



Monroe County Commission on Aging

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In-Home Services: Personal Care

Service Name: Personal Care (Non-Skilled)

Service Definition: The performance of direct hands-on duties of bathing and activities of daily living.

Unit of Service: One hour of direct client contact

Contract Type: Fee-for-Service

Minimum Requirements:

1. Personal Care includes the following: eating/feeding, toileting, bathing, grooming, dressing, transferring, ambulation and transporting.
2. Program must maintain a policy, which requires staff to agree in writing, not to solicit nor accept monetary contribution from clients and/or caregivers for their own use; nor attempt the sale of any type of merchandise or service to client and/or caregivers; and agree not to seek, or encourage the acceptance on the part of client and/or caregiver of any particular belief or philosophy.
3. Program must place a high priority on the provision and expansion of personal care service.
4. Program must develop and document a staff orientation **along with annual training** that includes at a minimum: a review of interpersonal communication skills and techniques, accessing community based resources, safety, sanitation, nutrition, universal precautions, **meal preparation, safe food handling,** emergency procedures, and **observation, identification, reporting and**

recording information on abuse and neglect of seniors. These items must also be provided to staff in the form of training on a regular and ongoing basis.

5. Each program must establish written procedures, which must also be reviewed by a consulting physician, pharmacist or registered nurse, who address the personal care workers reminder to the client to take medication. Each program must also have in place documentation of who is authorized to remind clients to take prescription or over-the-counter medication and under which conditions that assistance must take place.
6. If an agency allows unlicensed staff to remind clients to take medications, the staff must have successfully completed a training program, which includes, at a minimum, the following topics:
 - Relevant Consumer Rights and Responsibilities
 - Job Responsibilities
 - Limitations of Reminding Versus Medication Administration
 - Periodic (minimum every two (2) years) Demonstrations of Safe Practice

Evidence of such training shall be documented and retained in the employee's personnel file.

7. **Verification of prescriptions and dosages** - All medications must be maintained in their original pharmacy labeled containers.
8. Written Instructions for entering information about client's medications in client files must be completed by the supervising nurse.
9. A clear statement of the client's, and/or client's family's, responsibility regarding medications to be taken by the client while receiving service and provision for informing client, and/or client's family, of the agency's procedures and responsibilities regarding medication reminders.
10. Program must develop an emergency plan for each client, in conjunction with the primary caregiver, which must be available to the homemaking caregiver at all times. The plan shall include a minimum of two emergency contact names and phone numbers and information on their hospital of choice.
11. Programs must have a plan in place to substitute a caregiver in the absence of a regular worker.
12. Programs must have a written procedure for requesting, encouraging, and accepting donations from clients.
13. Programs will have a mechanism for assessing client conditions and condition changes.
14. Programs must service the Monroe County area.
15. Programs must serve residents age 60 and older.