**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.

**HOMEMAKING SERVICES**

* Dusting,
* Mopping and vacuuming floors
* Trash removal
* Washing dishes, appliances, countertops, cupboards
* Maintaining and cleaning refrigerator
* Bathroom tub, shower, toilet bowl, mirrors, medicine cabinet
* Laundering clothing, as well as ironing, returning them to appropriate storage unit and basic mending
* Laundering and changing bed linens
* Washing interior side of windows
* Meal planning and preparation
* Essential errands (grocery shopping, household supply shopping and prescription pick-up)

**ATTENDANT CARE SERVICES**

* 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

**REQUIREMENTS**

* 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; the client is responsible for ensuring the tasks completed that day are correct as stated on the service log
* 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)
* Caregivers are ***NOT*** permitted to accept gifts, tips or payment for services rendered. Payment for services are made directly with the corporate office only.
* 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

**Public Notice of Rights under Title VI of the Civil Rights Act of 1964**

Council on Aging of Elkhart County, Inc.

Council on Aging of Elkhart County, Inc.operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been aggrieved by any unlawful discriminatory due to your race, color, or national origin may file a complaint with Council on Aging of Elkhart County, Inc.

For information on Council on Aging of Elkhart County, Inc.civil rights plan and the procedures to file a complaint contact David Toney by phone at (574) 295-1820, email at [info@elkhartcoa.org](mailto:info@elkhartcoa.org), on our website at www.elkhartcoa.org,or visit our office at 131 West Tyler Street, Suite 1A, Elkhart, Indiana 46516**.**

A complainant may file a complaint directly with the Federal Transit Administration at:

Federal Transit Administration

Office of Civil Rights

Attention: Title VI Program Coordinator

East Building, 5th Floor –TCR

1200 New Jersey Avenue, SE

Washington, DC 20590

For those receiving financial assistance from the Title IIIB program for transportation services or Medicaid, Choice, SSBG, TIII or TIIIE, complainants unsatisfied with their resolution may contact the FSSA at 888-673-0002 or the A2AA at 800-552-7928.

If information is needed in another language or alternate formats contactDavid Toney at (574) 295-1820 or [info@elkhartcoa.org](mailto:info@elkhartcoa.org).