

## Application Process

### General Principle

The application process is fundamental to the delivery of homemaker services. This process assists to:

- confirm the client's eligibility for homemaker services;
- identify and evaluate the needs, capabilities and potential of the individual;
- determine the appropriate level of care;
- determine the most suitable services, within available resources, to meet the individual's needs and to develop potential capabilities; and
- to develop an appropriate plan of service delivery for the client.

The intent of the homemaker services program is to complement other federal government programs for individuals living on-reserve, for example, Health Canada's First Nations and Inuit Home and Community Care Program and services offered by Veterans Affairs Canada.

### Procedures

#### Step 1

An individual may apply for homemaker services on their own behalf or on behalf of another person living on-reserve by contacting a band social development worker at the administering authority in their home community.

#### Step 2

The band social development worker will provide an *Application for Homemaker Services* (901-38) and inform the applicant that they must complete Part I and Part II of this form before a case file is opened.

#### Step 3

Once the individual has completed Part I and Part II of the application, the band social development worker will arrange for an assessor to determine the care requirements of the applicant.

The assessor may be a public health nurse, a community health nurse, a community health representative or other person capable of making an accurate assessment of the applicant's care needs.

**Step 4**

The band social development worker will arrange for the assessor to visit the applicant as soon as possible after the application is received to determine their care requirements and complete a *Homemaker Service Evaluation Form* (901-30).

The assessor should also determine whether there is another person in the home or a relative in the community who may reasonably be expected to provide either a portion, or all, of the required assistance.

Requests for assessment will be prioritized on the basis of urgency of health care need, availability of family and community supports, suitability of present living situation and length of time awaiting an assessment.

**Step 5**

Following the assessment, the band social development worker will meet with the assessor to review the application and make an appropriate decision and recommendation concerning provision of homemaker services.

If the applicant is ineligible for homemaker services, the reason for the decision will be shared with the applicant by the band social development worker.

If provision of homemaker services is recommended, the band social development worker will assist the applicant to arrange for the delivery of services in accordance with the specific care requirements identified by the assessor.

**Step 6**

Part III of the *Application for Homemaker Services* (901-38) will be completed by the band social development worker on behalf of the administering authority.

**Step 7**

The band social development worker will meet with the applicant to explain the terms of service, and to complete Part IV of the *Application for Homemaker Services* (901-38). The worker must ensure that the applicant understands the purpose and content of the form, especially the arrangement for payment of services.