

The resources provided to Terrebonne Council on Aging, Inc. (TCOA) by the Federal, State, and local government allow the agency to serve only a fraction of its service area's 18,000+ citizens age 60 and older. All Homemaker services are provided by The Medical Team, TCOA's current service provider.

The following regulations were used by TCOA to develop selection criteria for its services:

Older Americans Act of 1965, as amended in the 2006 Reauthorization.

Louisiana Governor's Office of Elderly Affairs' (*GOEA*) Policy Manual, Subchapter E, Section 1215(A), (B), and (C).

#### **TCOA's Homemaker Program Policy Client Selection Criteria:**

*No older individual is entitled to services by virtue of age alone.*

- ◆ GOEA's Comprehensive Assessment Form (*used by all the Councils on Aging in the State of Louisiana*) and TCOA's Participant Service Determination Form will be used to evaluate all potential participants.
- ◆ The completed assessment form is then submitted to the TCOA Executive Director or designee for review and evaluation.
- ◆ Priority will be given to persons 60 and older, with the greatest economic and/or social need, with particular attention to low-income minority and Native American individuals.
- ◆ Participants with the highest score on the assessment form will be given priority in delivery of services. Clients may be placed on a waiting list until openings become available.

#### **Client's Responsibility:**

- ◆ Each client is responsible to call as early as possible if they will not be home for their regularly scheduled visit. This can be done by calling **985-872-6666**.
- ◆ There will be no substitution of persons present in the home to receive services. The client must be present when the homemaker is there to provide services.
- ◆ Clients are not allowed to give any type of gratuity/donation to the homemaker, including money, gifts, etc.
- ◆ Clients will be responsible for providing their own cleaning supplies.
- ◆ Client is responsible for reporting any concerns or complaints they may have to **985-868-5546, ext. 225**.

Contributions to the  
Homemaker Program can  
be mailed to:  
  
TCOA  
P.O. Box 8036  
Houma, La. 70361

#### **TCOA's Responsibility:**

TCOA does not provide homemaker service on the following Holidays:

**½ day New Year's Eve  
New Year's Day  
Mardi Gras Day  
Memorial Day  
Juneteenth Holiday  
4th of July  
Labor Day  
Thanksgiving Day  
½ day Christmas Eve  
Christmas Day**

- ◆ To ensure Homemaker services are scheduled twice a month for approximately 2 hours per visit.
- ◆ To develop a homemaker service plan, with The Medical Team, that addresses individual needs with each client. This plan will outline the specific services to be performed. Example: mopping, sweeping, vacuuming, etc.
- ◆ To assure that all contributions received for the program are deposited and dedicated to the homemaker program.
- ◆ To ensure that the homemaker follows the service plan as developed by the staff and the client.

**TCOA Department  
Contact Numbers**



**Administration  
(985) 868-8411**

**In-Home Services  
(985) 868-5546**

**Nutrition  
(985) 868-7596**

**Transportation  
(985) 868-7701**

**Food for Seniors  
(985) 858-5139**

**SenioRx/ADRC  
(985) 858-5135**

**Homemaker  
Program**

**Diana N. Edmonson  
Executive Director  
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Website:  
[www.terrebonnecoa.org](http://www.terrebonnecoa.org)**