

COUNTY OF WETASKIWIN NO. 10 Municipal Policy & Procedures Manual	FUNCTION: 5100 FAMILY AND COMMUNITY SUPPORT SERVICES
	SECTION: 5120 GENERAL ADMINISTRATION

ADMINISTRATION PROCEDURE FOR HOMEMAKERS POLICY #5122

POLICY STATEMENT

The County of Wetaskiwin No. 10 will provide Homemaker Support Services to contracting agencies in accordance with guidelines approved by Alberta Government Labour Standards.

The County of Wetaskiwin No. 10 reserves the right to determine a safe environment for all support service staff, and in this respect, requires a release of responsibility be signed by each recipient, prior to any service rendered.

PROCEDURES

Clients receiving Homemaker Support Service through the Home Care Co-ordinator may request additional private homemaking hours, through the Home Care Co-ordinator.

1. **Personal Qualifications of Co-ordinator** - Demonstrates personal qualities appropriate to the role of Home Support Service Co-ordinator:
 - a) Confidentiality
 - b) Good grooming
 - c) Tactfulness
 - d) Recognize and handle own emotions
 - e) Dependability
 - f) Initiative
 - g) Flexibility
 - h) Non-judgemental attitude
 - i) Punctuality
 - j) Empathy
 - k) Good communication and reporting skills
 - l) Supportive and positive nature
 - m) Good organizational skills
 - n) Good public relations

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2. Co-ordinator Role: Private Clients

- a) Record and document all hours of service and any expenditures relating to the program.
- b) Provides monthly statement to private Clients and is responsible for collection of all monies owing.
- c) To determine the needs of Clients requesting service and scheduling a Home Support Worker to attend to those needs.
- d) To provide reassessment of Client needs and to adjust service hours accordingly, if required.
- e) To ensure the safe working conditions of Home Support Workers.
- f) To provide all Home Support Workers with a job description, and ensure Home Support Workers are familiar with job descriptions, roles, and responsibilities.
- g) To provide adequate training and orientation for all Home Support Workers.
- h) To inform Client of the boundaries/limitations of the Home Support Worker's job.
- i) To ensure confidentiality of each Client's case.
- j) Available for consultation with Home Support Worker/Clients/Agencies regarding any matter pertaining to service.
- k) To give specific directions to Home Support Worker with regards to Client needs/wants and assist in determining Home Support Worker role in each placement.
- l) Responsible for notification to Client/Agency if Home Support Worker is ill and/or a substitute is required.

3. Responsible Co-ordinator Role Interaction with Team Agency

- a) Is responsible to implement support service in accordance with Agency Care Giver Plan as per Client chart and authorization.
- b) Obtain a checklist from Contract Agency of duties to be performed by Home Support Worker to ensure basic needs of Client are met and expectations of Contracting Agency are fulfilled by acting Home Support Worker.
- c) To ensure duties give to the Home Support Worker lie within the job description of the Home Support Agency.
- d) To provide Agency with Home Support Worker job description and limitations.
- e) To ensure the Home Support Worker receives adequate instruction and necessary supervision from attending nurse for personal care/therapy and medical needs of a Client with Home Care.
- f) To ensure the safe working conditions of the Home Support Workers.
- g) To provide trained Home Support Workers to the Contracted Agencies.
- h) To ensure necessary monthly service reports are completed by Home Support Workers and sent to Agencies.
- i) To ensure all pertinent information is reported accurately to Team Agency.

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- j) To ensure the Home Support Worker performs her duties on schedule and in accordance with the Team Care Giver Plan.

4. **Month End**

- a) Timesheets and mileage sheets should be turned in at month end to the Payroll Department.
- b) Record and document all hours of service and any expenditures relating to the program.
- c) Photocopy all documents for your own files.
- d) Provide monthly statements i.e. tad sheets and service records for Crossroads Regional Health Authority. Photocopy tad sheets.
- e) Mail or deliver tad sheets and yellow copy of service records.
- f) Keep unpaid statements out until each is paid for the file in Client's records.
- g) Provide month end report to County Administrator.

5. **Co-ordinator's Responsibility to County Administrator**

- a) Attends conferences, meetings, provides administrative support role and confers with County Administrator to determine any new policy and/or any change to existing service.
- b) Provides an annual itemized budget and projected budget for ensuing year, ensures approved annual budget expenditures are adhered to.
- c) To provide information, upon request, for FCSS reports and surveys, with regard to client numbers, hours of service, staff numbers, etc.
- d) To provide County Administrator with any incident reports, as soon as they happen.
- e) To hold staff meetings with County Administrator every three months, or as deemed necessary.
- f) Review budget expenditures with County Administrator at staff meetings.

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