

**Sec. 20-670-4. Client contact, records**

(a) The homemaker-companion agency shall provide the client with a contact phone number and address for the agency and an authorized representative to discuss the service being provided.

(b) Narrative notes of a substantive nature shall be kept with each client's file and shall include observations, problems, complaints, plans of action, telephone contacts, reports of in home visits by supervisors, and the findings of all investigations.

(Adopted effective August 3, 2009)