



Guidelines for Home Visits

The Nonprofit Insurance Trust has many member organizations who provide services in their client's home. Here are some guidelines for all employees who provide In-Home services.

- Have a Supervisor or Manager provide an In-Home inspection prior to any employee providing services to their clients inside their homes. Ensure all agreed equipment is in place and being well maintained.
- Ensure all pets in the home are secure and are not allowed to interact with the employees.
- After arriving at the home, the employee should review all conditions when walking from the car into the home. This would include snow and ice on roads, driveways and sidewalks. This would also include fenced in animals and the steps leading into the home.
- Once in the home, ensure the employee has a clear path to exit the home with limited or zero resistance from the client. Prepare a quick exit path out of the home. Remember the number of doors, fences, and other obstacles the employee will need to resolve to make a quick exit out of the home and into their car.
- Develop some type of check in and check out system for the employee to notify the employer before and after the appointment to ensure the appointment was completed without incident.
- Empower the employee to cancel an appointment if the employee feels uncomfortable about going into a home or staying in a home due to unsafe home conditions/other people during the scheduled appointment time.
- On an annual basis, review all home visit locations to ensure all changes in the home have been documented, updated and addressed as needed. If the client moves to a new home, ensure an In-Home inspection occurs.