
Operation of Home

Administering Authority Responsibility

Once the home is approved following the procedures outlined in other modules in *Social Development Policy and Procedures Manual*, the administering authority is responsible for ensuring that family care home operators continue to deliver high quality service to the client entrusted to their care.

The band social development worker will visit the family care home on a monthly basis to ensure that the operator adheres to the responsibilities detailed in this module.

The administering authority will play a crucial role in supporting the family care home operator and in monitoring the operator's effectiveness as a care provider.

If the band social development worker or other staff of the administering authority suspects that the client is at risk, or that the client is receiving unsatisfactory service, they must immediately notify the administering authority who will take the necessary steps to resolve the situation.

Operator Responsibility

Family care homes funded by DIAND are paid an established rate which recognizes the level of care required by the client. This rate *includes* the services, programs, and supplies listed later in this module, which are the responsibility of the home operator. *Such items must not be charged to the client.*

The examples cited in this section are provided for explanatory purposes only, and are not intended as an exhaustive list.

Medication

The operator is responsible for contacting the client's pharmacist for instructions regarding the various effects of any medications the client is required to take.

Operators must also ensure, through discussion with the pharmacist, that they understand the safe storage and handling of any medication or medical supplies needed by the client.

Meals and Therapeutic Diets

The operator must provide each resident with meals, including a therapeutic diet as required.

Diet Supplements

The operator must provide a house brand diet supplement (Ensure, Ensure Plus, Enrich, Promix, Sustacal, Sustain, etc.) if required by the client.

Dietary supplements should only be used when the client's medical condition precludes normal food intake, or requires extremely high doses of extra vitamins, minerals, fibre, etc., and should only be administered following consultation with the client's personal physician. It is expected that the diet supplement will be provided on a short term basis of up to one month.

Laundry Service

The operator must provide routine laundry services for the client's bedding and clothing. This includes laundry of such items as bed linens, towels and wash cloths, sleepwear, underwear, socks and stockings, shirts, and articles of clothing such as pants and coats, which can be washed without special attention to the laundering process.

General Hygiene Supplies

The operator must provide hygiene supplies for the general use of the client. This includes such items as soap, shampoo, toilet tissue, and facial tissue.

If a client requests a product, such as a special soap, other than the product routinely provided by the home, the client is responsible for payment.

Medical Supplies

In cooperation with the Medical Services Branch, Health Canada (for status persons), and the administering authority (for non-status persons), the operator will ensure that the following routine medical supplies are available to the client:

- sterile dressing supplies
- bandages, including elastic or adhesive
- syringes (reusable or disposable)
- all catheters
- disposable underpads for bed and chair use

Incontinence Care

The operator must establish and maintain a toileting program, such as routine toileting, for incontinence control, and where necessary provide a diapering system for the client.

In cooperation with the Medical Services Branch, Health Canada (for status persons), and the administering authority (for non-status persons), the operator will ensure that the following items are available to the client:

- underpads (reusable or disposable)
- briefs (reusable or disposable)
- inserts (reusable or disposable)
- catheters (indwelling, straight, catheterization tray, drainage tubing, drainage bag, irrigation set, irrigation solution, leg bag drainage set)
- condom drainage sets
- disposable gloves

Physical, Social, and Recreational Activities

The operator must provide an ongoing, planned program of entertainment, social functions, and recreational activities for the client. This may include activities such as exercise programs, traditional cultural events, concerts, community meetings, powwows, crafts, and bingo.

Transportation

The operator is expected to provide transportation to medical appointments, to pick up prescriptions, and to shop with the client for necessary items.

The operator will also be expected to provide transportation to some recreational and social activities, the frequency of which will have to be negotiated by the administering authority, operator, and client.

Any exceptional travel requirements are to be discussed with the administering authority.

Client Responsibility

The client is responsible for payment of all items and services not included in the home reimbursement rate.

Items to be charged to the client shall be charged at cost. The operator must not charge an administration fee for these items.

The examples of chargeable items in this section are provided for explanatory purposes only and are not intended as an exhaustive list.

Personal Hygiene and Grooming Supplies

The client is responsible for payment of all hygiene and grooming supplies for personal use, including those items which the client chooses in preference to a product or service which is provided by the operator. Personal use items may include deodorant, toothpaste, talcum powder, hand lotion, denture cleaner, comb and brush, hair shampoo and conditioner, and special soap.

Personal Dry Cleaning

The client is responsible for the cost of personal dry cleaning.

Personal Telephone and Television

The client is responsible for the cost of a personal telephone, and personal cable television, where the client has requested the service.

Personal Newspaper, Periodicals, and Smoking Material

The client is responsible for the cost of individual subscriptions to newspapers, magazines, and periodicals. The client is also responsible for the cost of personal cigarettes and snuff.

Transportation

The client is responsible for the cost of personal transportation for individual purposes.

Extra Craft Supplies and Activities

The client is responsible for the cost of any craft supplies, or entertainment and recreational activities which are required because of the client's personal preference, and which are in excess of the supplies and social functions routinely provided by the operator.

Personal Equipment

These items may be provided to the client by either the medical services branch or the administering authority depending upon the client's status.

Temporary Client Absences

If a family care home client is hospitalized in an acute care hospital, the administering authority may continue to pay the cost of care in the family care home when there is a reasonable expectation that the person will return to that home, and it appears necessary to hold the person's room during the absence.

Clients must also continue to pay the daily user fee during their absence from the family care home.

It is the responsibility of the family care home operator to maintain a record of all temporary absences and to report any temporary absences to the administering authority.

The effective date for reporting temporary absence shall in all cases be the first day of absence.

The administering authority shall notify the DIAND funding services officer of any period of paid temporary absence in excess of three days. DIAND will reimburse the administering authority for absences in excess of three days only when prior notification has been given to the funding services officer.

The cumulative paid absences of a client due to reasons other than acute illness shall be limited to 30 days in any one calendar year.

Where the operator receives payment for a client who is absent from the family care home during a period of approved temporary absence, the client's room must be held.

When an operator fails to comply with the stated policy and a client is found to be absent for more than three days, the administering authority will ensure that payment is withheld for the number of days that the unauthorized absence exceeds three days.

Where protracted periods of absence without authority occur, the bed may be considered given up.

Funded Respite

DIAND will provide funding so that family care home operators can purchase respite services. Funding for respite is paid by a special adjustment to family care home payments at the end of each quarter of the fiscal year.

The special adjustment is based on an allowance for each day during the preceding quarter that the family care home had a client. The rate is \$7.12 per resident per day. This rate is to cover the costs of purchasing 24 days of respite over a one-year period.

When on respite leave, the operator continues to receive the DIAND approved per diem rate for the client, including the allowance for respite, as well as the user fee paid by the resident.

In all situations, the family care home operator is responsible for paying the respite provider.

In arranging respite, the family care home operator may choose one or a combination of the following:

- In-home respite:
 - The family care home operator, in conjunction with staff designated by the administering authority, is responsible for recruiting, screening, and hiring workers to provide respite services in the family care home.
 - The operator should obtain the approval of the band social development worker before making a final hiring decision.
 - Respite workers that receive payment *must not be regular members of the family care home operator's household*.
- Out-of-home respite:
 - The operator may purchase out-of-home respite in either a licensed facility or another family care home, where this option is available and suitable and where the client agrees.
- Respite day care services:
 - With the approval of the administering authority, the band social development worker may arrange day care services for the client of a family care home.
 - The payment of any daily fees charged by the day care centre is the responsibility of the operator.

The following assist in planning for and payment of respite care:

- The operator will provide the administering authority with an outline of planned respite breaks for the upcoming fiscal year (see *Adult Family Care Home Planned and Actual Respite* (DK02-03) in Appendix 7 Vol. 1, Social Assistance Forms).

- At the end of each fiscal year, the operator will provide the administering authority with a report on the actual respite taken during the preceding 12 months (see Appendix 7 Vol. 1, Social Assistance Forms).
- The administering authority will review and approve the outline of planned respite breaks and reports on the previous year, and discuss any concerns with the operator.
- Operators are expected to take at least 24 days of respite per year. This amount is pro-rated, at two days per month, for family care homes operating part way through a fiscal year.
- One day of respite is considered to be 24 hours of continuous care.
- Operators should take respite on a reasonably regular basis, usually a minimum of one day of respite every month.
- A family care home operator's respite funding may be discontinued if the administering authority finds that the operator is not using the funding to purchase an appropriate amount of respite.
- The operator's annual report on the use of respite services will be forwarded to the DIAND Funding Services directorate prior to the renewal of the comprehensive funding agreement.

