

Case Coordinator Service Considerations: Household Maintenance and Laundry

Expectation of Family and Others in the Household

- Where a client cannot perform the tasks, the expectation is that any family members or others living in the household, including a spouse, who is physically able to perform the tasks, will perform them.
- Where the client and any others in the household cannot perform the tasks, the expectation is that any relatives living within a reasonable distance will perform them. Consideration will be given to the frequency of the task and the time it must be performed.
- Where family or others are assisting a client with personal care or other household requirements (e.g. shopping or meal preparation), such is to be taken into account when determining the extent to which they can realistically perform.
- Where family or others have little or no available time, such is taken into account when determining the extent to which they can realistically perform these tasks.

Use of Community Resources /Commercial Services

- Non- profit cleaning and laundry services are available in some communities through the Services to Seniors program. It is expected that these services will be used before Home Care services are considered. Where a client is unable to afford these services home care will not deny service provision.
- The expectation is that a client/family will use a commercial service or employ and pay for their own service where:
 - Client does not meet eligibility criteria for household maintenance and laundry services;
 - Client receiving household maintenance and laundry service wishes service of frequency greater than the guidelines;
 - Where family assessed as available and realistically able to perform these services and choose not to or where the client prefers not to involve them.