

Consumer Not at Home

Each provider must submit a policy about what to do when a consumer is not at home for service. Please use the information below as a guide for developing your policy.

The provider agency should have policies and adhere to those policies regarding "consumer not at home." Consumer not at home policies minimally should contain the following elements:

In the case that the provider employee arrives at a consumer's home and cannot gain access, the expectation is that the following steps will occur, in the order given:

1. The employee will use his/her best efforts to gain access to the house. This includes loud knocking, calling out the consumer's name and looking into all accessible windows to determine if the consumer is on the floor and unable to help themselves. (Employees must not take risks in this endeavor; an injury will compound the problem.)
2. The employee will then call the supervisor at his/her agency. The supervisor will then try to reach the consumer by telephone.
3. If unsuccessful, the supervisor will call the consumer's emergency contact(s) to ascertain the consumer's location. If the consumer lives in a congregate or elder housing location, the supervisor or on-site employee will check with the office.
4. The provider supervisor then calls the case manager, case manager on duty, or case manager supervisor. (A system is in place so that there is continuous coverage during business hours by the above mentioned staff.) The provider coordinator will request to speak to a home care staff member in the order indicated and will make all efforts to relay information in person and not via voice mail.
5. The responsibility for reconciling the consumer's absence will at this point lie with GLSS' staff member.