

**EASTERN NEBRASKA OFFICE ON AGING  
HOMEMAKER POLICIES AND PROCEDURES  
FY 2014-2015**

**CLIENT CONFIDENTIALITY**

At no time will a homemaker discuss his/her clients with other homemakers or other clients. As an employee of a contractor for ENOA, you assume an obligation to keep in confidence all client information. This responsibility is shared by every employee of said contractor. Contractors and their employees are expressly forbidden to discuss or share information with anyone regarding their clients.

**TRANSPORTING CLIENTS**

Homemakers are not allowed to transport his/her clients anywhere, anytime during authorized hours.

**GROCERY SHOPPING**

Homemakers may grocery shop for his/her clients (using homemaker's car) only when the client provides the homemaker with a signed check payable to the grocery store. Homemakers are not allowed to accept cash or checks made payable to the homemaker for the purchase of groceries; a receipt must be given to the client for all purchases made.

**ACCEPTANCE OF GIFTS**

Homemakers are not allowed to accept gifts or borrow items from clients. This includes cash or items from client's homes/apartments.

**PURCHASING ITEMS FROM CLIENTS**

Homemakers are not allowed to purchase items from clients, unless the item is being offered for sale to the general public. You must always be aware of the "appearance of wrongdoing".

**PERSONAL APPEARANCE**

Neatness in appearance is expected of all homemakers. Appropriate attire is necessary in order that the job be professionally performed. Appropriate attire does not include skirts, short shorts, or low-cut blouses or tops.

## **ASSIGNMENT OF CLIENTS**

When homemakers are assigned a client, they will receive the client's name/address/phone number, the number of authorized hours, and the cleaning tasks needed. New clients should be contacted **within 24 hours** to arrange for their first appointment. Please do not call ENOA's office for the phone number and/or address of clients. After clients have been assigned, the information should be kept at all times in an appointment book. Should a problem arise, please call ENOA, not the client's family.

## **CLIENT APPOINTMENTS**

When a homemaker has made an appointment with his/her client, the homemaker is expected to keep that appointment unless an emergency or illness arises. When a homemaker is unable to keep an appointment with his/her client, the homemaker is expected to notify the client immediately and reschedule. Clients must remain in the home/apartment while the homemaker is cleaning. **If client is not present, services are not rendered.** It is not the responsibility of ENOA to contact clients when the homemaker is unable to keep appointments. This is your responsibility.

## **CLEANING SUPPLIES**

All cleaning supplies and equipment, (vacuums, mops, brooms, cleaning rags, etc.) shall be provided by the client.

## **PERSONAL CARE**

Homemakers are not allowed to perform personal care for his/her clients, i.e., bathing, dressing, clipping nails, etc., or administer any type of medication. If clients are in need of personal care or assistance with medication, they should contact their ENOA care manager at 402-444-6596.

## **MONEY MANAGEMENT**

Homemakers are not allowed to write checks, pay bills, balance checking accounts, etc. for clients. ENOA contracts with VAS (Volunteers Assisting Seniors) to assist clients on a volunteer basis with these services. Again, clients should contact their ENOA care manager at 402-444-6596, if they would like more information on this program.

## **INFESTATION**

If it is determined that a client has an infestation problem, ENOA is to be contacted immediately and client services are to be placed on hold. Client's care manager will be contacted and will work with client to resolve problem. At completion of treatment and when client's residence is deemed safe, you will be contacted and homemaker will be allowed to re-enter client's residence.

## **ACCEPTANCE OF LEGAL RESPONSIBILITY**

No contractor shall allow any employee working for contractor to accept assignment as guardian, conservator, or power of attorney for an ENOA client.

## **TIME SHEETS**

All time sheets must be signed by both the client and the homemaker providing the service upon the completion of each visit. Time sheets are **never** to be filled out before a homemaker's visit is completed. Client is to be given a copy of each signed time sheet at the completion of each homemaker visit for their records; a copy is also to be sent to ENOA with end of the month billing.