

173-3-06.4

Homemaker service.**(A) Definitions for this rule:**

(1) "Homemaker service" means a service that provides routine tasks to help a consumer to achieve and maintain a clean, safe, and healthy environment. Examples of components of a homemaker service are:

- (a) Routine meal-related tasks: Planning a meal, preparing a meal, and planning a grocery purchase;
- (b) Routine household tasks: Dusting furniture, sweeping, vacuuming, mopping floors, removing trash, and washing the inside of windows that are reachable from the floor, kitchen care (washing dishes, appliances, and counters), bedroom and bathroom care (changing bed linens and emptying and cleaning bedside commodes), and laundry care (folding, ironing, and putting the laundry away); and,
- (c) Routine transportation tasks: Performing an errand outside of the presence of the consumer (e.g., picking up a prescription), grocery shopping assistance, or transportation assistance, but not a transportation service under rule 173-3-06.6 of the Administrative Code.

(2) "Aide" means the person who performs the activities of a homemaker service.

(B) Agency providers: In addition to complying with the mandatory clauses for provider agreements described in rule 173-3-06 of the Administrative Code, an agency that provides a homemaker service shall comply with the following requirements.~~Minimum requirements for a homemaker service by an agency provider:~~

(1) In general:

- (a) In home: The provider shall only perform a homemaker service in the consumer's home, with the exception of routine transportation tasks.
- (b) Availability: The provider shall maintain the capacity to provide a homemaker service at least five days per week and possess a back-up plan for providing the service when the provider has no aide available.
- (c) ~~Records: For each service performed, the provider shall document the consumer's name; service date, arrival time, and departure time; service description; service units; name of each aide in contact with the~~

~~consumer; provider's signature; and consumer's signature.~~

(2) Aide qualifications: The provider may only allow an aide to provide the service if the provider ~~has documentation~~ retains a record to show that the aide successfully completed at least twenty hours of training on the following topics that included successful passage of written testing and skill testing by return demonstration:

- (a) Communications skills, including the ability to read, write, and make brief and accurate oral/written reports;
- (b) Universal precautions for infection control, including hand washing and the disposal of bodily waste;
- (c) A homemaker service;
- (d) Recognition of emergencies, knowledge of emergency procedures, and basic home safety; and,
- (e) ~~Documentation~~ Record-keeping skills.

(3) Policies and procedures:

(a) The provider shall maintain, and comply with, its policies and procedures.

~~(3)(b) Employee manual: The provider shall maintain, comply with, and make available upon request a written manual of its policies and procedures that, at~~ At a minimum, the policies and procedures shall address

- ~~(a)~~(i) The procedure for reporting and documenting an incident;
- ~~(b)~~(ii) The need to obtain the consumer's written permission before releasing information concerning the consumer to anyone;
- ~~(c)~~(iii) The required content, handling, storage, and retention of consumer records; and,
- ~~(d)~~(iv) Personnel matters, including job descriptions, qualifications to provide the service, performance appraisals, ~~documentation~~ retaining records of orientation training, and ~~an employee code of ethics~~ employee ethical standards.

(c) The provider shall make its policies and procedures available to any employee and to ODA (or ODA's designee) any time an employee or ODA (or ODA's designee) requests a policy or procedure.

(4) Aide training:

- (a) Orientation training: Before allowing an employee to have direct, face-to-face contact with a consumer, the provider shall provide orientation training to the aides or other employee that, at a minimum, addresses the expectations of employees, the employee code of ethics, an overview of the provider's personnel policies, incident reporting procedures, the agency's organization and lines of communication, and emergency procedures.
- (b) Continuing education: The provider shall ~~maintain evidence~~ retain records to show that each aide successfully completes eight hours of continuing education every twelve months, excluding agency orientation and program-specific orientation.

(5) Aide supervision:

- (a) The provider shall employ at least one aide supervisor who:
 - (i) Is an RN;
 - (ii) Is an LPN who works under the supervision of a RN;
 - (iii) Has successfully completed a baccalaureate or associate degree in a health and human services field; or,
 - (iv) Has completed at least two years of work as an aide.
- (b) Before allowing an aide to begin providing a homemaker service to an individual consumer, the aide supervisor shall visit the consumer's home to define the expected activities of the aide and prepare a written care plan for consumer. The visit may occur at the aide's initial visit to the consumer.
- (c) After the aide provides subsequent homemaker services to the individual consumer, the aide supervisor shall evaluate compliance with the care plan, the consumer's satisfaction, and the aide's performance by

conducting a visit to the consumer at least once every ninety-three days and ~~documenting~~ retaining a record of this evaluation. The supervisor may do this without the presence of the aide being evaluated. In the ~~documentation~~ record, the supervisor shall include the date of the visit, supervisor's name, the consumer's name, the consumer's signature, and supervisor's signature.

(6) Service verification:

(a) For each service provided, the provider shall retain a record of the consumer's name; service date, arrival time, and departure time; service description; service units; name of each aide in contact with the consumer; provider's signature; and consumer's signature.

(b) The provider may use a technology-based system to collect or retain the records required under this rule.

(c) The provider shall retain records required under this rule and provide access to those records for monitoring according to paragraph (A)(20) of rule 173-3-06 of the Administrative Code.

(C) Self-employed (non-agency) providers: In addition to complying with the mandatory clauses for provider agreements described in rule 173-3-06 of the Administrative Code, a self-employed provider that provides a homemaker service shall comply with the following requirements~~Minimum requirements for a homemaker service by a self-employed provider:~~

(1) Availability: The provider shall maintain the capacity to provide a homemaker service at least five days per week and possess a back-up plan for providing the service when ~~he/she~~ he or she is unavailable.

(2) Service verification:

~~(2)(a) Records:~~ The provider shall ~~document~~ record each episode of a homemaker service, including the date of service, the time of arrival, the time of departure, a description of the tasks performed, ~~his/her~~ his or her signature, and the consumer's signature.

(b) The provider may use a technology-based system to collect or retain the records required under this rule.

(c) The provider shall retain records required under this rule and provide access to those records for monitoring according to paragraph (A)(20) of rule 173-3-06 of the Administrative Code.

(D) Self-directed (consumer-directed) providers: In addition to complying with the mandatory clauses for provider agreements described in rule 173-3-06 of the Administrative Code, a self-directed provider that provides a homemaker service shall comply with the following requirements.~~Minimum requirements for a homemaker service by a consumer-directed individual provider:~~

(1) Availability: The provider shall maintain the capacity to provide a homemaker service at least five days per week and possess a back-up plan for providing the service when ~~he/she~~ he or she is unavailable.

(2) Service verification:

~~(2)(a) Records:~~ The provider shall ~~document~~ record each episode of a homemaker service, including the date of service, the time of arrival, the time of departure, a description of the tasks performed, ~~his/her~~ his or her signature, and the consumer's signature.

(b) The provider may use a technology-based system to collect or retain the records required under this rule.

(c) The provider shall retain records required under this rule and provide access to those records for monitoring according to paragraph (A)(20) of rule 173-3-06 of the Administrative Code.

(E) Unit of service: A unit of homemaker service is one hour of homemaker service.

Effective:

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Certification

Date

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