

ATTENDANT OUTREACH SERVICES

OPERATIONAL STANDARDS

Eligibility

- be insured under the Health Insurance Act of Ontario
- be 16 years of age or older
- have a permanent physical disability and require physical assistance with activities of daily living in order to accomplish such safely and in a reasonable period of time
- be able to direct their own personal support and homemaking services
- have any medical/professional needs met by the existing community health services on a visitation basis
- able to have their attendant services provided in their own home and where required in their competitive workplace or place where they are pursuing adult education courses to obtain a degree/certificate/diploma
- not able to have their needs met through other existing programs

Ineligibility

- Consumer is receiving funding for personal support and homemaking services at a level that meets the individuals assessed plan of service
- individual requires only homemaking services
- attendant services are required for only a short term, eg. rehabilitation while recovering from accident or early hospital release
- currently lives in accommodation where attendant services are provided on-site
- the individual is not capable of directing his/her own personal support and homemaking services
- individual receives insurance payments or benefits for personal support and homemaking services as a result of a physical disability at a level sufficient for their assessed needs

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Services to be Provided

- Attendant outreach service is provided on a pre-scheduled visitation basis at the site of a person's residence, work site and/or education facility. The services are those that are essential to support the activities of daily living that are personal support and homemaking in nature.
 - personal grooming
 - Bathing and Washing
 - Rising and retiring
 - Assistance with Breathing, eg Tracheostomy, respirator
 - Toileting
 - Meal Preparation and eating
 - Essential Communication
 - Positioning and transferring
 - Dishes, dusting, window cleaning, vacuuming, laundry
 - Shopping, banking (with the consumer in attendance)
 - Care of children (not babysitting)

Attendant Outreach services **do not** provide professional services such as physiotherapy, occupational therapy, dietitian, or nursing services.

Consumers are expected to have their own back-up system in place to assist them with problems outside of the pre-scheduled attendant visits. Back up systems are not a fundable service through the Attendant Outreach Program

The Ministry of Health and service providers are still in discussion considering a policy of service maximums. The policy has not yet been finalized. The current maximum is 120 hours per month. Deborah's Home provides 180 hours per month per consumer.

Provider Responsibilities

- ◇ determine applicants eligibility
- ◇ assess and develop plan for attendant outreach services
- ◇ provide qualified and appropriate attendant (i.e. trained to perform services required and able to communicate with the consumer)
- ◇ ensure monitoring practices are in place which evaluate performance and improve the quality of service
- ◇ establish an internal process for reviewing complaints/appeals
- ◇ provide advice and/or assistance on accessing other community support services
- ◇ schedule attendants

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Consumer Responsibilities

- ◇ direct their own services- instruct attendant on how their personal support and homemaking services are to be provided- suggest improvements
- ◇ notify service provider of any changes in living situation or change in needs
- ◇ notify the agency in advance of any changes in schedule
- ◇ notify agency if there is a change in their financial situation, e.g. insurance payout or regular receipt of benefits

Attendant Responsibilities

- ◇ provide services as outlined in schedule and assessment
- ◇ take direction from the consumer and make effort to learn regular routines
- ◇ be responsive to consumer suggestions regarding the improvement of service

Eligibility Priority for consumers on Waitlist

- I. imminence of institutional or facility placement if the consumer does not have attendant service
- II. the consumer is in, attempting to leave or has left an abusive situation
- III. consumer is being discharged from an institution

Termination Criteria

- I. consumer withdraws consent to be served by the agency
- II. consumer is not eligible under the health Insurance Act
- III. the consumer is a risk of serious bodily harm to staff