

CALGARY FAMILY SERVICES

PROCEDURE STATEMENT

Section: Client (Caregiving)
(Eligibility for Services)

Procedure Number: PS-101-C

It is a requirement for clients who wish to access services of the Society to be assessed for eligibility and service levels prior to service commencing.

In determining eligibility and service levels, the individual's support system within the family and community is taken into consideration. The Caregiver Program endeavours to maintain the independence of eligible individuals by providing service in partnership with the family support system.

The following criteria are used to determine service criteria in the Caregiver Program.

STEPS

1. **Children:**
Caregiver services up to twenty-four (24) hours a day is available for periods up to approximately eight (8) weeks where:
 - children are ill and child care is required while parents work or attend school
 - the child's primary caregiver is hospitalized
 - the child's primary caregiver is in the home recuperating from an illness or pregnancy
 - the child's primary caregiver requires relief due to a stressful or emergent situation
2. **Family Illness:**
Daily or live-in service to a maximum of five (5) days, (longer in exceptional circumstances), to permit caregivers to attend a critically ill parent or sibling out of town.
3. **Relief:**
Relief service to caregivers of a handicapped child, ill spouse or aging parents. Relief to include live-in care for holidays with a guideline of two (2) weeks per year and ongoing hourly relief based upon a guideline up to twenty (20) hours per month, generally in segments of 3 to 4 hours.
4. **Elders:**
Caregiver Service of 2 to 4 hours bi-weekly to elders over sixty (60) years. Service may be increased, if required, based on an assessment of the client's need.
5. **Handicapped and Chronically Ill Adults:**
Caregiving services of 2 to 4 hours bi-weekly to handicapped and chronically ill adults who are unable to maintain their households. Where other individuals are in the home, service can be provided with a focus on reducing the stress caused by the care requirements of the individual.
6. **Terminally Ill:**
Caregiving services are based upon the assessed need of the individual and the family. Support may continue, if required, following the death of the terminally ill individual, at levels of 2 to 4 hours weekly for approximately eight (8) weeks.
7. **Contracted Service:**
Caregiving services are contracted at a full fee level to the Calgary Health Region, Department of Veteran Affairs, and Alberta Family and Social Services. Service is provided in the amounts that they request based upon a mutually defined and agreeable minimum.

8. Counselling Service:

Outreach counselling services are available to Caregiving clients in their home by a designated counsellor who works exclusively with seniors in the Caregiving Program.

Note:

A client is eligible for service under more than one criteria. Relief for the parent of a handicapped child and day home support for an ill parent could go to the same family. Seniors qualify for service under acute conditions where they require increased, short-term assistance during an illness or following hospitalization.

The guideline used is based upon a maximum of 400 hours of service per family per year. This is a guideline and can be increased with authorization from the manager.

Related Policy and/or Procedure Policy C-01

Procedure Developed By: Management Group Date: _____

Chief Executive Officer's Authorization: _____ Date: _____

Revised: January 2006