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What You Will Learn:

- **Roles of the In-home aide**
- **Aide responsibilities to their employer**
- **Different titles for in-home aides**
- **Aide responsibilities to the client**

- Agencies may use different titles for their in-home aides such as nurse aide, nursing assistant, home health aide, or in-home aide. Other titles include personal care aide, companion aide, sitter, private duty aide, etc. Each agency's policies and job descriptions will list the responsibilities of their in-home aides. Always follow your job description and be sure you understand your responsibilities as an aide in whatever setting you are employed.
- Tasks can differ from job setting to job setting. It is important for the aide to understand their job description for each place of employment (licensed home care agency, adult care home, or nursing home).
- Aides have different job descriptions, so what they can and cannot do on their job – depends on the setting and the specific job.

Spotlight on being an In-home aide

- **In-home aides are very valuable members of the home care agency team!**
- In-Home Aides employed by home care agencies provide personal care (such as hands-on assistance with bathing, dressing, toileting, etc.) as well as home management tasks to individuals - usually in their homes. A broad term used for an In-home aide is also direct care worker
- The care and tasks are assigned to the aide according to the individual's needs by an appropriate supervisor and spelled out on the care plan or aide assignment sheet.
- In-home aides assist people in staying home by carrying out important tasks that they cannot do because of age, disability or a medical condition.
- Individuals receiving aide care are referred to as either clients or patients – depending on the program providing the in-home services.
- The agency's decision to use a certain level of aide is dependent on the care needs of the client and on the program and/or payer requirements.

Always alert your supervisor if you believe the client has care needs beyond your training.

Each agency has its own policies and procedures. What an Aide may do when working for one agency may not be the same for another agency.

Example:
What procedures to follow if a client falls

Sources- AHHC NC- An In-Home Aide's Guide to Care, Oct. 09; Principles of Caregiving- The Arizona Direct Care Curriculum Project 2007

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It is better to ask questions than to find yourself in a situation with a client that may be unsafe, cause disciplinary action, and/or that creates a liability issue.

Your Responsibilities to Your Employer

Be sure to always follow your agency's policies and procedures.

- Understand the client's care plan.
- Always follow the care plan prepared by your supervisor as it will list your assigned tasks.
- Notify the supervisor of any tasks you do not know how to do.
- Sometimes your client may ask you to do a task not assigned to you by your supervisor. Let your client know that you have to check with the supervisor first! This is very important in order to make sure the individual is getting only appropriate, assigned care.
- Be careful to always document your care as assigned.
- Your agency will most likely be visited by State Licensing boards, payer sources, or other groups assigned to make sure that consumers have protections in place for receiving care in the Home. This review can include looking at your aide notes (flow sheet).
- If the aide notes and care plan do not match, then in many cases your agency can receive a deficiency because you did not document your care/tasks as assigned. Also, without proper documentation, employees could be accused of neglect of the patient.
- In addition, payers of care can also look at your notes to make sure you are documenting and providing care as assigned. **Never falsify time sheets or your documentation.** If you are unable to deliver care as assigned or if your client refuses care, let your supervisor know immediately.
- Never fill out time sheets or aide notes ahead of time. Never ask client's to sign off on care ahead of time. Always fill out your time sheets and aide notes as soon as possible after delivering the care!

You are an important member of the home care team and your safety is important!



What Are Your Responsibilities To Your Client?

It is very important for the in-home aide to have a good work ethic. Your client is depending on you to visit and provide care as assigned. Let your supervisor know immediately if you are unable to provide care to your client. Your employer needs time to make scheduling changes to ensure that the client gets the care they need.

If you fail to notify your supervisor that you will not be visiting a client and providing the care as assigned, this can lead to disciplinary action. In addition, you could be listed on a State registry (if your state has one) for neglect of the client or other actions. Clients have certain rights by law. Always treat your clients with dignity and respect. Clients have a right to privacy and confidentiality.

If you should terminate employment with an agency, do not share any previous client information with your new employer including the names of clients. This can be a federal violation of the patient's privacy that can lead to serious outcomes for you.