**PROGRAM POLICIES AND GUIDELINES**

In Home Services

The following policies and guidelines have been established to permit Council on Aging to provide quality, reliable and affordable service to all its clients.

* In-home homemaking, attendant care and respite services are available to all individuals age 55 and older
* Homemaking services include:
* Dusting, vacuuming, mopping and trash removal
* Washing dishes, appliances and countertops
* Maintaining and cleaning refrigerator
* Maintaining a clean bathroom
* Laundering clothing, as well as ironing and returning them to appropriate storage unit
* Laundering and changing bed linens
* Washing inside windows
* Meal planning and preparation
* Essential errands (grocery shopping, household supply shopping and prescription pick-up)
* Maintain safe environment
* Attendant and Respite Care services include:
* Homemaking (includes all benefits provided through our Homemaking service line)
* Companionship
* Assist with daily hygiene (oral care, hair care, shaving, skin care)
* Assist with dressing and makeup application
* Assist in and out of bath
* Assist with mobility and transition from bed
* Assist with bedside commode or toilet, incontinent or involuntary care, emptying urine collection bags
* Identification of and elimination of safety hazards
* Reminding client to self-administer medication
* Reality orientation and sensory stimulation
* Errands (grocery and household supply shopping, escort to medical appointments, prescription pick-up)
* When conducting errands, caregivers must use the closest in proximity and most accessible vendors to obtain the items needed
* Caregivers may escort clients to and from appointments, when utilizing the Council on Aging transportation services
* Caregivers are required to obtain signature authorization of length of service provided upon conclusion of each home visit
* Caregiver is required to fulfill the contracted care plan’s amount of time each week
* Clients are responsible for providing the cleaning supplies needed to effectively and completely fulfill contract terms
* Caregivers are ***NOT*** permitted to transport clients in either the caregiver’s vehicle or the client’s vehicle at any time (client’s may contact Council on Aging for transportation services as needed)
* See Fee Schedule for pricing and cancellation policies
* Clients are expected to contact the Council on Aging main office at 574-295-1820 to report any misconduct or dissent from protocol by any staff or representatives of Council on Aging