

Home Care Companion, Sitter, and Respite Services Rules (10A NCAC 13J) Public Comment Summary

Commenter Name	Comments: Director Qualifications	Comments: Supervisory Visits	Comments: Financial	Comments: All Care Providers	Comments: Medical Model	Comments: Other
1) Mary Troutman – Senior Services Supervisor, Stanley County Senior Services Dept.		To have to visit all clients of every aide while the aide is there performing service at some point during the year creates more hardship in scheduling visits, more gas and seems redundant. Currently we do a telephone call a quarter with a visit at least once a year or more if warranted for a Level I and visit one client of each aide per quarter.				Now an In-Home Aide only does hands on care, leaving out the level 1, home management only, aides who now become sitters or companions. These aides do other things besides "sitting." This is a major setback in understanding and recruitment efforts for direct care workers.
2) Susan Guy – Fayetteville, NC			If the proposed requirements are put into place, the price will increase due the increase in responsibilities.			Do not approve the proposed interpretation of the rules.
3) Anne B. Culbreth – Lumberton, NC			If these are implemented, the cost of the services will increase. I'm told already the prices have gone up due to minimum wage increases.			Do not approve the proposed interpretation of the rules.
4) Robin Kelly – Fayetteville, NC			If these are implemented, the cost of the services through licensed agencies will have to			Consider the needs of seniors with fixed incomes, do not approve these rules.

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			<p>increase due to their increased financial obligations.</p>			
<p>5) Michael T. Dibert – Dallas, TX</p>			<p>Will significantly increase the cost of caring for our mother who lives in Fayetteville.</p>			<p>Are unnecessary, poorly defined, poorly written. Recommend consideration of new regulation be suspended until more knowledgeable individuals and more end users be brought into rule making process. Do not approve the rules as proposed.</p>
<p>6) Jan Nair, ResCare Home Care</p>						<p>Fully endorse the rule changes. Will benefit the clients in the field. The rules were needed.</p>
<p>7) Patty Aiken, Home Instead Senior Care, Greensboro</p>			<p>There will be a cost for compliance for agencies included in the legislation and no costs for compliance for those not included. Many seniors will be convinced to do business with those who continue to be unregulated due to costs. We need to protect our seniors from potential abuse or otherwise being taken advantage of.</p>	<p>There will be a large segment of the industry that will remain unregulated. Many companies and individuals in this industry work without any regulation or oversight and the regulations do not address them. Independents and at the very minimum the registries who</p>		

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		<p>allow them to be listed should be held to the same standards as the agencies covered by proposed legislation. Will do little to protect seniors as a whole and create an unlevel playing field. Are being short sighted by not addressing all of those who provide such care.</p>				<p>Wondering if the new companionship law would be covered under the in-home services that some of us are already licensed under</p>
<p>8) Gail Moore, Home Instead Senior Care, Alamance and Randolph County</p>						
<p>9) John Posey, Home Instead Senior Care, Wake County</p>		<p>Will this in effect raise the price for seniors for agencies that are compliant or for those that fly under the radar will they be effected at all? We have to raise our prices to do the training and pass along to seniors.</p>				
<p>10) Preston Von Arx, Comfort Care Senior Services, Wilson & Greenville</p>		<p>Rules do not cover all providers of senior care. Will</p>				

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			<p>It will change the way businesses operate, which will impact the bottom line.</p>	<p>be difficult for those already licensed or for those who will have to be licensed, but it is unfair to the seniors. The registries are not subject to any rules and regulation and leaving the seniors wide open to people no one regulating and overseeing. No vehicle for those clients if there is a concern or complaint to call. Hope you can expand the rules to cover all providers of care to include registries.</p>	<p>Do not need a medical model to monitor caregivers. A social model is all that is needed. The rules will require more guidelines than needed for companion sitter services.</p>	<p>Do not approve the rules.</p>
<p>11) Susan Guy, citizen</p>						

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<p>12) Stephen Lair, Home Instead Senior Care, Chapel Hill</p>	<p>The most offensive is the requirements for the agency director position. As of Jan. 1, 2010, I will no longer be qualified to run my own company. The new rules state that the agency director must either be a Registered Nurse or physician or have at lease one year's worth of experience running a licensed home care agency, keeping in mind no such licensure has existed. So on Jan. 1, I can hire someone who can fulfill this obligation and pass on that cost to the seniors. Those supporting the guidelines say these rules are not aimed at me, but on those that operate without supervision or accountability. Tightening the governmental leash on those that operate admirably will drive more seniors to the services we wish to discourage them from because they will be</p>				<p>Opposed to the rules.</p>
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	<p>the only affordable option. The rules will stand in the way of providing quality, affordable care for seniors.</p>					<p>Support rules to ensure protection of the public for those who receive services in the home. Especially for those rules related to criminal background check and health care personnel registry check which the licensed home care agencies would fall under.</p>
<p>13) Kathie Smith, Association for Home and Hospice Care of NC</p>						
<p>14) Deborah Bordeaux, Stay At Home Senior Care, Wake Forest</p>	<p>Concern with the qualifications of the agency director. As of Jan. 1, I could no longer run my own company and have been running it for seven years.</p>					<p>Under section .1400, Service Records, it now requires as part of our assessment that we take a senior's Social Security number. We are not a medical company, we do not work with insurance, we are private pay completely am not sure a senior is going to give away their Social Security number just so they can get a drive to a doctor or get a home cooked meal. The</p>

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<p>15) Martha Owen, Home Instead Senior Care, Cumberland County</p>			<p>The impact of HB964 will effect small businesses in a detrimental way but will be overwhelming cost to the state in monitoring. The rules will increase cost unnecessarily to many who can least afford it and not be embraced as beneficial for our seniors.</p>		<p>A medical model with minimal changes was used to write the rules for these nonmedical services. The scope of service does not require the same guidelines as personal care services.</p>	<p>checking the Health Care Personnel Registry check for blemishes on their record, I don't hire any health care personnel. I don't mind checking it provided there is no additional cost to me, It is on the web, but it doesn't make sense.</p> <p>Concern that the rules our committee are proposing are not good legislation. As HB964 was discussed in the House and Senate, the common tone was improving the quality of life for seniors as well as controlling cost of services. An avenue to accomplish this was to passing HB964 and they were led to believe significant companion/sitter representation would be on the rule committee. Do not move forward on this licensure. I still feel strongly that the rules sent to the commission not only do not the consensus of the group,</p>
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							companion/sitter services do not need the same guidelines as personal care services.
16) Travis Janovich, citizen			If my costs go up much higher, I will be forced to give that up, when medical care is not needed, only companion services are needed.				Not a need for any more licensure.
17) Judy Boggs, Home Loving Senior Care	With the new rules, I will have to forfeit my business and hire someone else to be my agency director.						
18) Anne Godley, citizen			We are opposed to the adoption of these rules and very simply the reason why is it will increase our costs. The services we use are not related to the services your rules cover. For our providers to abide by the rules, their costs will increase dramatically. The results: our expenses will go up.				Don't approve the companion/sitter licensure as proposed.
19) Lisa Culbreth, citizen, employee			Opposed to the rules for the reason that the cost of services would increase for the clients that I care for.				Do not approve this licensure.
20) Margot T. Binas, citizen, Fayetteville, NC			If the rules come into effect, my monthly expenses will			The rules do not reflect the services I am	Why are these services being reviewed by a

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				skyrocket.				contracting for. I do not need medical care.	medical commission? I am not receiving medical services. Don't approve this licensure.
21) Katherine Owen, citizen, employee				Opposed to the rules for the reason that the cost of services would increase for the clients that I care for.					Do not approve this licensure.
22) Margaret Gray, citizen				We are opposed to the adoption of these rules and very simply the reason why is it will increase our costs. The services we use are not related to the services your rules cover. For our services to abide by the rules, their costs will increase dramatically. The results: our expenses will go up.					Don't approve the companion/sitter licensure as proposed.
23) Elizabeth Harris, citizen				Opposed to the rules for the reason that the cost of services would increase for the clients that they care for.					Do not approve this licensure.
24) Thomas Bell, citizen				If the rules come into effect, my mother's monthly expenses will skyrocket.				The rules do not reflect the services my mother is contracting for. She does not need medical care.	Why are these services being reviewed by a medical commission? She is not receiving medical services. Don't approve this licensure.

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25) Rebecca Russell, citizen, employee			Opposed to the rules for the reason that the cost of services would increase for the clients that I care for.			Do not approve this licensure.
26) Ruth Day, citizen			If the rules come into effect, my mother's monthly expenses will increase.		The rules do not reflect the services I have hired for my mother. She does not need medical care.	She is not receiving medical services. Don't approve this licensure.
27) Denise Skeels, citizen, employee			Opposed to the rules for the reason that the cost of services would increase for the clients that I care for.			Do not approve this licensure.