

EXHIBIT C: RESPITE SCOPE OF WORK

Policy

Family Caregiver Respite is a service designed to encourage and support efforts of unpaid family caregivers to maintain functionally or cognitively impaired relatives at home. The primary purpose of respite is to provide caregivers a break from their caregiving duties. The family may utilize respite care to meet emergency needs, to restore or maintain the physical and mental well-being of family caregivers, and provide socialization for the care recipient. The respite service may take the form of in-home care, adult day program, or facility care.

Eligibility

Determination of eligibility for services is the responsibility of the Area Agency on Aging of North Idaho (AAANI) staff. A referral for service, received from any source, must be screened using the Idaho Commission on Aging (ICOA) approved GetCare assessment instruments. This process helps determine a consumer's level of need, type of service needed, and potential referrals. The Provider will be notified by AAANI only when services are authorized for a consumer. In Family Caregiver Respite, the "consumer" is defined as the family caregiver. The care recipient must have physical or cognitive impairments affecting ADL or IADL functioning to the extent twenty-four (24) hour care or supervision is required. In general, the following types of individuals are eligible for respite services:

- A caregiver sixty (60) years of age or older residing with an eligible care recipient who is under sixty (60) years of age.
- A caregiver under sixty (60) years of age residing with an eligible care recipient aged sixty (60) years of age or older.
- A grandparent or older individual who is a relative caregiver of a child, or a relative of a child by blood, marriage, or adoption who is 55 years of age or older who are providing twenty-four (24) hour care to children with severe disabilities.
- Family caregivers who provide care for individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction.

When consumers are determined to be eligible for other formal respite services such as from Medicaid, they are no longer eligible for AAANI services.

Types of Service Performed

Family Caregiver Respite services include, but are not limited to, the following activities:

- Personal care services incidental to in-home respite care
- Interaction with the care recipient that encourages socialization
- General housekeeping
- Meal preparation

Service Limitations

- When personal care services are a part of a consumer's care plan, those services shall be provided by trained Respite employees or trained Respite volunteers (hereinafter collectively "respite workers").
- Services requiring supervision of a registered nurse in accordance with the Nurse Practices Act shall not be performed by respite workers.
- The Respite Service Provider shall provide adequate and appropriate insurance coverage before assigning its respite workers to assist care recipients with personal care tasks.
- Respite workers shall NOT transport caregivers or care recipients.

Unit of Service

A service unit equals one hour, or fraction thereof, in quarter hour increments, in combined service to the caregiver and care recipient. Transportation to and from the consumer's home is not included as part of the service unit.

Consumer Enrollment

- Each consumer assessed and authorized to receive Respite services will be provided with a list of AAANI authorized Respite Service Providers, and the consumer may choose the Service Provider of their choice. A consumer may, at any time and at their sole discretion, terminate the services of the Service Provider and work with AAANI staff to choose another authorized Respite Service Provider. A consumer must be contacted by the Service Provider within five (5) business days upon receipt of approval for service by AAANI. The Service Provider will designate one point of contact to receive incoming referrals and updated Respite services allocations, and acknowledge and respond (in writing) to correspondence.
- The Respite Service Provider is required to document each consumer visit, noting the tasks accomplished, the beginning and ending time of each visit, and any changes in consumer condition or circumstances. The consumer, or in-home family caregiver of a consumer with dementia, will verify the service units and timelines of each visit by signing the documentation.
- If the Service Provider is unable to provide service on the third consecutively scheduled day, the AAANI staff will be notified in writing within three business days of the third missed day.
- Any change that impacts consumer service must be discussed jointly by the Service Provider and a representative of the AAANI staff. Changes include, but are not limited to, staffing difficulties, scheduling problems, conflicts between a consumer and Service Provider personnel.

Accommodations

- Accommodations for Geographic Inaccessibility. All Service Providers shall make and document efforts to locate and hire workers or generate a volunteer to meet the consumer service need. Documented efforts include employment advertising, volunteer recruitment and networking efforts.

- Accommodations for Language. All Service Providers shall make reasonable accommodations to work with persons who speak a language other than English.
- Cultural Accommodations. All Service Providers shall make reasonable accommodations for cultural differences and take them into account when delivering services.
- Accommodations for Disabilities. All Service Providers shall make reasonable accommodations to work with persons who have vision or hearing impairments or other disabilities.

Adult Day Care Respite

- Staffing. Staff shall be adequate in number and skills to provide respite care services.
 - There shall be at least two (2) responsible persons at the site (day care center) at all times when consumers are in attendance. A minimum of one person must be a paid staff member.
 - Staff to consumer ratio shall be increased appropriately if the number of consumers in adult day care increases or if the degree of severity of consumers' function or cognitive impairment increases.
 - Staff persons counted in the staff to consumer ratio shall be those who spend the major part of their work time in direct service to consumers.
 - If the site administrator is responsible for more than one (1) site or has duties not directly related to adult day care, a program manager shall be designated for each site.
 - Volunteers shall be included in the staff ratio only when they conform to the same standards and requirements as paid staff.
- Services. Unless otherwise contractually specified, Adult Day Care Respite Programs shall, at a minimum, provide the following services:
 - Assistance with transferring, walking, eating, toileting;
 - Recreation;
 - Nutrition and therapeutic diets; and
 - Exercise.

Training & Supervision

- Orientation. All respite workers shall receive an employee orientation from the Service Provider before performing any services. Orientation shall include the purpose and philosophy of services, review of pertinent skills, program regulations, policies and procedures, proper conduct in relating to consumers, and handling of confidential and emergency situations involving a consumer.
- Bathing and washing hair. Service Providers (who have adequate and appropriate insurance) shall ensure that respite workers who assist consumers with bathing and hair washing receive specific training in performing these services before being assigned to a consumer.
- Supervision. Service Providers shall maintain written job descriptions for all respite workers and shall have written personnel policies. All respite workers shall receive a written annual performance evaluation. Supervisors of respite workers shall be available to respite workers during work hours to discuss

changes in consumer's circumstances, to resolve problems with schedules, or to respond to emergencies.

Medical Emergencies

In case of medical emergency, the respite worker shall immediately call 911 or the available local emergency medical services and, if appropriate, shall initiate CPR.

Program Restrictions

Service Providers shall ensure, through personnel policies, orientation procedures, signed service workers' agreements, and supervision, that the respite worker's conduct is governed by the following restrictions. A copy of these restrictions, signed by the service worker, shall be placed in each service worker's personnel file.

- Respite workers shall not accept money or a loan, in any form, from a consumer.
- Respite workers shall not solicit the purchase of goods, materials, or services from a consumer.
- Respite workers shall not provide a personal telephone number or home address to consumers.
- Respite workers shall not work privately for a consumer outside the scope of this Contract.
- Respite workers shall not enter a caregiver's residence in the absence of the caregiver.
- Respite workers shall not engage in religious proselytizing during the course of employment.
- Respite workers shall not administer medications. A respite worker may remind a consumer to take medications, assist with removing the cap from a multi-dose or bubble pack container, and may observe the consumer taking medications.
- Respite workers shall regard all consumer communications and information about consumers' circumstances as confidential.
- Respite workers shall not smoke in the home of a consumer.

Disclosure of Information

Service Providers' disclosure of information about consumers is limited by law. All information obtained from a consumer, whether verbal or written, and any records created from that information, shall be treated as confidential.

Disclosure. A Service Provider may disclose to anyone the content of a consumer's communication only with the consumer's prior, informed consent. Without the consumer's prior, informed consent, the Service Provider may:

- Only disclose information for purposes directly related to the administration of the program under which the consumer is applying for or receiving benefits; or
- Disclose consumer information to auditors and to persons conducting research within certain defined circumstances as approved in writing by the Idaho Commission on Aging.

Consumer's Expectation of Privacy. Disclosure of information to others does not abrogate a consumer's expectation of privacy as protected by law. Those to whom disclosure is made have a duty to maintain the confidentiality of the disclosure.

Disclosure required. The disclosure of information required for a coordinated assessment of a consumer and for coordinating the delivery of service to a consumer is allowed between aging network Service Providers and, if required, the Department of Health and Welfare. Disclosure to individuals outside of that group shall not be authorized without prior written approval from the Idaho Commission on Aging.

Termination of Service

The Service Provider must inform AAANI of their intent to discontinue services to a consumer and allow for a two-week transition to a different Service Provider. This includes services discontinued because Service Provider has a staffing shortage and/or is unable to provide services in locations where they were once provided. The reason for service termination must be in writing to the AAANI. Waitlists for AAANI consumers must be kept by AAANI, not the Service Provider.