



Job Description for home service workers and homemakers

1. Companionship/Homemaking:

Provides general attention to their client's non-medical needs in accordance with an established Plan of Care. Provides companionship for the client including, but not limited to talking and listening, reading aloud, providing social and emotional support. Promotes client's mental alertness through involvement in activities of interest. Provides emotional support and promotes a sense of well-being.

Provides for a clean, safe, and healthy environment for clients. Provides light housekeeping tasks including vacuuming, dusting, sweeping, and mopping floors, cleaning bathrooms to include sinks, showers, tubs and toilet, cleaning kitchens, sink appliances, counters, taking out trash, straightening rooms, organizing closets and drawers. Laundering of client's garments and linens can be done either at client's home or the Laundromat and includes washing drying, ironing, and putting things away.

May prepare and serve meals as directed. Ensure that dishes are washed, and kitchen is clean after each meal. Grocery shopping with or without clients accompanying; running errands such as picking up prescriptions, going to the post office, etc.

Assist clients in completing necessary phone calls, writing, accompanying clients on walks, community trips, doctor's office appointments, bank, beauty salons, etc.

Home services workers observe and report any changes in the client's mental, physical, or emotional condition to immediate supervisor in a timely manner.

2. Assistance with activities of daily living and personal care that include:

Skin Care: A home services worker may perform general skin care assistance. Except for the application of simple bandages as first aid, skin care may be performed by a home services worker only when skin is unbroken, and when any chronic skin problems are not active. The skin care provided by a home services worker shall be preventative rather than therapeutic in nature and may include the application of non-medicated lotions and solutions, or of lotions and solutions not requiring a prescription from a health care professional. Skilled skin care shall be provided only by an agency licensed as a home health or home nursing services agency.

Skilled skin care includes wound care, dressing changes, application of prescription medications, skilled observation, and reporting.

i) The client or client's representative shall be able to provide ongoing feedback and advocate for their needs, including indications of potential harm and discomfort, to the home services worker.

ii) The home services worker will complete training in first aid for a lay person

iii) The competency evaluation of a home services worker's ability to employ the methods required to implement first aid effectively and safely will be conducted

Ambulation. A home services worker may assist clients with ambulation. Clients in the process of being trained to use adaptive equipment for ambulation, such as walkers, canes, or wheelchairs, require supervision by an agency licensed to provide home health or home nursing services during the period of training. Once the prescribing individual or the health care provider responsible for training the client is comfortable with releasing the client to work on his or her own with the adaptive equipment, a home services worker may assist with ambulation.

- i) The client or client's representative should be able to provide ongoing feedback to the worker, including indication of potential harm or discomfort, and advocate for their needs.
- ii) A home services worker will complete training in the methods required to assist clients with adaptive equipment for ambulation
- iii) The agency will conduct a competency evaluation of the worker's ability to employ the methods required to assist those clients who require the use of adaptive equipment for ambulation effectively and safely.

Bathing. A home services worker may assist clients with bathing. When a client has skilled skin care needs or skilled dressing that will need attention before, during, or after bathing, the client shall be in the care of an agency licensed as a home health agency or a home nursing agency to meet those specific needs. Home services workers may assist individuals in all types of bathing (e.g., tub, shower, sponge, bed) only if the following requirements are met:

- i) A client or client's representative are able to provide ongoing feedback to the worker, including indication of potential harm and discomfort, and advocate for their needs.
- ii) A home services worker will complete training in the particular method required to perform the client-specific bath, including the observation of indications of potential harm or discomfort
- iii) The agency will conduct a competency evaluation of a home services worker's ability to the methods required to perform the bath before the assignment and annually.

Dressing: A home services worker may assist a client with dressing. This may include assistance with ordinary clothing and application of support stockings of the type that can be purchased without a prescription from a health care professional. A home services worker may not assist with applying an elastic bandage that can be purchased only with a prescription from a health care professional (the application of which involves wrapping a part of the client's body) or with applying a sequential compression device that can be purchased only with a prescription from a health care professional unless the following requirements are met:

- i) The client's prescribing health care professional has issued an order allowing the home service worker to apply the compression device as a part of daily activities of living.
- ii) The client or client's representatives are able to provide ongoing feedback to the home services worker, including indications of potential harm and discomfort.
- iii) The home services worker will complete a training in the application of the compression device, including observations of indications of potential harm and discomfort
- iv) The agency will conduct a competency evaluation of worker's ability to employ the methods

Exercise: A home services worker may assist a client with exercise by encouraging normal bodily movement, as tolerated. Passive Range of Motion may not be performed by a home services worker.

Feeding: A home services worker may provide assistance with feeding when the client can independently swallow and be positioned upright. Assistance by a home services worker does not include the use of any syringes, tube feedings, or intravenous nutrition.

Whenever there is a high risk that the client may choke because of the feeding, the client shall be in the care of an agency licensed as a home health or a home nursing agency, to fulfill this function. The home services worker can assist the client by opening a pre-measured thickening product to be added to liquids as per client request and under direct client observation when the following requirements are met:

- i) The client or client's representative shall be able to provide ongoing feedback to the worker including indications of potential harm and discomfort, and advocate for their needs.
- ii) The home services worker will complete training and competency evaluation of worker's ability to employ the methods required to use pre-measured thickening products effectively and safely

Hair Care: As a part of the broader set of services provided to clients who are receiving home services, home services workers may assist clients with the maintenance and appearance of their hair, including shampooing with non-medicated shampoo, drying, combing, and styling. Home services workers may use a shampoo prescribed by the client's health care professional only if the following requirements are met:

- i) the client's prescribing healthcare professional has issued an order allowing the home services worker to apply the prescription shampoo.
 - ii) the client or client's representative can provide ongoing feedback to the home services worker including indications of potential harm and discomfort, and advocate for their needs.
 - iii) The home services worker will complete training in the methods required to apply prescription shampoo, including the importance of observing any open skin lesions, and shall document and report these to the agency and client's emergency contact.
 - iv) The agency will conduct a competency evaluation of the home services worker's ability to employ the methods required to apply prescription shampoo effectively and safely.
- and
- v) The agency will conduct annual training and competent evaluation for skills to apply and observe clients during shampooing.

Mouth Care: A home services worker may assist in and perform mouth care. This may include denture care and basic oral hygiene, including oral suctioning for mouth care. No mouth care can be performed if client is unconscious.

Nail Care: A home services worker may assist with nail care. This assistance may include soaking of nails, pushing back cuticles without utensils, and filing nails. Assistance by a home service worker shall not include nail trimming. If a client has a medical condition that might involve peripheral circulatory problems or loss of sensation, a home services worker may file the client's nails only if the following requirements are met:

- i) The client's health care professional has issued an order allowing the worker to file client's nails
- ii) The client or client's representative can provide ongoing feedback to the home services worker, including indications of potential harm or discomfort, and advocate for their needs.
- iii) The home services worker will complete training in the methods required to assist with nail care, including the importance of observing for and reporting of any potential signs of injury or harm for a client with peripheral circulatory conditions; and required to perform nail care effectively and safely and to observe and report potential signs of injury or harm.
- iv) The agency will conduct a competency evaluation of the home services worker's ability to employ the methods required to perform nail care effectively and safely, and to report potential signs of injury or harm.

Positioning: A home services worker may assist a client with positioning when the client is able to identify to the personal care staff, either verbally, non-verbally or through others, when the position needs to be changed. Positioning may include simple alignment in a bed, wheelchair, or other furniture. A home services worker may assist a client with positioning only if the following requirements are met:

- i) The home services worker will complete training in the methods required to monitor and observe verbal and nonverbal indications and cues from the client that re-positioning may be needed, the indications of and procedures for positioning and repositioning of clients, and the importance of following the service plan concerning the client's positioning needs, including, when possible, reminders to clients concerning the importance of repositioning.
- ii) The client or client's representative should be able to provide ongoing feedback (including non-verbal indications and cues) and advocate for their needs, including indications of potential harm or discomfort by the home services worker during any repositioning. If the client representative is present when the position needs to be changed, the client's representative shall be able to assist with the repositioning, either directly or by providing ongoing feedback, including indications of potential harm or discomfort, to the home services worker; and
- iii) The agency shall have conducted a competency evaluation of the home services worker's ability to employ the methods required to perform repositioning effectively and safely as needed.

Shaving: A home services worker may assist a client with shaving only with an electric or a safety razor.

Toileting: A home services worker may assist client to and from the bathroom; provide assistance with bed pans, urinals and commodes; provide peri care; or change clothing and pads of any kind used for the care of incontinence; empty or change external urine collection devices, such as catheter bags or suprapubic catheter bags, the insertion and removal of catheters and care of external catheters is considered skilled care and shall not be performed by a home services worker. A home services worker may empty ostomy bags and help with other client-directed ostomy care only when there is no need for skilled skin care or for observation or reporting to a nurse. A home services worker cannot perform digital stimulation, insert suppositories, or give an enema.

Transfers. A home services worker may assist with transfers, transfers using adaptive equipment (e.g., wheelchairs, tub seats, and grab bars), transfers using safety equipment (e.g., gait belts), and transfers using a mechanical or electrical transfer device only when the client has sufficient balance and strength to reliably stand and pivot and assist with the transfer either directly or by providing ongoing feedback, including indications of potential harm or discomfort, to the home services worker through either verbal or non-verbal indications and cues, and the following conditions are met:

- i) The client or client's representative can provide ongoing feedback to the home services worker, including indications of potential harm or discomfort through either verbal or nonverbal indications and cues, and advocate for their needs.
- ii) The home services worker will complete training in transfer techniques and any client-specific adaptive equipment, safety equipment, and mechanical or electrical transfer devices.
- iii) The agency will conduct a competency evaluation of the home services worker's ability to employ the methods required to perform transfers effectively and safely, including any adaptive equipment, safety equipment, and mechanical or electrical transfer devices.

Medication Reminders: A home services worker may assist a client with medication reminding only when medications have been pre-selected by the client, a family member, a nurse, or a pharmacist and stored in containers other than prescription bottles, such as medication minders. The containers shall be clearly marked as today and time of dosage. Medication reminding includes inquiries as to whether medications were taken, verbal prompting to take medications, handing the appropriately marked medication minder container to the client, and opening the appropriately marked medication minder container for the client if the client is physically unable to open the container. These limitations apply to all prescriptions and all over-the-counter medications. The home services worker is not allowed to perform or provide medication setup for a client. The home services worker shall immediately report to the supervisor any irregularities noted in the preselected medications, such as medications taken too often or not often enough, or not at the correct time as identified in the written instructions.

Respiratory Care: A home services worker shall not provide respiratory care except within the limitations as enumerated in this Section. Respiratory care is skilled and includes postural drainage; cupping; adjusting oxygen flow within established parameters; nasal, endotracheal and tracheal suctioning; and turning off or changing tanks. However, a home services worker may temporarily remove and replace a cannula or mask from the client's face for the purpose of shaving or washing a client's face and may provide oral suctioning. A home services worker may assist the client with changing the oxygen delivery system from a stationary system to a portable system as directed by the client and the client's health care professional to enable client transport, or in emergency situations such as loss of electrical power in the client's home (stationary systems are electrically powered devices). For the purposes of this Section, a "stationary system" refers to an oxygen concentrator used for at-home oxygen therapy and is not intended to be fully mobile. For those home services workers that are assigned to clients who require continuous supplemental oxygen therapy, the home services worker may assist the client with changing of the delivery system from stationary to portable only when the following conditions are met:



i) The home services worker will complete training in switching client-specific oxygen delivery systems from stationary to portable and the risks associated with improper adjustment of O2 flow rates.

ii) The agency will conduct a competency evaluation of the home service's workers' ability to employ the methods required to change the oxygen delivery system effectively and safely, including any client-specific equipment.
and

iii) A home services agency seeking to have a home services worker assist a client with changing of oxygen delivery systems shall maintain an individual on staff that has been trained and is able to conduct training and administer competency evaluation for any home services worker assisting clients with changing of the delivery system from stationary to portable.

Monitoring Reminder. A home services worker may remind a client to perform client monitoring, including monitoring of heart rate, blood pressure, oxygen saturation, and temperature and weight. The home service agency shall not provide the client and/or family with any service to interpret the data or to take clinical action of the monitoring results. The home services worker may assist the client with the application of the heart rate, blood pressure, and oxygen saturation device and assist the client with recording the device reading. All home services workers must follow a client's written Plan of Care; record and submit accurate and complete (written in ink) bi-weekly time sheets.

3. Home services workers shall not act in the following capacities:

Provide skilled personal care services.

Become or act as a Power of Attorney.

Be involved in any financial transactions of the client outside of contracted services. In such cases the home services worker shall follow agency policies (all receipts for items purchased should be secured and both client and worker signatures should document those expenditures).

Other actions are prohibited by State laws or Comfort Keepers' policies.