

Aging Services for Communities

HOMEMAKER Task Training

**HOMEMAKER SERVICES
SERVICE SPECIFICATIONS**

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HOMEMAKER SERVICES SERVICE SPECIFICATIONS

1.0 OBJECTIVE

Homemaker Services assist a customer to maintain a clean and safe environment. The Homemaker Service component is intended for the customer and specifically excludes services for all other household members that are not customers. The provider must deliver service only when customer is at home.

2.0 UNIT OF SERVICE

- 2.1 A unit of service is equal to (1) full hour of direct-in-home Service to the customer Or .25 units of service.

3.0 PROVIDER REQUIREMENTS

A certified provider of homemaking must maintain evidence that it:

- 3.1 Has the capacity to deliver service seven days a week.
- 3.2 Has a system in place to ensure that the provider Supervisor is accessible to respond to emergencies during those times when the provider's employees are scheduled to work.
- 3.3 Maintains a back up plan for service delivery in the event of a Staff person's absence.
- 3.4 Required homemaking service-specific documentation to be kept on file. It must include date of service delivery, a description of the service tasks performed, name of homemaker providing the service and the homemakers arrival and departure time, and signed by the Homemaker and customer for each time of service. The agency must have documentation in the customer's record when a customer is unable to sign for the service delivery and reason customer is unable to sign.

4.0 **HOMEMAKER TRAINING REQUIREMENTS**

The provider must furnish documented evidence, maintained in Employee's files verifying that all individuals providing Homemaker Services have successfully completed/read 24 hours of education in the first year of employment, and six hours training annually thereafter.

5.0 **HOMEMAKER TRAINING/SKILLS**

5.1 Course Content

*a House cleaning skill.

1. Dusting and straightening furniture. Light furniture may be moved to complete jobs (i.e. dining chairs, small objects, etc.)
2. Cleaning floors and rugs by wet/dry mop, vacuum, and/or sweeping.
3. Cleaning the kitchen, including washing dishes, pots, and pans.
4. Cleaning outsides of appliance/counters/cabinets.
5. Cleaning ovens, defrosting/cleaning refrigerators, and disposal of spoiled/outdated food items.
6. Cleaning the bathroom, including tub, sink, shower, toilet bowl, and emptying and cleaning of the commode chair/urinal.
7. Changing linens and re-make beds.
8. Removing trash from the home.
9. Washing insides of the window and sills within reach from the floor.
10. Standard precautions and infection control to prevent cross contamination.
11. Meal preparation and nutrition is an optional duty and responsibility for Homemaking duties.

- b. Prevention of dangerous chemical mixtures and proper use of equipment.

- *c. Laundry.
 1. Washing and drying customer's clothes and linens in the home, or at a designated place.
 2. Folding clothes, linens, and ironing if necessary.
 3. Putting away finished laundry.
- *d. Basic Home Safety.
 1. Identify and report safety hazards to supervisor.
 2. Eliminate safety hazards with customer and supervisor's approval.
- *e. Body Mechanics for the Homemaker (HMK)
- f. Communication and Listening Skills.
 1. The ability to read and write.
 2. The ability to make brief and accurate oral or written report.
 3. Must be able communicate observation and documentation changes in the customer's status such as changes in body functions that should be reported to the supervisor.
 4. Be able to accurately document services provided.
- *g. Emergency Protocols.
- h. Role and Expectations of the Homemaker.
- i. Special Needs of the Elderly.
- *j. Documentation Skills.
- *k. Meal Preparation/Nutrition/Food storage.
 1. Special diet preparation with qualifying instructions.
 2. Clean eating and food preparation areas.
 3. Errands and grocery shopping when applicable.
- *l. Universal Precautions/Infection Control
 1. Hand/washing techniques.
 2. Precautions with body fluids.

6.0 ANNUAL HOMEMAKER IN-SERVICE TRAINING REQUIREMENTS

The provider must maintain documentation evidence of completion of eight (8) hours of in-service education for each Homemaker annually, excluding Agency and program-specific orientation, initiated after the first anniversary of employment with provider agency and each year following.

7.0 HOMEMAKER SUPERVISION

The Provider must assure a homemaker performs services as outlined in the Care/Case Manager's Authorized Service Plan, in which may include any of the duties and responsibilities as identified in 5.1 a-l. The Supervisor oversees the homemaker in the customer homemaking tasks.

7.1 The Supervisor must complete and document a home visit and develop and update a Homemaking task sheet to meet the changing needs of the customer consistent with the Care/Case Manager's authorized plan. The Supervisor must make available for each customer and homemaker a copy of the task sheet.

7.2 The Supervisor will complete and document:

- a. The Supervisor must complete and document a Client Home Assessment visit prior to the initial Homemaking visit to the Client and determine the expected activities of the Homemaker.

8.0 PERSONAL QUALIFICATIONS

The provider must assure position descriptions include the following as applicable and that Homemaking staff meets the following qualifications.

8.1 Homemaker

Homemaker must meet one or more of the following minimum requirements.

- a. Is a high school graduate or has completed a G.E.D., or has a minimum of one year of verified related life/work experience.

8.2 Homemaker Supervisor

Must meet at least one of the following qualifications:

- a. Registered Nurse, or Licensed Social Worker, currently licensed in the State of Minnesota
- b. Possess a Bachelor's Degree (BS or BA).
- c. Posses a minimum of two (2) years of experience working with older adults and disabled persons.

Homemaking Homemaker Task Training Questionnaire

1: What is the objective of the Homemaker Services, Service Specifications?

2: List at least 4 homemaker skills that must be trained by the Provider (Aging Services for Communities)?