

## **RESPITE CARE SERVICE SERVICE SPECIFICATIONS**

### **1 OBJECTIVE**

Respite Care Aide (RCA) Services provide relief for the caregiver who is responsible for 24 hour care of the customer who requires constant supervision and may **never** be left alone. The purpose of Respite Care is to decrease stress and/or isolation for the caregiver and ensure time to care for personal responsibilities. Respite Care activities may include, but are not limited to:

- 1.1 Assisting the customer with eating, bathing, dressing, personal hygiene, grooming, and other ADL's and IADL's.
- 1.2 The preparation of customer meals.
- 1.3 Socialization/companionship, such as reading aloud, puzzles, simple crafts, games as authorized by CSS case manager.
- 1.4 Light housekeeping/laundry, if appropriate for customer's level of care, as authorized by CSS case manager.

### **2 UNIT OF SERVICE**

- 2.1 A unit of service is equal to (1) full hour of direct-in-home service to the customer, as defined in the duties and responsibilities.
- 2.2 The unit rate must include administration, supervision, travel, and documentation costs.
- 2.3 Additional units require prior authorization from the Clermont Senior Services Home Options Program (HOP) Case Manager. **EXCEPT:** where immediate action must take place by the provider's staff to ensure customer protection in high risk or acute episodes. Provider must notify the HOP Case Manager within one (1) business day after completing the service to request authorization for additional units.

### **3 PROVIDER REQUIREMENTS**

The Home Options Program Provider of respite care must maintain evidence that it:

- 3.1 Has the capacity to deliver service five (5) days a week.
- 3.2 Has a system in place to ensure that the Provider's supervisor is accessible to respond to emergencies during those times when the provider's employee is scheduled to work.

- 3.3 Maintains a back-up plan for service delivery in the event of an employee's absence.
- 3.4 Maintains required RCA service-specific documentation on file.  
Documentation must include:
- (a) Date of service delivery.
  - (b) A description of the service task(s) performed
  - (c) Name of the RCA providing the service
  - (d) The RCA's arrival and departure time
  - (e) The RCA's written or electronic signature to verify the accuracy of the record.
  - (f) If an electronic verification system is not utilized to document services, provider must obtain customer's signature for each service event.
  - (g) Providers that utilize an electronic verification system must capture all required elements identified in Section 3.4, (a) through (e). **NOTE:** In the event the electronic system is unavailable, the Provider must capture written verification of all required elements identified in Section 3.4, (a) through (f).
- 3.5 Maintains documentation in the customer's record when a customer is unable to sign for the service delivery and reason customer is unable to sign and the name of the individual authorized to sign for services delivered.
- 3.6 The Provider has a mechanism in place to verify whether the RCA is present at the time and location that services are to be provided and maintain a record of the information obtained by the monitoring system.

#### 4 RCA TRAINING OR CERTIFICATION REQUIREMENTS

- 4.1 The Provider must furnish documented evidence, maintained in employee's file, verifying that all individuals providing Respite Care services meet one or more of the following training criteria **prior** to customer contact.
- (a) A verified State Tested Nursing Assistant listed on the Ohio Department of Health's Nurse Aide Registry **AND** who successfully completes the Provider's written/oral competency test with a minimum passing score of 70% **AND** completes skills testing by return demonstration **OR**
  - (b) Successfully completed the Medicare Competency Evaluation Program for home health aides set forth in 42 C.F.R. Part 484, **AND**
    - 1. Has a minimum of one (1) year verified direct personal care service under the direction supervision of an RN or a LPN (as delegated by an RN) without a twenty four (24) month lapse of employment as a home health aide or nurse aide, **AND**
    - 2. Passes the Provider's written competency or oral test with a minimum passing score of 70%, **AND**
    - 3. Successfully completes skills testing by return demonstration, **OR**

- (c) Successfully completed a Provider Agency 60 hour Nurse Aide Training Program. Training, competency testing **AND** skills testing with return demonstration must be documented by the Provider and shall include the number of hours, instruction materials and subject areas. It shall include the qualifications, printed name and signature of the trainer and all testing results with a minimum passing score of 70%. The training program must meet the approval of Clermont Senior Services, Inc. Home Option Program, **OR**
- (d) Successfully completed Mercy Neighborhood Ministries Home Care Aide Training or certified vocational program in health care **AND** successfully completed a written competency or oral test **AND** skills test by return demonstration **prior** to initiation of service provision **OR**
- (e) The person has at least one year of supervised employment experience as a home health aide or nurse aide **AND** who successfully completes the Providers written/oral competency test with a minimum passing score of 70% **AND** completes skills testing by return demonstration **prior** to initiation of service provision. The provider shall retain records to verify the person name, the former employers name and contact information, the former supervisors name, the date the person began working for the former employer, and the date the person stopped working for the former employer.

## **5 RESPITE AIDE TRAINING/TESTING WITH RETURN DEMONSTRATION**

The RCA supervisor, trainer and tester must meet RCA supervisor guidelines.

### **5.1 Course content (\*components requiring skills testing with return demonstration)**

- (a) \*Personal Hygiene and Care
  - 1. Bathing: bed, tub, shower, complete, partial and/or supervision of customer's bathing activities
  - 2. Oral hygiene, including denture care
  - 3. Hair care
  - 4. Shaving (electric or safety razor)
  - 5. Perineal Care
  - 6. Hand and foot care (not cutting of nails)
  - 7. Skin care
  - 8. Dressing and grooming
- (b) \*Mobility
  - 1. Turning and positioning using proper body mechanics
  - 2. Assisted transfers and ambulation, with and without assistive devices
  - 3. Active and passive range of motion
- (c) \*Elimination
  - 1. Assist in use and cleaning of bedpan, bedside commode, and toileting activity
  - 2. Incontinence care

3. Catheter care limited to cleansing/position of external parts of drainage systems and emptying drainage systems
- (d) \*Nutrition
  1. General meal preparation and clean up
  2. Cleaning of food preparation and eating areas
  3. Encourage and facilitate adequate nutritional and fluid intake
- (e) \*Homemaking (incidental to personal care services)
  1. Bed making: occupied and unoccupied, with linen change
  2. Cleaning of the bathroom
  3. Laundry (customer's personal laundry)
  4. Trash removal
- (f) \*Safety
  1. Identify and report safety hazards to immediate supervisor
  2. Eliminate safety hazards with customer and supervisor's approval
  3. Knowledge of emergency protocol, recognizing and accessing emergency assistance
  4. Knowledge of signs and symptoms of elder abuse, neglect, or exploitation and requirements for reporting to Adult Protective Services
  5. Body Mechanics for the respite care aid (RCA)
- (g) \*Communication Skills
  1. The ability to read and write
  2. The ability to make brief and accurate oral or written report
  3. Must be able to communicate observations and document changes in the customer's status such as change in body function that should be reported to the supervisor
  4. Be able to accurately document services provided
- (h) \*Standard Precautions/Infection Control Practices
  1. Handwashing, gowning and gloving techniques
  2. Blood and body fluid precautions
- (i) \*Other
  1. Knowledge of the basic elements of body functioning and changes that must be reported to Supervisor
  2. Reality orientation and sensory stimulation
  3. Role and expectations of the respite care aide
  4. Special needs of the elderly

## 5.2 Specialized Skills Training

- (a) Prior to performing specialized skills not included in initial training, RCA must be trained by supervisor and perform a successful return demonstration. (Example but not limited to: TED hose, assistive devices, prosthetics, etc.)

## 5.3 Ongoing Supervision/Observation of RCA

- (a) Providers must have a written policy and procedure in place to supervise/observe the RCA.

#### 5.4 Annual RCA In-Service Training Requirements

- (a) Provider must maintain documented evidence of completion of eight (8) hours of annual in-service education for each RCA, excluding Agency and program specific orientation, initiated after the first anniversary of employment with provider agency and each year following.

Documentation should include:

1. Date of training
2. Length of training
3. Printed name and signature of trainer
4. Printed name and signature of those in attendance

#### 5.5 Tasks that **MUST NOT** be Assigned to the RCA

- (a) Provider must ensure that these specific tasks are **never** assigned as RCA customer care responsibilities:

1. Administer any prescription medication, over-the-counter medications, eye drops or apply medicated topical preparations
2. Provide medication reminders
3. Perform any type of dressing change or perform any tasks that require sterile techniques
4. Administer food and fluids via feeding tubes
5. Administer enemas or suppositories
6. Administer irrigation fluids to intravenous lines, foley catheters or ostomies
7. Cut toenails or fingernails

### 6 SUPERVISION OF CUSTOMER'S RCA SERVICE

The Provider must ensure a Respite Aide performs services outlined in the Home Options Program Case Manager's authorized plan which may include any of the RCA duties and responsibilities as identified in section 5.1 (a-i) of this specification and in keeping with the Clermont Senior Services HOP Code Of Ethics.

#### 6.1 The Supervisor must complete and document in the customer's case notes:

- (a) Initial Open: A home visit with the HOP contracted customer **prior** to the initial RCA visit to define expected activities of the RCA and prepare a written task sheet with customer's signature, consistent with the HOP Case Manager's authorized plan and HOP Code of Ethics. The Supervisor must:

1. Make available to each customer and RCA a copy of the task sheet

- (b) A RCA Supervisory Visit or Phone Call to the customer if the following issues arise:

1. Customer is dissatisfied with service delivery
2. A Major Unusual Incident occurs
3. Health and/or Safety Issues
4. Aide Performance Issues

- (c) Supervisory Visit or Phone Call must be documented in the customer's record in the computer system within seven (7) business days.  
Documentation must include:
  - 1. Date of the visit/call
  - 2. Reason for the visit/call and corrective actions taken
- (d) When the Nurse Supervisor identifies any significant changes in the customer's health and safety, including any recommended service needs or modifications, the Provider must notify the Home Options Program Case manager within one (1) business day.
- (e) The RCA Supervisor must notify Adult Protective Services at Clermont Senior Services @ (513) 536-4085 and the HOP Case Manager when signs of physical, emotional or sexual abuse, self-neglect, neglect or exploitation are reported or identified within one (1) hour of discovery.
- (f) Review of RCA customer contact forms/time slips to assure the RCA tasks performed coincide with the RCA task assignment sheets.
- (g) Follow-up activity on reported RCA pertinent customer observations.

## 7 PERSONNEL QUALIFICATIONS

The provider must ensure that the position job description states and that RCA staff possess the following qualifications.

### 7.1 Respite Care Aide

- (a) Must be at least 18 years of age, **AND** be a high school graduate **or** have completed a G.E.D., **or** has a minimum of one (1) year of verified related work experience, **AND**
- (b) Demonstrates the ability to understand the written task sheet, execute instructions, and document services delivered
- (c) Demonstrates the ability to communicate with customers/families and emergency service system personnel

### 7.2 Respite Care Supervisor/Trainer

- (a) The provider must ensure that the RCA Supervisor and trainer shall have:
  - 1. Experience supervising employees in a direct care setting to aging adults or individuals with developmental disabilities.
  - 2. Effective communication and problem resolution skills.
  - 3. Possesses specialized skill set to train and guide home care aides to complete tasks outlined in the customer's authorized plan.
  - 4. Ability to maintain high standards of efficiency, customer safety, and customer satisfaction.