



PERSONAL ATTENDANT CARE INC.
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DEPARTMENT		Client Services	
SUBJECT		Assessment Process	
APPROVED BY (Signature)	CHIEF EXECUTIVE OFFICER	<i>N. Carter</i>	
APPROVED DATE		June 2009	
REVIEWED BY (Title & Signature)		Jennifer Hammond, R.P.N. Client Service Manager	
REVIEW DATE		December 2009	

OPERATIONAL PROCEDURE

Procedures

Personal Attendant Care Inc. must gather essential client information prior to commencement of service. Initial and continuous client assessments are important to establish care requirements and ensure Personal Attendant Care Inc. is providing safe, quality care to all clients.

Eligibility for Services / Client "Direction of Care"

Upon receipt of the Referral and Application form Administrative staff is responsible for:

- Filling out the Administrative Staff section of the Referral Process/Flowchart and attach it to the Referral and Application form;
- Entering the applicant's information in the scheduling software under Expanded Wait List;
- Forwarding the paperwork to the applicable Client Service Supervisor.

Client Service Supervisors are responsible for the following:

- Contact the referral source (if applicable) to confirm receipt of referral;
- Contact the applicant within five days to confirm receipt and determine eligibility for services. If unable to contact and/or no longer requires services the Client Service Supervisor will discharge the applicant from the Expanded Wait List and complete the discharge portion of the Admission/Transition/Discharge form;
- Eligibility will be determined by requesting information on the client's ability to direct his/her own care. The client must be able to direct his/her own care by verbal or non-verbal methods.

Eligibility criteria:

- Is the applicant capable, or potentially capable of directing the Personal Support Worker to perform physical tasks that the client is not able to perform;

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- Is the individual able to establish a Contingency Plan and activate it when requested by Personal Attendant Care;
- Is the individual able to cognitively understand Personal Attendant Care's Service Contract and the Consent for Release of Information;
- Is the individual able to sign or direct appropriate person to sign if he or she is not physically able to sign.

Note: Only provide one staff member per service.

The Client Service Supervisors will refer clients that are not eligible for program and that do not meet the requirements of directing their own care to the Central East Community Care Access Centre.

- If eligible book an appointment to complete the initial assessment (approximately two (2) hours required). If not eligible discharge from the Expanded Wait List and complete the discharge portion of the Admission/Transition/Discharge form;
- Upon completion of initial assessment:
 - Services available:
 1. Client will be discharged from the Expanded Wait List and the discharge portion of the Admission/Transition/Discharge form completed;
 2. Daily Living services entered and the admission portion of the Admission/Transition/Discharge form completed;
 - Services not available;
 1. Wait List letter sent to client;
 2. When available complete steps 1 and 2 above;
- If client was on the Wait List the Client Service Supervisor/designate will verify any changes and complete another home visit if necessary prior to commencement of services.

Initial Assessment

Provide a Personal Attendant Care Inc. folder and review the following with each applicant at the time of the assessment:

- A business card for the appropriate Client Service Supervisor;
- A copy of the Mission, Vision and Values for Personal Attendant Care Inc.;
- The Personal Attendant Care Inc. Complaints and Appeals Process booklet;
- Home Care Bill of Rights;
- Forms –Equipment Check, Client Progress Notes and Client Service Reports;
- Review Respite Process and Respite Care Request form;
- Reiterate that the client must have gloves available for the Personal Support Workers as outlined in the Service Contract;
- Health and Safety Inspection of home documented on the Risk and Safety Check and risks/concerns identified are addressed with client/family prior to commencement of services;

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- Review, date and signature on the Client Goals and Outcomes;
- Review, Date and Signature on the Consent for Release of Information;
- Review, Date and Signature on the Service Contract;
- Completion, Date and Signature on the Client Service Plan.
- Establish the Emergency Contact and Client Contingency Plan per Consent and Contingency Planning Operational Procedure 5:02;
- Organize the client's file and update information systems.
- Enter the applicants name and demographic information into the scheduling software. The software will produce a client number which is to be documented on the Service Plan and utilized on all documentation to identify client.
- E-mail office personnel including the Chief Executive Officer of the new admission detailing client demographic information and date of admission to services.

Re-assessment

The client Service Supervisors are responsible for completing re-assessments *annually* for each client:

- Prepare the client file for reassessment;
- Provide a new Personal Attendant Care Inc. folder with a business card for the appropriate Client Service Supervisor, Daily Equipment Checks, Client Progress Notes and Client Service Reports.
- A copy of the Mission, Vision and Values for Personal Attendant Care Inc.;
- The Personal Attendant Care Inc. Complaints and Appeals Process booklet;
- Home Care Bill of Rights;
- Forms –Equipment Check, Client Progress Notes, Service Reports;
- Health and Safety Inspection of home documented on the Risk and Safety Check and risks/concerns identified are addressed with client/family prior to commencement of services;
- Review, date and signature on the Client Goals and Outcomes;
- Review, date and signature on the Consent for Release of Information;
- Review, revision, date and signature on the Client Service Plan.
- Review, Date and Signature on the Service Contract;
- Confirm Emergency Contact and Client Contingency Plan information;
- Review Respite Process and Respite Care Request form;
- Reiterate that the client must have gloves available for the Personal Support Workers as outlined in the Service Contract;
- Organize the client's file and update information systems.
- Health and Safety inspection of the client's home documented on the Risk and Safety Check. Identify any risk situations and address risks with client and family;
- Upon completion organize the client chart file and update information systems.

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Client Service Supervisors are responsible for completing *bi-annually* for each client:

- Health and Safety inspection of the client's home; documented on the Risk and Safety Check. Identify any risk situations and address risks with client and family, update applicable forms and notify applicable personnel.
- Assessment of current and/or additional service requirements (i.e. Respite).

Respite

Respite care is defined as caregiver relief. Respite hours are a temporary service with personal support, homemaking, meal preparation and companionship provided to relieve the primary caregiver(s). Respite hours are available in a block of a minimum of 3 hours. Personal Attendant Care Inc. ensures each client/caregiver has equal access to the Respite care.

Primary caregiver is defined as the family member or other individual who is an informal provider of care and who is available to assist client with their personal care and homemaking tasks when other services are not available.

Personal Attendant Care will provide respite care for eligible clients within the available resources, financial and staffing. Respite care is defined as, temporary assistance with personal support, homemaking service and companionship as a result of clients' primary support person being unavailable to provide assistance and caregiver relief.

Personal Attendant Care Inc. provides Respite to:

- Help to reduce or alleviate stress on the client's primary caregiver, and help prevent caregiver burnout/fatigue;
- Allow the primary support person the opportunity to take care of his or her own needs;
- To aid in the client's ability to remain in their own home and or help prevent move to institutional care.

Eligibility for Respite:

- Current client;
- The client must direct their own care;
- Hours of care are within the time frame agreed upon between the organization and the caregiver;
- A minimum request of 3 hours per day for duration of no longer than a 2 week period per request;
- Respite services will be reevaluated at the completion of the 2 week period. There is no guarantee of extension;
- There is a maximum of 56 hours per year, per client;
- All respite service requests will be implemented on a first come, first serve basis; determined within the financial parameters of the organization;
- Need for primary support person (care giver) relief has been identified in writing on the Respite Request Care form.
- Respite hours are scheduled outside of the maximum allowable hours per month per client.

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The Client Service Supervisor will:

- In consultation of the primary support person, establish the respite care. The care will be documented in the client's file and the information given to the attendant if the tasks differ from what is indicated on the Client Service Plan.
- If resources for respite care are not available to the client at the time of the request, the client may be offered an alternative time. If time does not coincide with the client's need the Client Service Supervisor will make a referral to the appropriate community agency.

Organizing Client File

All Client Service Supervisors will organize their client files using the following format:

- Documentation for the client file will be placed in a letter-sized brown file folder equipped with paper fasteners on either side of the file. All documentation will be placed in reverse chronological order.
- The client's name will be written on a label with surname followed by given name and the file is then placed in the Client File Room (files locked after hours).
- Forms placed on the right-hand side of the file as follows:
 - Personal Attendant Care Referral and Application Form;
 - Referral Process Flowchart;
 - Risk and Safety Check;
 - Consent for Release of Information;
 - Service Contract;
 - Client Service Plan; white copy;
 - Client Goals and Outcomes.
- Forms/documents placed on the left-hand side of the file as follows:
 - CE CCAC Assessment Tool (if applicable);
 - Correspondence to and from client / family;
 - Correspondence to and from referral source;
 - E-mails;
 - Internal memos;
 - Ongoing written documentation;
 - Client / Worker Exemption;
 - Complaint Report;
 - Client Incident Report;
 - Potential Health and Safety Audit;
 - Client Survey;
 - Additional Client Care;
 - Client Admission/Transition/Discharge;
 - Wait List letter;
 - Medication History;
 - Respite Care requests
 - Client File Audit;
 - General Client Release.

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- Each client file is audited once per year to ensure being maintained in a standardized and consistent manner. The designated staff will audit on a monthly basis utilizing the Client File Audit Checklist Form.
- Any omissions and misplacement of items within the file are noted on the checklist and reviewed and adjusted accordingly by the Client Service Supervisor.
- The Client Service Manager and/or Chief Executive Office reviews and upon approval forwards to the designated personnel to maintain originals in the Client File Audits binder, updates the master File Audit spreadsheet and forward a copy to the Client Service Supervisor for placement in the client file.

Client Service Plan

The Client Service Supervisor will establish a Client Service Plan in collaboration with the client and/or client's family and/or designate to provide safe and reliable pre-scheduled service for all clients. This will initially be completed at the commencement of services with Personal Attendant Care Inc. in blue or black ink only. The Client Service Plan will be reviewed at the annual re-assessment and as the needs of the client change.

The Client Service Supervisors are responsible for the following:

- Updating new or additional information to the Client Service Plan immediately. A copy will be left in the client's home folder. It will be scanned into the organization's network and copies placed in the client file, Client Service Plan Master Binder, and to all Personal Support Workers who provide regular service to client and faxed or e-mailed to appropriate Central East Community Care Access Centre Case Manager.
- The Client Service Plan will contain the following information:
 - Name
 - Client number
 - Phone number
 - Address
 - Directions
 - Access to home/lockbox code
 - Gender
 - Date of birth
 - Weight and height
 - Diagnosis and secondary diagnosis(s)
 - Primary and secondary languages
 - DNR (Do Not Resuscitate Order)
 - Lifeline
 - Allergies
 - Living arrangements and primary caregiver
 - Outside activities
 - Client Goals
 - Day/range/length/service description
 - Emergency and Contingency contact information

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- Service information such as the day, time and length will be included. Specific client care will be noted. If requests from client differ greatly from the information on the Client Service Plan, the Client Service Supervisor must be notified.
- Clients specific care needs are documented under the following titles; Sensory/Communication, Mobility/Ambulation, Transfer/Service Aids, Service Needs, Cultural Specific Needs, Skin Condition Monitoring and Assisting with Medications.
- Client Service Plan identifies if a Risk and Safety Check has been completed and risks identified and any precautions required.
- If transferable skills are required they are documented on the fourth page which identifies all transferable skills required to complete care, details provided if skill required and Personal Support Workers who have been trained to provide transferable skills will be listed.
- Both the client and the Client Service Supervisor will review, sign and date the Client Service Plan Certification at the time of the assessment/re-assessment.
- Information collection on future service needs will be tracked on the Client Service Plan Certification.
- The Personal Support Workers are responsible to ensure they have Service Plans for all clients on their schedule.

Service Contract

- The Client Service Supervisor, at the time of initial assessment, reviews and discusses the Service Contract with the client/family to ensure an understanding of the general expectations, allowing time for questions and discussion to address any concerns.
- The Client Service Supervisor ensures that the Service Contract is signed on a yearly basis thereafter, either in person or via fax/mail.
- The Client Service Supervisor reports and discusses any non-compliance of the terms of this contract with the Client Service Manager and Chief Executive Officer.
- Follow up to be completed by a Client Service Supervisor.

Client Goals and Outcomes

Client Service Supervisors are responsible for the following::

- Establishment of goals at the initial assessment ;
- The client must sign off on the Client Goals and Outcomes Form at the time the goals are established;
- Document the goals on the Client Service Plan to allow the Personal Support Workers assistance if applicable in achieving goals (i.e. using walker everyday);
- Six months following the development of client goals, telephone contact shall be made with the client to assess the progress and need for revision and analysis of barriers in relation to the goals. Documentation shall be made on the Client Goals and Outcomes Form;
- Document achievement of goal(s) or reasons that the goal(s) were not attained annually;

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- The Client Goals and Outcomes Form shall be located on the top of the clients chart on the right hand side of the chart;
- New Client Goals and Outcomes should be documented annually or as they are established by the client;
- Information regarding the Client Goals and Outcomes shall be documented on the Client Service Supervisors Quarterly Report to the Chief Executive Officer.

Client Satisfaction Surveys

Annual surveys are completed to evaluate the service, the organization and the staff. The survey is designed to identify:

- Client expectations;
- Identify and monitor concerns;
- Monitor the quality of care received by clients;
- Provide feedback for administrative planning in order to initiate organizational improvements.
- In October of each year, a survey will be sent by regular mail and/or electronically to each client.
- All completed surveys will be confidential and returned to the attention of the Chief Executive Officer.
- If applicable, follow-up phone calls can be requested from the Chief Executive Officer.
- Review of surveys and results to be completed by Chief Executive Officer and reviewed by the Management team.
- A report of the results will be communicated to employees/clients via the "Keeping In Touch" newsletter and at Team Meetings.
- Chief Executive Officer will provide an overview of the survey results to the Board of Directors.

Attached Forms

Admission/Transition/Discharge	5(c)	Equipment Check	4(d)
General Client Release	5(m)	Potential Health and Safety Audit	4(i)
Client Goals and Outcomes	5(n)	Progress Notes	5(h)
Client/Worker Exemption	5(o)	Referral and Application Form	5(a)
Client File Audit Checklist	5(l)	Referral Process Flow Chart	5(b)
Client Incident Report	4(p)	Respite Request	5(g)
Client Satisfaction Survey	5(p)	Risk and Safety Check	4(k)
Client Service Contract	5(q)	Client Service Report	5(i)
Client Service Plan	5(d)	Wait List Letter	5(f)
Client Service Plan Certification	5(u)		
Complaint Report	4(c)		

Attached Documents

Complaints and Appeals Process	Mission, Vision and Values
Home Care Bill of Rights	