

ELDERLY SERVICES PROGRAM (ESPSM)

MINOR HOME MODIFICATION AND REPAIR

SERVICE SPECIFICATIONS

2015

EFFECTIVE NOVEMBER 1, 2015

(BCESP) (CCESP) (HCESP) (WCESP)

ELDERLY SERVICES PROGRAM

MINOR HOME MODIFICATION AND REPAIR

SERVICE SPECIFICATIONS

TABLE OF CONTENTS

<u>SECTION TITLE</u>	<u>SECTION</u>	<u>PAGE</u>
Objective	1.0	1
Unit of Service	2.0	1
Provider Requirements	3.0	2
Provider Duties & Responsibilities	4.0	2
Supervision.....	5.0	3

MINOR HOME MODIFICATION AND REPAIR SERVICE SPECIFICATIONS

1.1 OBJECTIVE

Minor Home Modification and Repair Service provides critical home repairs and/or minor home modifications for eligible Elderly Service Program ("ESP") clients to enable them to remain safe and independent for as long as possible in their homes. The service is not designed to improve the value or aesthetic look of the home.

Eligibility Criteria

Clients who are eligible for this service must;

- a. be currently enrolled in and receiving other services through the ESP program;
- b. have not received more than \$3,500 (lifetime per household) in home modification services through the ESP program; and
- c. have been referred for the service by their Care Manager or other designated ESP staff member.

Modifications and repairs:

- a. Must be addressing a health and safety issue for the ESP client to remain independent in their home.
- b. are limited to those which cannot be accomplished through existing informal or formal supports and those which are not the legal or contractual responsibility of a landlord or a homeowner other than the client;
- c. can be made only to the client's primary residence (If the client owns a multi-family home/building modifications/repairs can only be made to the client's unit.); and
- d. cannot be made to a home, whether client owned or rented, that is "for sale."

2.0 UNIT OF SERVICE

A unit of service is a job request awarded and completed.

Examples of jobs furnished by ESP:

Grab Bars	Minor Plumbing
Handrails	Minor Electrical
Ramps	Furnace – repair / replace
Lever type doorknobs and faucets	Repair uneven surface floor/steps
Increased lighting for safe mobility	Repair/Replace doors
Stair lifts	Repair/replace broken window
Walk-in /barrier free showers	Widen doors or sidewalk
Air Conditioners	..

Examples of jobs **not** covered by ESP:

Foundations	Repair replacement of appliances
Waterproofing of basements	Bathtub cuts
Roofs / Gutters	Repair of furniture
Sewers / Septic Tanks / Wells	Cosmetic painting
Major Structural Repairs	Installation of Intercoms
Retaining Walls	Screen doors
Driveways	Weatherization
Siding	

3.0 Requirements for Certain Jobs

3.1 Ramps

- a) must be painted or sealed
- b) must provide a non-slick surface
- c) must contain hand rails for consumers that will be ambulatory on the ramp (handrails are not required for wheelchair ramps)
- d) pictures must be submitted with bid
- e) Required permits must be obtained and ramps must comply with all applicable building and zoning codes
- f) ramp designs should not be modified by client request if it is going to affect the ability to comply with all applicable building and zoning codes or if it is going to increase the cost from the original bid
- g) final pictures must be submitted for payment

Handrails

Used in stances where grab bars are not sufficient

- a) For outside access -only provided for the primary entry – not multiple entries
- b) Should be textured when possible
- c) Outside wood structures must be painted or sealed and have graspable handrails

Walk-in Shower

- a) Shower surrounds only – no tile work
- b) Pictures must be submitted with bid
- c) Final pictures must be submitted for payment

Grab bars

- A) Should be textured when possible

4.0 PROVIDER REQUIREMENTS

- 4.1 The Provider will maintain all proper insurance, certifications and/or licenses.

- 4.2 The Provider and subcontractors will comply with all Federal, State and Local building and zoning codes and obtain permits as required.
- 4.3 The Provider must maintain individual client records that fully document service delivery and cost for each job; and provide COA access to these records upon request.
- 4.4 The Provider is required to have a Quality Improvement process which addresses client satisfaction with the service provided and completed.

PROVIDER DUTIES AND RESPONSIBILITIES

- 4.5 As stated in section 3.0 more extensive jobs such as ramps and walk-in showers require pictures to be submitted with bids and final pictures submitted for payment.
- 4.6 The Provider is responsible for obtaining all required permits.
- 4.7 The Provider is expected to complete the work that results in the safest most economical job. The provider should contact the ESP staff person making the referral or their designee ("designated staff") if the client asks for something that is different than the provider deems appropriate.
- 4.8 The Provider is responsible for all work and materials contained in the work plan and bid. If there is a variance from the original bid the provider must request a change order and have it prior approved by the ESP staff person making the referral or their designee ("designated staff") before beginning work
- 4.9 If a client is requesting repairs above what the program will cover, the provider and client can have a separate agreement. COA will not be involved with upgrades that are not within program guidelines.
- 4.10 The Provider agrees to begin and complete all contractual work for this program within a mutually agreed performance period. The Provider is required to start the job within 60 days of job approval, and the job must be completed within 90 days of approval, unless otherwise negotiated with the ESP "designated staff". The Provider is required to communicate with the ESP "designated staff" when they are not able to reach the client to schedule the work. If the job is an emergency the provider will work with the designated staff to complete the job and determine timeframes in which the job needs to be completed for the health and safety of the client.

- 4.11 The Provider agrees to maintain a clean and safe environment during each job. Upon leaving the home will ensure all debris and dirt from the job is cleared and the job site has been made safe.

- 4.12 If the Provider believes a client's home is unsafe or unsanitary and cannot begin or complete the job, the Provider will notify the designated staff.
- 4.13 The Provider agrees to furnish the client with any and all manufacture warranties or guarantees and all other relevant information pertaining to the completed repair or modification performed.
- 4.14 Upon completion of a job, the provider shall complete the job completion form and e-mail it to the designated staff. Pictures must be included for ramps and walk-in showers.
- 4.15 The Provider agrees to invoice COA using COA's designated billing system and to bill only the amount approved by the designated staff. If a change request was approved that affected the approved bid rate the provider must have received an amended bid rate from the designated staff. Providers will not be paid for any change in bid price if it has not been prior approved by the designated staff.
- 4.16 The Provider shall not charge the client, the client's family, or representative for any work authorized by COA.

5.0 SUPERVISION

The Provider is responsible for the supervision of all workers and subcontractors and their work for each job authorized under ESP.