

Operational Standards

Attendant Outreach Services & Deborah's Home

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

Working Environment:

In Deborah's Home, all residents utilize wheelchairs designed for accessibility. Smoking is strictly prohibited within the residents' premises. Additionally, employees from JSNPHI are also prohibited from smoking while present at Deborah's Home.

Hours of Operation:

- 7 days per week.
- 24 hours.
- 365 days per year.

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, e.g. 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

Services to be Provided

Attendant outreach and Deborah's Home 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, e.g. tracheostomy, respirator
- Toiletings
- Meal preparation and eating
- Essential communication
- Positioning and transferring
- Dishes, dusting, window cleaning, vacuuming, laundry
- Shopping, banking (with the consumer in attendance)

Attendant outreach services and Deborah's Home *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.

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

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