



## County of Wetaskiwin No. 10 Municipal Policy

Department:	Policy No.	Title
51.0 Community Services	51.0.1	<b>Home Support Program Policy</b>

### 1. Policy Statement:

- 1.1. The objectives of the Home Support Program are to provide eligible residents of the County of Wetaskiwin access to qualified individuals, under responsible supervision, who are able to engage in light housekeeping services and allow the resident to maintain independence and remain in their home. The Home Support Program is intended to act as a compliment to existing community services.
- 1.2. Home Support Workers are paid employees of the County, are trained and supervised by a Co-ordinator, and are responsible for engaging in light household management for clients who utilize the Program's services. The County is accountable to eligible residents who make use of this program for the quality of services provided by Home Support Workers.
- 1.3. All Home Support Workers, both during and outside of working hours, have a strict responsibility to safeguard the confidential nature of information with which they deal. All eligible residents who engage the services of this program shall receive equal respect and consideration.
- 1.4. The County reserves the right to determine a safe environment for all support service staff, including Home Support Workers.

### 2. Guidelines:

- 2.1. Procedures related to the Home Support Services Program can be found in the Home Support Program Manual.

### 3. Additional Pages:

- 3.1. Home Support Program Manual

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## Schedule "A"

# HOME SUPPORT HANDBOOK

### INTRODUCTION

This manual sets out procedures and other pertinent details related to the County of Wetaskiwin No. 10 Home Support Program. It has been crafted to adhere to the general principles laid out in County Policy 51.0.1, "Home Support Program Policy".

This manual is intended to provide definitive guidelines pertaining to the procedures and practices of the service. All Home Support Staff are expected to abide by the standards and conditions set forth in this manual. On termination of employment, this manual must be returned to the County of Wetaskiwin.

### MISSION STATEMENT

The fundamental principle of the Family and Community Support Services Program is to provide an incentive for local communities to provide resources and services which strengthen local family and community life. An important element in achieving this objective is the delegation of decision making to the local level in order to strengthen the ability of local authorities to set priorities and also to eliminate delays in the delivery of services whenever possible.

F.C.S.S. Programs are primarily of a preventive nature and include services in areas that assess community needs and support individuals, families, and communities through preventive social programs and services.

### PHILOSOPHY OF THE HOME SUPPORT PROGRAM

For many individuals and families, independence can be restored or maintained with a given amount of support in the home. The loss of one's ability to function independently due to sickness, aging, diminished physical and/or cognitive ability, or other circumstances, does not necessarily mean that the person has lost their ability to be independent.

As compared to institutionalized care, care in the home is less disruptive to families, aids in a more rapid recovery from illness, and can be a more adequate adjustment to the circumstances impacting independence. Home Support Services can help to prevent the placement of family members away from their homes and can allow them to remain surrounded by those they love, in familiar surroundings, and among their own possessions.

While institutional care is appropriate and unavoidable in certain circumstances, Home Support Services are intended to prolong the time before another level of care is needed. This not only proves beneficial to the emotional and physical well being of an individual, but is cost effective as well.

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## DESCRIPTION OF SERVICE

Home Support workers are paid employees of the County of Wetaskiwin. Home Support workers are trained and supervised by a Coordinator and are responsible for engaging in light household management for the program's clients. The County of Wetaskiwin is accountable to the client for the quality of service provided by the Home Support Service.

Services provided under this program include:

- Vacuuming, including under and behind furniture
- General dusting, including of baseboards
- Spot cleaning of walls and wood work
- Dishwashing, either by hand or through loading and unloading a dishwasher
- Laundry, if required and/or desired by a client
- General cleaning of bathroom and kitchen appliances
- Linen changing
- Garbage removal
- Other general, light cleaning duties

Services not provided under this program include:

- Movement of heavy furniture
- Floor cleaning beyond light sweeping and mopping (i.e., no waxing, scrubbing on hands and knees, etc.)
- Meal preparation
- Any services involving medication
- Painting/wallpapering
- Lawn care
- Snow removal
- Home repair or extensive maintenance (i.e., no fixing of appliances, construction of furniture, etc.)

The County of Wetaskiwin will provide Home Support Services to contracting agencies in accordance with guidelines approved by Alberta Government Employment Standards and Occupational Health and Safety. The County of Wetaskiwin No.10 has one Home Support Coordinator who reports to the Director of Leisure and Community Services. The County reserves the right to determine a safe environment for all support staff, and to this respect, require a release of responsibility be signed by each recipient, prior to any services rendered.

County Council establishes the fee for service that clients will pay, as per County Policy 51.0.3, "Fee Schedule Policy".

Complaints or grievances should first be presented to the Home Support Coordinator, if the matter is not satisfactorily resolved the client and the coordinator may appeal to the County Administrator. If satisfaction is still not obtained, the client and the coordinator may appeal to the County of Wetaskiwin No. 10 Council.

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## JOB DESCRIPTION—CO-ORDINATION

The Co-Ordinator is contacted either by family, friends, or health care agencies to request a client receives home support services. The Coordinator then contacts the client to make arrangements to do a home visit and assessment. Pertinent information as well as safety issues are noted. The Coordinator phones the client with information as to what day and time the Home Support worker will be there. The Home Support worker will continue to go to the clients' home at the same time and day each week.

Specific duties of the Home Support Co-Ordinator include:

- Hiring and providing adequate training and orientation for all Home Support Workers
- Determining the needs of clients requesting services and scheduling a Home Support Worker to attend to those needs
  - Reassessing client needs and adjusting hours of service accordingly, if and as required
- Coordinating all scheduling for the Home Support program
- Acting as a first point of contact for any and all queries related to the Home Support program
- Ensuring and enforcing confidentiality regarding any matters related to clients
- Recording and documenting all hours of service and expenditures relating to the program
- Providing monthly statements to clients and ensuring the collection of all monies owing

## Job Description—Home Support Worker

When you choose to become a Home Support Worker, you choose to become an important person in the lives of your clients. But to be an effective caregiver, you must learn to take care of yourself as well as your clients. The key to your success as a Home Support worker is your ability to deal with your clients with understanding, respect and sincerity. Sometimes the more a homemaker does for the client the more the client expects from them. The Home Support worker must remember/learn to say "No".

As a Home Support Worker you will provide temporary help in the home to families in need. This temporary help will be in the form of light housekeeping, as outlined above, but the extent to which each of the described services will be required may vary from client to client.

Specific duties of the Home Support Worker include:

- The performance of light housekeeping duties, such as:
  - Vacuuming of carpeted floors and rugs
  - Dusting of shelving and display surfaces
  - General tidying up
  - Dishwashing, either by hand or with a dishwasher
  - Cleaning sinks/faucets and wiping down all kitchen appliances and surfaces
  - Removing and replacing dirty linen on beds
  - Cleaning floors using a broom and mop

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- Spot washing of walls
- Removal of garbage if/when necessary
- General bathroom cleaning
- Watering houseplants
- Laundry and ironing (if required by client)

Home Support Workers must also be aware of and show sensitivity to the physical and emotional needs of all clients. All clients shall receive equal respect and consideration.

Home Support Workers must also strictly adhere to all safe work practices, including:

- Performing safety checks of any homes they are working in, and reporting any identified hazards to both the client and their supervisor
- Reporting all accidents/incidents of any kind to their supervisor
- Reporting any and all unsafe behavior on the part of a client to their supervisor; this could include evidence/instances of unsafe drug or alcohol use, abusive behavior directed at either the Home Support Worker or another individual in the household, and/or instances of verbal, emotional, or physical harassment.
- Abiding by all other County safety policies and procedures

It is desirable that Home Support Workers have experience with household management, are in good physical health so as to meet the demands of the job, and are able to maintain a friendly, positive attitude towards the job, the clients, and their co-workers. All new Home Support Workers are also expected to complete CPR and First Aid Courses when available, as arranged by the County.

### General Practices and Guidelines

Confidentiality must be strictly maintained. Everything that a Home Support Worker knows about their client's health and attitude is strictly confidential. This also includes what they learn about a client or family's lifestyle, relationships, the way the client keeps their house, or any information that may be picked up while working in the client's home.

This information should not be discussed with anyone except as part of regular duties and in meetings with a supervisor or the home support team.

Home Support workers must be willing and able to learn through their job experience, discussion with the Home Support Coordinator, in-services provided by the County of Wetaskiwin No.10, and other related training.

The Home Support worker must be able to accept direction and adhere to service procedures and regulations. They will be required to work co-operatively with other staff members and as a part of a team in order to best meet the needs of all clients.

If any accidents or errors occur while working in a client's home, Home Support Workers should take time to give their supervisor an accurate written report. This will initiate prompt attention and protect the Worker from any potential false allegations.

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Home Support Workers are discouraged from accepting gifts from clients, although small non-monetary gifts may be appropriate to accept in certain circumstances.

Home Support Workers should strive to ensure that communications between the Worker and the Client are open and clear; it is important that the Home Support Worker and the client are comfortable with one another, so that work can be completed in a timely and efficient manner. Home Support Workers should strive to be aware of their body language and how this may impact relationships with clients. Home Support Workers must also respect the rights of the client, which include:

- The right to take part in welfare-affecting decisions
- The right to receive answers to work-related questions
- The right to have personal space and possessions respected
- The right to maintain independence
- The right to have privacy and habits respected.

To ensure the comfort and safety of both the Home Support Worker and the client, Home Support Workers should ensure that:

- They are clean and well-groomed each day
- They wear comfortable shoes
- They trim and keep fingernails clean
- Any large rings, watches, or jewellery worn does not scratch any surfaces or furniture
- They adhere fully to the County's Substance Use Policy
- They contact the client immediately if they feel they are going to be late to their placement, for whatever reason

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