



CLIENT STANDARDS



www.considracare.com

1-855-410-7971

wecare@considracare.com

NOT USING OUR SERVICES ALREADY ?

GET AFFORDABLE HIGH-QUALITY SENIOR HOME CARE

We help you find and manage carefully screened and experienced professional caregivers for your loved ones.

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WHY USE US ?

- Flexible, Live-in and Live-out (hourly) care options
- Affordable, with no upfront costs or commitments
- Fully vetted caregivers
- Regular check-ins to review and update the care plan
- Ongoing caregiver training
- State-of-the-art platform to guide caregivers and keep you connected with them
- For live-in caregivers, we take care of payroll, taxes and WSIB



What you can expect from ConsideraCare



Professionalism



Exceptional Care
Standards



Transparency

We are a purpose driven, innovative and premium senior care services provider which helps seniors age in the comfort, security and dignity of their own homes.

ConsidraCare's caregivers are:



Caring



Compassionate



Competent

We trust our caregivers to show utmost respect to their clients and their families and professionally deliver care while respecting the boundaries and maintaining the dignity of those under their care.

What can families expect from our caregivers?

- Provide care in an ethical, professional, punctual, safe and reliable manner.
- Keep clients' information confidential and not share it verbally, in writing or through social media with anyone outside of approved persons.
- Keep their clients' families updated on the condition and activities of their loved ones, and the status of the tasks assigned to them in the care plan.
- Dress professionally and maintain personal hygiene while on the job.
- Follow infection control protocols at all times including frequent handwashing, proper washing of food items and reminding your loved ones to do the same.
- Keep their knowledge up to date by utilizing the training online resources ConsidraCare has made available to them.
- Never abandon your loved ones
- (For Live-in caregivers) inform the families 4 -5 weeks before taking leave so that the family can arrange for backup care.

We are always on hand to help families and caregivers should they require any assistance or support.

What do our Live-in services include?

Although ConsidraCare's approved caregivers will be your employees, we are here to help you and take care of managing the care delivery to your loved ones.

Our services include :

- Matching and introduction to caregivers, arranging interviews with them and helping manage their contracts.
- Setting up payroll, tax and WSIB accounts for caregiver employment on your behalf.
- Bi-weekly payroll processing and filings with CRA and WSIB.
- Monthly updates to the care plan of your loved one based on discussions with you and the caregiver.
- Arranging for backup care for pre-planned caregiver vacations.
- A cutting-edge platform that gives you a single care plan directs the caregiver on care delivery and enables communications between you and the caregiver.

Delivery of care with respect and dignity

ConsidraCare's caregivers establish trust and deliver care in a respectful and professional manner, that addresses your loved one's needs, promotes independence and maintains their dignity.

ConsidraCare's plan of care

Our plan of care is the basis of quality care delivery. It documents your loved one's history, conditions, interests, preferences, needs and tasks that need to be performed on a daily basis by the caregiver. It also includes important contacts and instructions for the caregiver.

ConsidraCare will work with you to document the care needs of your loved one and update the plan monthly. The plan is available to you and the caregivers through the ConsidraCare portal. Daily task reminders are sent to the caregiver through our app and you are notified when they are completed.

Involving the caregiver in care planning

We will brief the caregiver on the care plan before they start.

The caregiver will also have a conversation with you and your loved one at the beginning of the placement to understand your wishes and expected routine. The caregiver will document those preferences in the care plan.

Some of the things to communicate to the caregiver about your loved one include :

- Getting-up time
- Outfit choice
- Eating choice
- Personal care tasks
- Bathing preferences
- Hobbies and activities



Common duties of ConsideraCare caregivers

You can expect the ConsideraCare caregivers to perform a number of tasks depending on your loved one's care plan. These may include the following:

Getting your loved one ready for the day

This includes help in activities to start the day such as going to the washroom, washing up, brushing teeth, shower assistance and changing clothes.

It can also include grooming, for example, assistance with shaving, nail filing, applying creams and makeup.

Support for putting on dentures, hearing aids, glasses and fall detection necklaces/bracelets is also included, provided the caregiver has been given training for these tasks.

Support for toileting

This can include assistance for going in and out of the washroom, and activities of hygiene while taking all safety precautions. This can also include advanced care such as incontinence care. Families are responsible for providing the required items, such as briefs, incontinence pads and gloves to the caregiver.

Assistance with mobility

Caregivers will provide support for walking, and encourage your loved ones to use walking aids such as canes, walkers and wheelchairs. They will check that these are in working order and within reach to minimize fall risk.



Meal Preparation and Planning

Meal preparation includes all tasks beginning from creating the grocery list, meal planning and putting away the grocery items, to meal preparation and serving meals to your loved ones.

We encourage families to share the recipes their loved ones enjoy with the caregivers. The caregivers will also assist in feeding if needed. If there is any concern with feeding caregivers will alert the families. They can also contact us.

The caregivers are not expected to cook meals for the entire household unless agreed upon before the placement.

Medication reminders

The caregivers will provide medication reminders and will help with taking the medications. We encourage your loved ones to get blister packs from the pharmacy to ensure proper dosage according to doctors instructions.



The caregivers, unless they are registered RNs or RPNs, cannot administer medicine themselves.

Getting ready for the night and night care

Night care includes assistance with changing clothes, brushing teeth, taking away dentures, hearing aids, making the bed and other activities to get ready for bed.

Night care also means help with going to the bathroom.

Should your loved one wake up and require assistance at night, the caregivers can assist up to 2 times, with each activity lasting up to 15 minutes. If more assistance is required every night, it should be agreed upon between the caregiver and the family at the time of placement.

Cleaning and tidying up the house

The caregiver is expected to do light housekeeping and keep the house tidy and clean. This is done to promote hygiene, safety and health of the occupants. Laundry and folding of the clothes are also included in the duties of the caregiver.

We recommend that the families call a professional cleaning service from time to time for deep cleaning of the loved one's home.

Companionship and engaging activities

The caregiver will spend quality time, promote engaging activities of your loved one's choice to keep them happy and engaged.



The caregiver will also promote activities with family and friends, inside and outside the house. No matter how close they become to your loved one, the caregivers should be expected to maintain and respect professional and personal boundaries.

Shopping for groceries

ConsidraCare approved caregivers can also do the shopping for groceries and pick up medicine. We encourage families to use prepaid cards for this purpose. You will also have to pay the caregivers for transportation. The caregivers are instructed to store the receipts in a safe place for future reference. You can also arrange for grocery and medicine delivery to your loved one's home to avoid the hassle of commuting and shopping.

Staying connected with your caregivers

Information sharing through the ConsideraCare app

Caregivers will have access to the care plan and daily tasks through the ConsideraCare app. The families will get a notification every time a task is completed. The caregivers will also be able to record your loved one's vitals which you will be able to see in the ConsideraCare family portal.

As technology is no substitute for human contact, we encourage you to regularly talk to your caregiver, on the phone or in person to check on how the care delivery is progressing.

The caregivers are prohibited from sharing information about their clients with anyone other than designated family members.

Important events

We encourage the caregivers to make a calendar of events such as birthdays, anniversaries, doctor appointments, and social events, with the families' help and keep it in a place visible to your loved ones.

Emergency situations

We recommend keeping a list of emergency contact numbers for the caregivers both in the ConsideraCare care plan and in a printed format. The caregivers will call emergency services first and then ConsideraCare and the family members in case of any emergency. In life-threatening conditions, caregivers will call 911. The caregivers are trained not to pick up your loved one after a fall to avoid further injury.



Client obligations

ConsidraCare believes that high-quality care can only be delivered by creating professional and respectful working environments for our approved caregivers.

We recommend the following to our clients to ensure that the caregivers' rights and expectations are being met.

Respect for the caregivers

Caregivers must be treated with respect and dignity for them to be efficient and provide quality care.

Keeping the caregivers informed

We recommend that the family keeps the caregiver updated on its care needs and expectations, and work with us to update the care plan of their loved one at least once per month.

This will set clear directions and expectations for the caregiver, track the progress of your loved one and ensure the quality of care delivery.

Caregiver accommodation (for live-in caregivers only)

The client must provide the live-in caregiver with a clean and private room as per law.

The room should have space to store the caregiver's possessions. The room should also have clean towels and bed sheets for the first workday.

Caregiver meals (for live-in caregivers only)

The caregiver has the right to either get a weekly allowance for food or be included in the family food budget for meals.

Please agree with the caregiver on this at the time of placement so it can be documented in the placement contract.

Please note that both meals and accommodation are taxed as income.



The following apply to live-in caregivers only

Insurance

For safety and protection, we recommend that all clients should have co-occupant/resident insurance included in their home insurance policy for the caregivers. Most policies either have that insurance, or you can get it added for a nominal amount.

The law also required employers to have WSIB insurance. We will help you get set up for WSIB and do the required deductions when we process the payroll.

Safe work environment

All home appliances should be in working order and the work environment inside the house should be safe for the caregivers to perform their duties.

Please provide a list of contacts for appliance repair and maintenance to the caregiver.

Work hours and breaks

Caregivers are entitled to have breaks and their work hours should be per the standards of current Labour laws in Ontario (ESA).



Caregiving can be stressful. Regular breaks and sleep can help the caregiver recharge and maintain high care standards.

As a minimum, the caregiver should get a 30-minute break after every 5 hours of work. Breaks can be broken down to accommodate the loved one's needs. The caregiver must also get at least 6 hours of uninterrupted sleep each day.

The agreement between the clients and caregivers must reflect the number of weekly hours and breaks, and the cut-off for overtime (usually 44 hours). You should also agree with the caregiver in advance for any vacations as it will give us ample time to find a backup.

For an exhaustive and updated list of your obligations as an employer please refer to Ontario ministry of labours standards at :

<http://www.labour.gov.on.ca/english/es/>

Dealing with difficult situations (for live-in caregivers only)

At ConsideraCare we take pride in our approved caregivers and always strive to get you the best match.

However, there are times when things don't go as planned.

This section will help you to understand everyone's responsibilities and possible actions to find a resolution as soon as possible so your loved one's care is not affected.

The caregiver is not a right match

There can be times when the caregiver is not a good match for your loved one. This can either happen due to a personality mismatch or the needs of your loved one can change over time.

As per Ontario law, once the probation period is over, the caregiver is entitled to a two weeks notice period (or pay in lieu).

Your loved one will also need to be prepared by informing them of the upcoming change in the caregiver.

If you have discussed your needs with the caregiver already and still feel that you need to replace the caregiver please contact us and we will guide you further.

We recommend that if the clients' safety is not a concern, the caregiver should complete the notice period.

We can arrange for backup care while we search for a replacement. However, the time taken depends upon the availability of a caregiver with a matching skill set.

You may also consider partnering with an hourly home care agency or asking a friend or family member to help out temporarily.

The caregiver goes missing

If the caregiver leaves the house without informing you and their whereabouts are not known it could be a difficult situation.

The family members need to remain calm and do the following :

- Try reaching out to the caregiver's cell number, if you don't have this information call ConsideraCare to get the caregiver's number.
- Inform ConsideraCare about the situation so we can arrange backup live-in care, but it may take time so it's important to arrange alternative care such as an hourly agency or a relative.

If you have a valid concern about the caregiver which requires involving the authorities, call 911.

ConsideraCare recommends regular touchpoints with the caregiver to ensure that the families stay connected with them and are aware of their whereabouts.

The caregiver commits a theft

If there is a suspicion of a caregiver stealing from your loved one, here are a few steps you can take to resolve the situation.

- Speak to the caregiver, if safe to do so, as there might be a reasonable explanation.

If there is a suspicion of a caregiver stealing something from your loved one, here are the steps you can take to resolve the situation.

- Speak to the caregiver, if it is safe to do so, as there might be a reasonable explanation or a misunderstanding.
- If you cannot resolve the situation please report the theft to the police.
- Inform ConsideraCare so we can arrange for a replacement caregiver and guide you on arranging temporary backup care.

The caregiver harms your loved one

If there is a suspicion of any harm to your loved one, here are few steps that you should take:

- Call appropriate emergency service.
- Inform ConsideraCare so we can arrange for a new caregiver.
- Terminate the caregiver if the abuse is established.

The caregiver falls ill

There are times when a caregiver can fall sick and needs rest.

The caregiver may also need to leave or take a break for recovery.

This is how we suggest you can manage the situation.

- Talk to the caregiver and understand how it will affect the caregiver's ability to perform the job duties.
- If the caregiver needs to leave, agree on the leave and return dates.
- Inform ConsideraCare as soon as possible so backup care can be arranged.

Under Ontario law, caregivers are entitled to at least 3 days of unpaid sick leave per year, after 2 weeks of working with an employer.



Additional resources

ConsidraCare is an introductory agency.

We are always on hand to assist you, and take over many burdens of managing the care of your loved ones. However, the clients are responsible for the employment of the caregivers and ensuring that their rights are met.

This guide is not exhaustive and we recommend that you consult relevant resources time-to-time to make sure that you are aware of applicable laws and regulations.

Here are a few useful sites. You can find many more resources on our website www.considracare.com under "care resources".

Ontario Ministry of Labour, Employment Standards

Ontario:1-800-531-5551,

<http://www.labour.gov.on.ca/english/es>

Government of Canada

<https://www.canada.ca/en.html>

Service Canada Centres

<http://www.servicecanada.gc.ca/eng/home.shtml>

Canada Revenue Agency

<http://www.cra-adrc.gc.ca/menu-e.html>

Toll-Free: 1-800-959-5525



**We welcome your
questions and feedback.**



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