

Important Telephone Numbers

Adult Protective Services	874-9377
IHSS Payroll South Area.....	874-9805
IHSS Payroll North Area.....	874-4201
IHSS Family Service Unit.....	874-9471
Sacramento Sheriff's Department, Urgent Dispatch	874-5111
Sacramento Police Department	264-5151
In Case of an Emergency	911

County of Sacramento
Board of Supervisors

Roger Dickinson	1 st District
Jimmie Yee	2 nd District
Susan Peters	3 rd District
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Terry Schutten, County Executive

Lynn Frank, Director
Department of Health and Human Services

County of Sacramento
Department of Health and
Human Services

In-Home Supportive Services Program

*Important
Information*

County of Sacramento
Department of Health and Human Services

**IMPORTANT INFORMATION REGARDING THE
IN-HOME SUPPORTIVE SERVICES PROGRAM**

In-Home Supportive Services (IHSS) provides domestic and non-medical personal care to the elderly and disabled in their own home. IHSS services allow clients to remain safely at home and prevents premature institutionalization. The IHSS client is the employer.

Call (916) 874-9471 if you need assistance. Ask for the family service worker of the day (W.O.D.).

CARE PROVIDER — JOB DESCRIPTION

General Duties

Through the coordination of the IHSS social worker, the care provider performs a variety of household management tasks including meal planning, shopping, food preparation, house cleaning, and laundry. The care provider may also be assigned to assist with personal care, transportation, and other related services.

Responsibilities

The care provider will:

1. Provide a quality services by using the authorized hours in an efficient, effective manner.
2. Provide authorized services only.
3. Aid the recipient to either maintain, or increase, self-sufficiency.
4. Report promptly, any changes in the recipient's health, abilities, environment, or need for service.
5. Maintain accurate time sheets, work schedules, and other forms as required.
6. Maintain strict confidentiality in all recipient-related matters.
7. Perform other duties as assigned.

Although duties may vary from client to client, a general description includes the following:

1. Light housekeeping necessary to maintain a clean and safe environment such as:
 - a. Vacuuming, dusting, and sweeping
 - b. Damp mopping in the kitchen and bath areas
 - c. Doing dishes (for the client only)

- d. Cleaning counter tops in kitchen and bath area
- e. Cleaning stove and refrigerator
- f. Cleaning sink, tub, and toilet
- g. Making beds and changing linens
- h. General tidying up in areas used by client.

Light housekeeping does **not** include:

- a. Moving heavy furniture or refrigerators
- b. Turning mattresses
- c. Cleaning floors on hands and knees
- d. Cleaning windows
- e. Scrubbing walls, cupboards, baseboards, and ceilings
- f. Washing window coverings such as drapes or blinds
- g. Shampooing or scrubbing rugs or carpets.

2. Laundry

- a. Light hand-laundry limited to two or three personal items of the clients that cannot be machine washed
- b. Machine laundry done in the client's home or a laundromat (limited to client's items only).

3. Light ironing

Limited to two or three articles of the client's clothing only (no sheets, pillow cases, table cloths, curtains, etc.).

4. Grocery shopping

- a. Limited to client's needs only
- b. Combine with errands and go to the nearest stores.

5. Meal preparation and planning

- a. Limited to the client only; you are not responsible for cooking for anyone but your client.

6. Running errands

Drug store, bank, post office, or dry cleaning; combine all into one trip, and do errands with grocery shopping.

7. Personal care to assist the client with:

- a. Bathing
- b. Grooming (shampoo, hair care, shaving, and dental care)
- c. Dressing
- d. Using the toilet
- e. Skin care
- f. Assistance with eating, if your client needs help
- g. Transferring and ambulation (changing positions or walking/moving from place to place)
- h. Paramedical services under direct supervision of client physician

8. Transportation

- a. Services may include time for grocery shopping (up to one hour per week) and errands (up to 1/2 hour per week). Errands may include picking up commodities (brown bag items), paying bills, going to the bank, etc. for the client. Errands may not exceed 1-1/2 hours per week. The provider is **not** paid to take the recipient on errands if only transportation is needed.
- b. No automobile insurance is available for the provider for the use of the provider's car or the recipient's car.
- c. The care provider is not required to have a car or use their car to transport the IHSS client.

9. Accompaniment

Assisting a recipient in and out of a vehicle or an office building is allowed when the recipient is unable to perform these activities independently.

PROVIDER'S CONSIDERATIONS

General considerations

1. Workers compensation does not cover any activity not specifically authorized. If the provider is injured while performing a task not allowed, the recipient could be held liable.
2. All accidents which occur while doing a task which is authorized must be reported immediately to the social worker.
3. Work permits must be obtained from the school for providers under age 18 before any work is performed. No wages can be paid until the work permit is on file.
4. Any private arrangement made between the employer (recipient) and employee (provider) to pay more than the hourly rate authorized, or to perform tasks not authorized, is strictly between the recipient and the provider and is not the responsibility of the Department of Health and Human Services.
5. Expect direct payment, from the recipient, of the share of cost amount. The recipient is responsible to pay the provider the share of cost amount. The county is not responsible.

Time sheets

1. There are two pay periods: 1st through 15th, and 16th through 31st. Turn in your time sheet as soon as you and your employer have signed and dated it. This should be done on the last day you work in either pay period.
2. Enter **ALL HOURS WORKED**. The State has ten working days to issue your check after IHSS Payroll receives your time sheet.
3. A new time sheet will come with your check. Make sure your time sheet is correct.

Supplemental information regarding IHSS payroll

1. Taxes
Social Security will be withheld unless you are a parent or spouse being paid as a provider. Income taxes will not be withheld unless you request it. If you want tax withholding, call 874-9805 or 874-4201, we will send you a W-4 form.
2. Benefits
Depending on the amount of time worked and wages earned, you may be eligible for State Disability and/or Unemployment benefits. You may also be eligible for Worker's Compensation. If you are injured on the job, you must report the injury immediately to the social worker.

Regular work hours and time off

1. Take your time sheet with you and fill in the hours every time you work. Have the client sign it at the end of each pay period.
2. Always contact the client if you are going to be late or unable to work.
3. In the event you need time off, advise the family service worker or social worker and give your client plenty of advance notice so there will be time to arrange for a replacement.
4. Submit your time sheets promptly at the end of each pay period.

Be professional on the job

1. Do not bring your friends or your children to work with you.
2. Do not bring purses or personal belongings with you into the client's home.
3. Do not eat the client's food or accept gifts or loans from the client.
4. If you handle money or checks for a client, always get receipts for all transactions. **Do not borrow money from the client, even if they offer it.**
5. Do not discuss controversial subject such as religion or politics.
6. Do not ask your client to contribute, join, or buy anything.

Confidentiality

1. Do not discuss client's personal and private affairs with anyone other than the IHSS staff.
2. Respect your client's privacy and confidentiality.

Precautions

1. Working in a client's home alone

You will not be paid for any time spent in performing tasks while the client is hospitalized or on vacation. It is not advisable to work in the client's home when the client is temporarily absent, such as to a doctor's appointment. Work while the client is present in order to reduce complaints about theft or damage to the client's personal property, and to reduce questions about the completion of tasks.

2. Handling the client's money

When you handle money, personal checks, other types of checks, credit cards or Medical cards which belong to the client, obtain a signature for anything you are handling for the client, and which is taken out of their home. Before you leave the client's house, count the money in front of the client and verify with the client what you are taking. Make a note of the amounts of money on a piece of paper. When you return, verify the amount spent and the amount of change and have the client initial on the piece of paper.

3. Breakage of a client's property

Take precautions in the client's home to avoid damage to any of the client's possessions. If you routinely damage the client's possessions, the client may terminate your employment.

Universal Precautions

Universal precautions are techniques, which can be used in all settings when a client who has an infectious disease requires personal care. Universal precautions help prevent infection through the use of protective barriers and safe work practices. These precautions also protect weakened clients from being exposed to colds and flu.

1. Wash hands before and after contact with each client. Hand washing for ten seconds with soap, running water, and friction should be done every time before and after:
 - a. The hands are visibly soiled
 - b. You sneeze or cough
 - c. You use the restroom.
2. Gloves should always be worn whenever contact with blood or other body fluids, such as urine, feces or phlegm might occur.