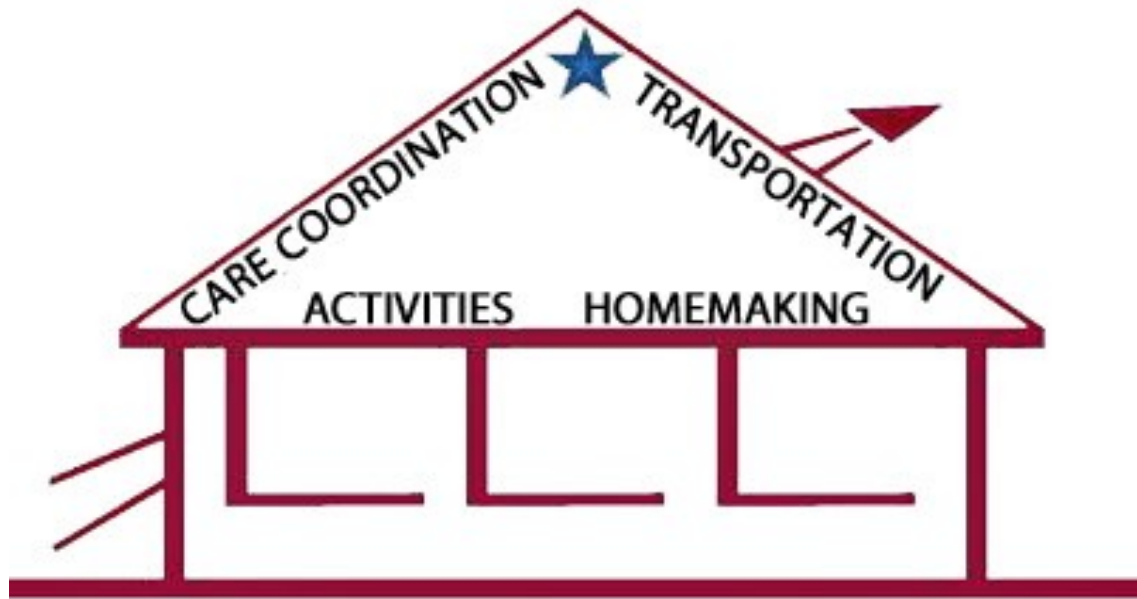


# FAIRBORN SENIOR CENTER HOMEMAKING



<u>Page</u>	<u>Content</u>
1.	Scope of Service
2.	Fee Schedule
3.	Client Bill of Rights
4.	Client Responsibilities
5.	Worker Code of Ethics
6.	Client Complaint & Suggestion Policy

**325 N. Third Street  
Fairborn, Ohio 45324  
(937) 878-4141 Ext. 218  
A Service of the  
Fairborn Senior Center**

## **What does the service provide?**

Our Homemaking Department operates Monday—Friday, except holidays, from 8:30 a.m. to 4:30 p.m. Our Service include:

- Housecleaning: Dust, vacuum, mop, clean windowsills/ baseboards, wash windows and clean bathrooms.
- Laundry: Wash, dry, fold and put away laundry. In-home or Laundromat service available.
- Errands: Pickup groceries, medication, etc.
- Light Meal Prep: Soups, casseroles, sandwiches, etc.
- Change Bedding
- Home Organization as needed.

## **Who may participate?**

Any senior citizen who live in Fairborn or Bath Township is eligible for our homemaking services. Fairborn Senior Citizen Association member who live outside of Fairborn or Bath Township are also eligible for our services.

## **How can I get on the schedule?**

Contact the Fairborn Senior Center Homemaking Coordinator (937-878-4141 ext. 218) Monday—Friday from 8:30 a.m. to 4:30 p.m. to set up an in home evaluation. We will get you on the homemaking schedule as soon as possible.

## Is there a fee?

Yes. The Fairborn Senior Center Homemaker services are billed at a hourly rate of \$19 a hour. Low income clients could be eligible for reduced, or exempt from fees. The Homemaker Coordinator will discuss financial arrangements during the initial visit

## How do I get the services started?

Once we get a home evaluation scheduled at that time we will get all necessary forms completed, discuss cost and days and times that work best for you to have your assigned homemaker in your home. Please know there is no guarantee we can accommodate desired days and times but we will try.



# **Homemaking service Client Bill of Rights**

## **As a Homemaker Service client , you have a right:**

- Receive services without discrimination as to race, color ,disability, sex or national origin..
- Receive a full explanation in understandable terms about your services.
- Know the name of the agency providing the service and how the agency can be contacted.
- Expect considerate and respectful treatment from all staff and expect all staff entering your home will treat your premises and property with due care.
- Know the names and duties of the service provider staff who have contact with you.
- To know the names and duties of the service provider staff who have contact with you.
- Privacy All communications and records about you and services provided to you are confidential, unless you sign a release of information..
- To a full explanation about the content and purpose before you are asked to sign any forms.
- Refuse services to the extent permitted by law, receive an explanation of the possible consequences of such decision, and receive assistance in carrying out this decision.

# **Homemaking service Client Responsibilities**

## **As a client you have the responsibility:**

- Cooperate with the service provider in the development of your services.
- Cooperate to the fullest extent possible with the Fairborn Senior Center
- Treat the service provider staff in a respectful manner.
- Keep home at a comfortable temperature (approx. 73' year round)
- Provide to the fullest extent possible a physical free from threats to the personal safety in which provider staff can provide you with the services.
- Notify the Homemaker Coordinator if you will not be home on your scheduled day.
- Not offer gifts, tips, or bribes to the Fairborn Senior Center Staff. The Senior Center staff work in accordance with a Code of Ethics, you have the responsibility to notify the Fairborn Senior Center.

# **Homemaking Service Worker Code of Ethics**

## **The Homemaker will not:**

- Use client's car or transport the client in the homemakers car.
- Consume the client's food without the client's permission.
- Use the client's telephone without client's permission.
- Discuss his/her personal problems, religious or political beliefs with the client.
- Accept personal gifts or tips from the client or solicit money or goods from the client.
- Bring friends or relatives to the client's home.
- Consume alcoholic beverages or use medicine/drugs for any purpose, other than medical while in the client's home or prior to the delivery of service.
- Smoke in the client's home.
- Breach the client's private or confidential records.
- Eat food brought to the client's home unless worker has the client's consent.
- Use the bathroom facilities without the client's consent.

# **Homemaking Service Client Complaint & Suggestion Policy**

To provide you with the best services possible, we need to hear from you if you have a complaint or suggestion. Please talk to your Homemaker directly involved first. If the problem cannot be resolved, contact the Homemaking Coordinator. If the problem still can not be resolved, then you may contact the Senior Center Director, 878-4141, Ext. 212. The director will investigate the problem, determine the appropriate action needed to correct the problem, and inform the client of his / her decision. A brief report of the complaint or suggestion and its outcome will be placed in the client's file.

The Home Care Ombudsman is also available to hear any complaints, concerns, or questions you have about your services. They will keep all information about you private and confidential. They are there for your benefit. Their number is (937) 223-4613 or 1-800-282-1206.

Thank you for your participation and cooperation in our efforts to offer you quality Homemaking service.



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