Inform the provider when unable to keep an appointment for a home care visit.
- g) Inform the provider of the existence of, and any changes made to, advance directives.
- h) To call a member of the supervisory team and report concerns immediately if problems occur regarding the caregiver.
- i) Always verify the accuracy of the caregiver time slip report before signing it.
- j) Be responsible for property damage not cause by the negligence of the caregiver.

Clients have the right to:

- a) To be informed in advance of termination of services or plans to

transfer client's to another agency, and of any financial benefit to the referring directives according to the state law.

- b) To be admitted for service only if the agency has the ability to provide safe, professional care.
- c) To have care provided in accordance with a plan of care that specifies the services, frequency, and duration.
- d) To have care provided by a qualified staff with appropriate supervision.
- e) To be informed of any changes in charges, within a reasonable time after the provider has been notified.
- f) To have access to bills for any service received, regardless of their source of payment

Clients cannot:

- a) Change services agreed upon in the care plan without approval of supervisory staff.
- b) Give their credit card and pin for shopping
- c) Make checks made to their caregiver's name for shopping
- d) Ask caregiver to use their own money for shopping, telling them that they will repay them when they return
- e) Ask caregiver to purchase alcoholic beverage
- f) Ask caregiver to go to the store more than once a week except for an emergency

COMPLAINT PROCEDURE

Child & Family Services provides an opportunity for any client, who is dissatisfied with services provided to express those concerns and pursue a satisfactory solution. **Clients have the right to voice grievances and suggest changes in service without fear of restraint, intimidation, discrimination, or interruption of service. Client must be advised about the State's toll free hotline (1-800-852-3345 ext: 4386) which receives complaints or questions about local home care agencies from 9 A. M. to 4 P.M, Monday through Friday.**

Phase 1:

- Whenever a client is dissatisfied with services they have received he/she should first discuss the situation with the staff member serving them
- If a satisfactory resolution is not reached, the client should call the Service Coordinator.
- If the service coordinator cannot resolve the problem or the client is not satisfied with the proposed solution, the client should ask to speak with the Program Manager.

The Program Director is: Yvette Marquis Tel. #: 626-7871 x 114

The Program Supervisor is: Dawn Wheeler Tel. #: 626-7871 x 139

The Service Coordinator is: Andrea Donovan Tel. #: 626-7871 x 136

Phase 2:

- If the Program Manager cannot resolve the problem or the client is not satisfied with the proposed solution, the Program Manager will offer to meet the client within 2 weeks.
- Prior to the meeting with the Program Manager, the client will be given a new copy of this appeal procedure (a copy was also given to the client during the original intake). If the problem is not resolved during this meeting the client may request a call from the Program Administrator.
- If the program administrator cannot resolve the problem or the client is not satisfied with the proposed solution, the client may request to meet with the Program Administrator within 2 weeks. After meeting with the client, the Program Administrator will write a summary of the complaint, action sought by the client, and the administrator's decision. Copies of the report will be given to the client and kept on file.

Phase 3:

- If the client is not satisfied with administrator's decision, he/she may file a written appeal with the President within 30 days. The client will have an opportunity to meet within 30 days of receipt of the request with an appeal committee consisting of the President, a Vice President, and a Program Manager. The Vice President and Program Manager will not be supervisors of the worker or his/her supervisor. The involved worker and/or supervisor will also attend this meeting. The client may bring another person.
- The appeal committee will make recommendations to the President, whose decision will be final. The final decision will be given to the client in writing within 30 days of the appeal meeting. Address the written appeal request to:
Child & Family Services President, Appeal Request, PO Box 448, Manchester, NH 03105

CANCELLATION POLICY

Our caregivers are modestly paid. Most of them depend on their income to pay their rent and their food bill each week. When a client cancels the day before or at the last minute or does not call us at all, and is not home for their scheduled appointment with their caregivers, the caregiver loses 2-4 hours of pay for that day. Since most of you live on a modest fixed income yourselves, I am certain that you can understand that they cannot afford to have their paycheck cut.

To eliminate this problem, we ask that you follow the following cancellation policy:

- As soon as you are given an appointment by a doctor, nurse, hairdresser, hospital or you make plans to go out for the day with a friend or family member, call the service coordinator (Andrea at 626-7871 extension 136; if her line is busy, ask the operator to page Home Care.
- To enable you to plan in advance, every Thursday or Friday, the service coordinator or an office assistant will call to give you your scheduled day(s) for the upcoming week. If you are not able to be home at the time that you have been scheduled because of an appointment that you forgot to tell the scheduler, she will give you a new time, if we have an opening, if not you will need to wait for the following week.
- **You need to give us a 48-hour cancellation notice if you will not be home once you have been scheduled.** The only exception is a medical emergency. **Most doctor appointments and medical tests are scheduled in advance, so they are not considered an emergency.**
- After three non-emergency cancellations done less than 48 hours in advance, clients will be put back on a waiting list and may not be able to have the same homemaker when we are able to start services again. If you have a caseworker, he/she has received a copy of this policy.

Please understand that this new policy was established to give our clients quality care and to protect our employees. If you have any questions, call the program director at 626-7871 ext. 114; if the line is busy, dial 0 and ask the operator to page Home Care.

TRAVEL POLICY

The state reimbursement rate for Home Care services has not changed in more than 5 years. Since then, the price of gasoline has drastically increased and we had to minimize the higher cost of travel. When shopping is part of the client's care plan, the following Child and Family Services Home Care program policy will apply:

- a) Caregivers are allowed to do shopping only once a week. For an emergency, caregivers may request permission to do an additional trip.
- b) Pre-approved shopping includes: groceries, prescriptions and other essential items. Caregivers are expected to go to the nearest supermarket and drug store.
- c) Caregivers may request permission from a member of the supervisory office team to shop for non-essential items only if the errands will not add more than .5 mile to their trip.
- d) Caregivers are never permitted to purchase liquor and/or go to the store for cigarettes only.
- e) Transporting clients to the doctor, hospital, etc. is not part of the regular home care services. Members of the supervisory office team may grant permission for emergencies.