

EXHIBIT A

Part 1 Statement of Work

1. General Services to be provided:

Contractor shall:

- a. Provide home care services and activities of daily living (ADL) care services for Medicaid eligible clients living in Oregon who are referred to Contractor by a Referring Agency. For purposes of this Contract, a Referring Agency means either the Department of Human Services or an Area Agency on Aging;
- b. Be licensed in accordance with, and maintain compliance with, Oregon Administrative Rules (OAR) 333-536-0000 through 0125, and any other applicable rules;
- c. Recruit, select and maintain adequate numbers of qualified staff to provide services required under this Contract;
- d. Train staff on DHS policies, procedures, and in-home service requirements;
- e. Provide authorized services for each eligible person referred by Referring Agency within the maximum number of hours authorized by DHS. Contractor shall be available to deliver these authorized services twenty four (24) hours per day, seven (7) days per week, per full calendar year;
- f. Promptly assign and begin services as indicated in all cases referred as follows:
within twenty-four (24) hours from date of referral for “emergency cases” (someone who requires immediate assistance and has no supports in the home) as determined by the Referring Agency;
within three (3) calendar days from date of referral for “urgent cases” (someone who currently has support in the home that will be meeting the person’s care needs for the next three days) as determined by the Referring Agency; and
within five (5) calendar days from date of referral on all other cases.
- h. Notify the Referring Agency’s case manager by noon the following day if the client refuses to accept services.

2. Specific Services to be provided by Contractor:

- a. ADL Care Services:
 - (1) Staffing Requirements. Contractor shall:
 - (a) Employ qualified and trained Agency Personal Care Aids (APCA) sufficient in number to meet the needs of the clients receiving services;

- (b) Verify all APCA are at least 18 years old;
- (c) Comply with the DHS' Criminal History Rules, OAR 407-007-0200 through OAR 407-007-0370;
- (d) Evaluate and verify all APCA have sufficient communication and language skills to enable them to perform required duties and interact effectively with clients and other staff;
- (e) Provide orientation to all APCA prior to APCA independently providing services to clients. The orientation shall include, but not be limited to: APCA duties and responsibilities, client rights, confidentiality, infection control, and any other requirements as specified in OAR 333-536-0070. Contractor shall document and maintain records of APCA attendance at orientations; and,
- (f) Supervise each APCA, observe job performance in the home at least quarterly, and document job performance after probationary period and annually thereafter as specified in OAR 333-536-0070.

(2) Contractor shall:

- (a) Post a prioritized emergency contact list (e.g., physician, ambulance, fire department, etc.) by the client's telephone and give a copy of the list to the APCA;
- (b) Assure that the APCA receives a copy of the Contractor's emergency procedure, local area disaster plan and that the APCA understands the importance of following the plan; and,
- (c) Conduct an initial screening in the prospective client's home to evaluate the requested service and needs prior to accepting the prospective client and assigning an APCA. The Contractor may bill up to three (3) hours at the ADL care rate for each initial assessment.

(3) Contractor shall require each APCA to provide the following services:

- (a) Reassess the client at least quarterly or within one week following emergency treatment and revise the service plan as necessary as changes occur;
- (b) Provide essential supportive services that enable a client to move into or remain in his/her own home. Services include:
 - i. Basic personal hygiene, including bathing, grooming, nail care, foot care, dressing, and skin care;
 - ii. Toileting / bowel and bladder care, including bowel care requiring delegation by a registered nurse (R.N.);

- iii. Mobility and transfers, including assistance with ambulating and positioning;
- iv. Nutrition, hydration, feeding; and
- v. Medications/Oxygen use - assisting with administration of medications and assuring medications are taken as ordered by the physician and refilled as appropriate, maintain clean oxygen equipment and assuring adequate oxygen supply.

b. Medication and Nursing Services:

- (1) Contractor shall be licensed and be classified as providing “comprehensive” medication and nursing services in accordance with Oregon Administrative Rules (OAR) 333-536-0000 through 0125 and any other applicable rules;
- (2) Contractor shall ensure personal care services are provided that shall include: medication reminding, medication assistance, medication administration and nursing services in accordance with Oregon Administrative Rules (OAR) 333-536-0000 through 0125, including, but not limited to, OAR 333-536-0007 and any other applicable rules.
- (3) For clients whose conditions are stable and predictable, the Contractor shall conduct nursing assessment, monitoring, intermittent nursing care, and delegation of special tasks of nursing care. Nursing services shall be conducted in accordance with the Oregon State Board of Nursing Administrative Rules, OAR Chapter 851, Division 045, 047 and 048, and DHS, Public Health Administrative Rules OAR Chapter 333 Division 536 regarding In-Home Care Agencies. Contractor shall provide nursing delegation and teaching services as defined in OAR 411-048-0180.