

**BUTLER, CLINTON, AND HAMILTON COUNTY  
ELDERLY SERVICES PROGRAM  
CONSUMER DIRECTED CARE SERVICE SPECIFICATIONS**

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## CONDITIONS OF PARTICIPATION

- 1.0 Employee Requirements Prior to Service Initiation
  - 1.1 The employee must deliver services in compliance with Service Specification(s) and in accordance with the plan designed and authorized by the Care Manager and consumer
  - 1.2 The employee must comply with all contract requirements, Conditions of Participation, relevant Service Specification(s) and Council on Aging of Southwestern Ohio (COA) monitoring/reporting requirements
  - 1.3 The employee may be friends, neighbors and family members. The legal guardian, decision maker or spouse of the consumer cannot serve as the employee.
  - 1.4 The employee shall be at least 18 years of age, shall be a United States citizen and shall possess a valid social security number.
  - 1.5 The employee must submit to the consumer proof of vehicle insurance that meets the state minimum requirements and have a valid driver's license if transporting the consumer at any time.
  - 1.6 The employee shall successfully complete a criminal background check that is conducted by HR Profile Employment Screening.
  - 1.7 The employee shall enter into a written agreement with the consumer for the agreed upon tasks.
  - 1.8 The employee shall not use or disclose any information concerning a consumer for any purpose not directly connected with the provision of services, except with the written consent of the consumer or authorized representative.
  - 1.9 The employee shall maintain client signed and dated documentation that clearly specifies the nature of service delivered.
  - 1.10 The employee shall cooperate in quality improvement activities that may include:
    - a. Maintaining all records involving consumer's care until audited by COA or its designee.
    - b. Making all requested information available at the time of quality improvement reviews.
    - c. Be available to answer questions.
  - 1.11 The employee will accept, on an ongoing basis from the consumer, changes in the frequency and duration of service tasks to be performed for the consumer.

- 1.12 The employee will submit written notification to the consumer and the care manager at least thirty (30) days prior to the last date of service if terminating the provision of home care services. (This notification is not required when the consumer is hospitalized, is subject to unexpected or emergency placement in a long-term care facility, or expires.)
- 1.13 Failure to meet any of the requirements of this rule may lead to the termination of the agreement and an ESP Consumer Directed Care provider.

## **PERSONAL CARE SERVICES**

### **1.0 OBJECTIVE**

Personal Care (PC) Service enables a client to achieve optimal function with Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL).

### **2.0 SERVICE HOURS**

2.1 The number of hours authorized on each service day may vary from one to several hours. Additional hours needed will require prior authorization by the care manager.

2.2 The hourly rate includes travel and documentation costs.

### **3.0 EMPLOYEE REQUIREMENTS**

3.1 The employee shall be at least 18 years of age, shall be a United States citizen and shall possess a valid social security number.

3.2 The Employee has the capability of delivering services according to a mutually agreed upon service schedule.

3.3 Prior to service initiation, the employee shall complete training provided by the consumer or his/her designee regarding care tasks and responsibilities and shall demonstrate necessary skills.

### **4.0 DUTIES AND RESPONSIBILITIES**

#### **4.1 Personal Hygiene and Care**

- a. Bathing: bed, tub, shower, complete, partial and/or supervision of client bathing activities.
- b. Oral hygiene, including denture care.
- c. Hair care
- d. Shaving
- e. Peri care
- f. Skin care
- g. Hand and foot care
- h. Dressing and grooming

#### **4.2 Mobility**

- a. Turning and positioning using
- b. Assisted transfers and ambulation
- c. Passive range of motion exercises under the direction of the RN

4.3 **Elimination**

- a. Measure intake and output (I & O)
- b. Assist in use and cleaning of bedpan, bedside commode, toileting activity.
- c. Incontinence care.
- d. Catheter care limited to cleansing/positioning of external parts of drainage systems and emptying drainage systems.

4.4 **Nutrition**

- a. Meal planning and preparation
- b. Special diet preparation
- c. Clean eating and food preparation areas.
- d. Encourage and facilitate adequate nutritional and fluid intake.
- e. Record weight, nutritional intake as requested with qualified instruction.

4.5 **Homemaking (incidental to Personal Care services)**

- a. Bed making: occupied and unoccupied, with linen change.
- b. Cleaning of the bathroom.
- c. Laundry; consumer's personal bed linen, towels, underwear, sleeping gowns, and consumer's other clothes.
- d. Dishwashing
- e. Trash removal.
- f. Incidental errands, i.e., securing groceries and prescriptions.

4.6 **Safety**

- a. Identify and report safety hazards to consumer.
- b. Eliminate safety hazards with consumer's approval.
- c. Knowledge of emergency protocol, recognizing and accessing assistance.

4.7 **Other**

- a. Have knowledge of basic elements of body functioning.
- b. Reality orientation and sensory stimulation.
- c. Communication skills.
- d. Accompany or transport client to medical appointments.
- e. Documentation of services provided.

## **HOMEMAKER SERVICES**

### **1.0 OBJECTIVE**

Homemaker Services (HMK) assists a client to maintain a clean and safe environment. The Homemaker Services component is intended for the ESP Consumer Directed Care consumer and specifically excludes services for all other household members that are not clients. Homemaker Services may include one or more of the activities listed under Duties & Responsibilities.

### **2.0 SERVICE HOURS**

- 2.1 The rate includes travel and documentation time.
- 2.2 The number of authorized hours of service may vary. Additional hours needed will require prior authorization by the ESP Care Manager.

### **3.0 EMPLOYEE REQUIREMENTS**

- 3.1 The employee shall be at least 18 years of age, shall be a United States citizen and shall possess a valid social security number.
- 3.2 Prior to service initiation, the direct service worker shall complete training provided by the consumer or his or her designee regarding care tasks and responsibilities and shall demonstrate necessary skills.

### **4.0 DUTIES AND RESPONSIBILITIES OF THE HOMEMAKER**

#### **4.1 House Cleaning**

- a. Dusting and straightening furniture.
- b. Cleaning floors and rugs by wet/dry mop, vacuum, and/or sweeping.
- c. Cleaning the kitchen, including washing dishes, pots, and pans.
- d. Cleaning outsides of appliances/counters/cabinets.
- e. Cleaning ovens, defrosting/cleaning refrigerators, and disposal of spoiled/outdated food items.
- f. Cleaning the bathroom, including tub, sink, shower, toilet bowl, and emptying and cleaning of the commode chair/urinal.
- g. Changing linens and re-making beds.
- h. Removing trash from the home.
- i. Washing insides of windows and sills within reach from the floor.

#### **4.2 Laundry**

- a. Washing and drying client's clothes and linens in the home, or at a designated place.

- b. Folding clothes, linens and ironing if necessary.
- c. Putting away finished laundry.
- d. Hand mending at consumer's request

4.3 **Basic Home Safety**

- a. Identify and report safety hazards to supervisor.
- b. Eliminate safety hazards with client and supervisor's approval.

4.4 **Errands**

- a. Purchase errands including groceries, household items, prescriptions and personal care needs.

4.5 **Meal Preparation and Nutrition**

- a. Meal preparation
- b. Special diet preparation
- c. Clean eating and food preparation areas.

## **INDEPENDENT LIVING ASSISTANCE**

### **1.0 OBJECTIVE**

Independent Living Assistance service (ILA) provides compensatory activities that assist consumers to manage IADL's as specified under Duties & Responsibilities not covered under Personal Care and Homemaker Service Specifications.

### **2.0 SERVICE HOURS**

- 2.1** a. For telephone support, service is a telephone call answered by the Consumer in-person and completed.  
b. For In-Person Activities, service is one (1) hour of direct consumer service

**2.2** The hourly rate must include travel and documentation time as appropriate.

**2.3** The number of hours authorized in a service day may vary from one to several hours as agreed upon by consumer/AR and care manager.

### **3.0 EMPLOYEE REQUIREMENTS**

- 3.1** The employee shall be at least 18 years of age, shall be a United States citizen and shall possess a valid social security number.
- 3.2** Prior to service initiation, the direct service worker shall complete training provided by the consumer or his or her designee regarding care tasks and responsibilities and shall demonstrate necessary skills.

### **4.0 DUTIES AND RESPONSIBILITIES OF THE HOMEMAKER**

#### **4.1 Telephone Support**

- a. Telephone calls to consumer to alert and orient consumers according to a pre-set schedule to remind them to take prescribed and over the counter medications.
- b. Telephone calls to consumers on days no other in-home services are scheduled, to assure that they are functioning safely in their home environment.

#### **4.2 In-Person Support**

Assist consumer with:

- a. Banking which includes making routine deposits and withdrawals,



cashing benefit checks, purchasing money orders, writing personal checks, paying bills in person or by mail, balancing checkbooks and reconciling monthly checking account statements.

- b. Organizing and coordinating health insurance records including the completion of Medicare and other third-party payor claim forms for reimbursement of health care expenses.
- c. Assisting or acting as the client's appointed representative for maintaining public benefits (i.e. food banks, etc.).
- d. Applying for programs such as Homestead Exemption, Home Energy Assistance Program (HEAP), subsidized housing and prescription assistance.
- e. Assisting with business and personal correspondence including writing letters, purchasing stamps and delivering correspondence to the post office.
- f. Monitoring of mail received for bills that are due.
- g. Arranging appointments.
- h. Providing translation of primary language to English, English to primary language.

## **RESPIRE CARE SPECIFICATIONS**

## **1.0 OBJECTIVE**

Respite Care (RC) Services provides relief for the caregiver who is responsible for 24-hour care of the enrollee. The purpose is to decrease stress and/or isolation for the caregiver and ensure time to care for personal responsibilities. Respite Care may include any or all of the activities as listed under Duties and Responsibilities.

## **2.0 UNIT OF SERVICE**

2.1 The number of hours authorized on each service day may vary from one to several hours.

2.2 The rate must include travel and documentation time.

## **3.0 EMPLOYEE REQUIREMENTS**

3.1 The employee shall be at least 18 years of age, shall be a United States citizen and shall possess a valid social security number.

3.2 Prior to service initiation, the direct service worker shall complete training provided by the consumer or his/her designee regarding care tasks and responsibilities and shall demonstrate necessary skills.

## **4.0 DUTIES AND RESPONSIBILITIES**

### **4.1 Personal Hygiene and Care**

- a. Bathing: bed, tub, shower, complete, partial and/or supervision of client bathing activities.
- b. Oral hygiene, including denture care.
- c. Hair care
- d. Shaving
- e. Perineum care
- f. Skin care
- g. Hand and foot care
- h. Dressing and grooming

### **4.2 Mobility**

- a. Turning and positioning using proper body mechanics.
- b. Assisting with transfers and ambulation, with and without assistive devices.
- c. Passive range of motion exercises under the direction of the RN and/or Physical Therapist.

### **4.3 Elimination**

- a. Measure intake and output (I&O)
- b. Assist in use and cleaning of bedpan, bedside commode, toileting activity.
- c. Incontinence care.
- d. Catheter care limited to cleansing/positioning of external parts of drainage systems and emptying drainage systems.

#### 4.4 **Nutrition**

- a. Meal planning and preparation
- b. Special diet preparation
- c. Cleaning of food preparation and eating areas
- d. Encourage and facilitate adequate nutritional and fluid intake.
- e. Record weight, nutritional and intake as requested with qualified instruction.

#### 4.5 **Homemaking (incidental to respite care services)**

- a. Bed making: occupied and unoccupied, with linen change.
- b. Cleaning of the bathroom.
- c. Dishwashing

#### 4.6 **Safety**

- a. Identify and report safety hazards to consumer.
- b. Eliminate safety hazards with consumer's approval.
- c. Having knowledge of emergency protocol, recognizing and accessing assistance.

#### 4.7 **Homemaking (incidental to respite care services)**

- a. Have Knowledge of basic elements of body functioning
- b. Reality orientation and sensory stimulation.
- c. Communication skills.

## **COMPANION SERVICES**

## **1.0 OBJECTIVE**

Companion Services assist a client to reduce isolation and maintain socialization. Companion Services are intended to normalize the independent activities of daily living. The Employee must deliver service on a one-to-one basis with the client.

## **2.0 UNIT OF SERVICE**

2.1 The hourly rate must include travel and documentation time.

2.2 The number of authorized hours of service may vary. Additional hours of service will require prior authorization by the ESP Care Manager.

## **3.0 EMPLOYEE REQUIREMENTS**

3.1 The employee shall be at least 18 years of age, shall be a United States citizen and shall possess a valid social security number.

3.2 Prior to service initiation, the direct service worker shall complete training provided by the consumer or his/her designee regarding care tasks and responsibilities and shall demonstrate necessary skills.

## **4.0 DUTIES AND RESPONSIBILITIES**

4.1 Accompany consumer to appointments and insure safe return home (i.e. beauty shop, attorney and/or business appointments.)

4.2 Help clients reduce isolation and maintain social contacts, including but not limited to:

- a. Writing letters/ mailing letters
- b. Reading to consumer
- c. Assisting with telephone calls
- d. Appointment reminders
- e. Reminiscing with the client
- f. Assistance with money management

4.3 Meal Assistance

- a. Meal planning
- b. Meal preparation
- c. Post cleanup.
- d. Prepare grocery list/clip coupons for shopping

4.4 Shopping Assistance

- a. Apparel selection assistance
  - b. Grocery shopping
  - c. Pet needs/supplies
- 4.5 Accompany client to visit significant others; i.e., hospital, nursing home or cemetery.