

SERVICE INFORMATION HANDOUT for CLIENTS/CONSUMERS

Client/Consumer's Name: _____

The Services that the Agency will be providing to you are:

1 _____ 4 _____
2 _____ 5 _____
3 _____ 6 _____

The Direct Care Worker(s) who will be delivering the service(s) on behalf of the Agency is:

1 _____ 3 _____
2 _____ 4 _____

The days and times that services will be delivered are:

Day: _____ Time: _____
Day: _____ Time: _____
Day: _____ Time: _____

The hourly or weekly fees and total costs for services to be provided are:

Hourly Rate: \$ _____

Weekly Rate \$ _____

TOTAL COSTS: \$ _____

Contact Names & Phone Numbers:

The Departmental Representative you can contact for information about licensing criteria for home care agencies or registries is:

Name: _____ Phone: _____

The Departmental Representative you can contact about the Agency's compliance to Department of Health Regulations for Home Care Agencies is:

Name: _____ Phone: _____

The Department of Health Complaint Hot Line: _____

Local Area Agency on Aging – Ombudsman Program: Phone: _____

Agency Supervisor: _____ Phone: _____

Qualifications of Direct Care Workers

To be accepted for employment or referral, the Agency requires that Direct Care Workers have acceptable qualifications, in accordance with state competency regulations. I.e. Direct Care Workers must have:

1. a valid nurse's license from the Commonwealth; or,
2. passed the Agency's competency evaluation; or,
3. successfully completed one of the following:
 - a. a Training program developed by the Agency or other entity;
 - b. a home health aide training program that meets State requirements for home health services;
 - c. the nurse's aide certification and training program sponsored by the Department of Education;
 - d. other program recognized by the state's Department of Education

Direct Care Worker Status

Refer to the Agency's *Notification of Direct Care Worker Status* form for details on the employment status of the Direct Care Worker. i.e.:

1. The Direct Care Worker is an employee of this Agency, Or,
2. The Direct Care Worker is not an employee of this Agency.