



Procedure Title: HOME SUPPORT

Procedure No: 5001-01

Approval: CAO

Effective Date: September 24, 2013

Supersedes Procedure No: FC 01

1. **Definitions**

None

2. **Responsibilities**

2.1. **FCSS Board:**

2.1.1 The Board will, within thirty (30) days, meet to hear any appeals from clients who have been removed from the program. The Board’s decision is final and binding to all parties.

2.1.2 The Home Support fee is to be reviewed and approved annually by the Board and submitted to Council for approval.

2.2. **FCSS Staff:**

2.2.1 The Home Support Coordinator will advertise and promote Home Support services through newsletters, brochures, health agencies and other community groups.

2.2.2 The Home Support Coordinator will conduct an interview and complete an assessment form, which will include, but not be limited to, the following:

- income
- living and medical expenses
- insurance and utilities
- vehicle expenses

2.2.3 The information collected will be used in conjunction with the sliding scale

(schedule A) in determining client eligibility and establishing the fee to be charged.

2.2.4 When a client is approved for the program, the Home Support Coordinator will coordinate services with the Home Support Worker.

2.2.5 The Home Support Coordinator will provide statistics to Manager on the number of clients, type of services provided, and hours worked on a monthly basis. The Manager will in turn report to the Board

2.2.6 The Home Support Coordinator will provide the client with written notice prior to removing them from the program

2.3 **Members of the public:**

2.3.1 Individuals or family members may request support through this program by contacting the Home Support Coordinator.

2.3.2 In the event a client is removed from the program and disagrees with the decision of the Home Support Coordinator, they may appeal in writing to the Board within seven (7) days of the discontinued service.

3. **General Provisions:**

3.1 To protect staff and the municipality from liability, Home Support workers are discouraged from providing current Green View Home Support clients service outside of agreed upon number of hours per week.

4. **End of Procedure**

Approved: 13.09.586