



Since 1974

Classic LifeCare™

homecare for all generations

CLIENT HANDBOOK



YOUR CLASSIC LIFECARE GUIDE

Welcome To Classic LifeCare

Thank you for choosing Classic LifeCare to assist you with your health care needs.

This booklet provides you with the answers to questions you might have. We hope you find it informative.

We provide part-time and full-time care 24 hours per day, 7 days per week. Our services range from homemaking to companionship to personal and complex care.

We understand each person who comes to us has unique circumstances and needs. From the start, our approach is to attend to those needs on an individual basis.

Contact Information

Vancouver Office

Tel: 604-263-3621

After Hours: 604-839-7544

vancouver@classiclifecare.com

Calgary Office

Tel: 403-242-2750

After Hours: 403-998-2204

calgary@classiclifecare.com

Comox Office

Tel: 250-890-7535

After Hours: 250-465-0401

comox@classiclifecare.com

Prince George

Tel: 250-563-3501

After Hours: 778-281-0055

princegeorge@classiclifecare.com

Our Story

Classic LifeCare has been providing the finest home healthcare experience since 1974. Our company was built on the principle that clients can actively participate in their careplan. We are here to listen, inform and meet their expectations.

Classic LifeCare is accredited by Accreditation Canada with Exemplary Status, which speaks to our long-standing dedication to providing safe, quality care for our clients. We are also Assurity Approved by EngAgeBC, which holds us accountable to best practices and standards. These initiatives help ensure the safety of our clients when receiving care from Classic LifeCare.

Our Strategic Priorities to help guide our care approaches and ensure best practice standards of Quality Improvement, Health and Wellness, Safety and Growth.





Our Mission, Vision, and Values



Our Mission

To provide the finest home health care experience.



Our Vision

To enhance lives by providing great health care while respecting you as a person, your choices, and personal needs.



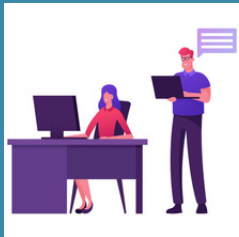
Our Values

| | |
|-------------|--|
| Service | <i>We help and respond quickly with flexibility and courtesy.</i> |
| Sensitivity | <i>We listen, observe with caring, respect and discretion.</i> |
| Quality | <i>We commit, engage, execute, and focus on safety and detail.</i> |
| Knowledge | <i>We learn, educate, steward wisdom and foster family heritage.</i> |
| Vitality | <i>We smile, laugh, love, celebrate life and are joyful.</i> |

Your Classic LifeCare Team



Service & Client Care Coordinators



Our Service and Client Care Coordinators are responsible for scheduling and managing your care. You may speak with them to adjust your schedule or if you have any concerns regarding your services with Classic LifeCare.

Clinical Nursing Supervisors



Our Clinical Nursing Supervisors work with you to develop a careplan to reflect your individual goals. They help to supervise and educate our field employees. They will also visit you and your staff at home if required or requested. You may contact them if you have questions about your care needs.

Health Care Workers



Our Health Care Workers are selected for you based on compatibility with your needs. They are experienced in performing the duties required for your care. They have participated in a detailed safety orientation outlining Classic's policies and procedures. They receive ongoing training and education.



Clients Rights & Responsibilities



Client Consent for Services

Before care begins, we will send out a Client Consent for Services, which we ask to be signed and returned to the office as soon as possible. The Client Consent allows us to provide care and must be signed and returned for care to continue. You may speak to you Client Care Coordinator if you have any questions.

Confidentiality

We are careful to keep all your personal information confidential. Our employees sign a confidentiality agreement, and all personal information is kept secure. Classic LifeCare has policies and procedures in place to guide staff and help protect your privacy.



Client Rights and Responsibilities



Quality Assurance

To ensure care is running smoothly, your Client Care Coordinator and/or Clinical Nursing Supervisor will communicate with you and your family members regarding your services. These regular check-ins provide an opportunity to talk to our staff about any concerns or questions you may have. Your feedback helps us to establish, review and implement quality services.



Safety

Safety is one of our strategic priorities. We are happy to work with you to ensure a safe home environment for you and our staff. We do a home safety risk assessment at the beginning of service. Risks are addressed and communicated with you, our employees, your family members, or a substitute decision maker. Our Infection Prevention and Control program prioritizes safety with a focus on the four moments of hand hygiene. Our Clinical Nursing Supervisors provide education for our employees are available to answer our questions and connect you to resources.



Service Information

Statutory Holidays

Classic LifeCare provides services on all statutory holidays. Care will be set up for the holiday unless you contact the office to cancel the visit. If you require services on a statutory holiday, you will be billed time and a half for that day.

Classic LifeCare recognizes the following statutory holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, BC Day (in BC) OR Heritage Day (in Alberta), Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day

Service Cancellation

Classic LifeCare requests at least 24 hours notice of any cancellations so we may inform our employees. A cancellation charge may be applied if we do not receive 24 hours notice to cancel a visit.

Code of Conduct

Every Classic LifeCare employee signs a Code of Conduct form when hired. This is an acknowledgement of their commitment to put your needs and rights first. The Code of Conduct also recognizes professional boundaries, cultural sensitivity, and ethical behaviour. Every member of the Classic team takes part in training to ensure you are respected and treated with dignity, discretion, and sensitivity.



Service Information

Services We Provide



- Personal Care
- Complex Care
- Nursing Foot Care
- Palliative Care
- Companionship
- Homemaking
- Pediatric Home Care

Care can be arranged on an hourly or 24-hour basis. We can help you select the best level of care for your needs.

Hourly

- Employees visit by the hour
- Minimum of 2-3 hours, depending on the location
- Can be arranged up to 24 hours per day

24-hour Care

- Provides day shifts and overnight care
- Shifts are between 8 to 12 hours
- Visits are billed hourly

Service Information

Medication Assistance

Our Health Care Workers can assist with oral medications. However, our Health Care Workers cannot administer medications. Oral medications must be bubble packed, or pre-dispensed in a dosette. You can have your oral medications bubble packed by contacting your local pharmacy. All medication activity, updates and changes will be recorded in your careplan.

Homemaking

Classic employees may be requested to keep your home tidy and sanitary. You are responsible for providing cleaning supplies and informing our employees which supplies to use in your home.

Duties will vary, and can generally include:

- Wash and change bed linens
- Laundry for client
- Vacuuming
- Wiping inside of fridge and checking for expired goods
- Water household plants
- Mop floors
- Empty garbage/recycling
- Clean countertops
- Clean dirty dishes for client
- Update grocery list
- Light dusting
- Clean bathrooms
- Reorganizing cupboards
- Identify safety risks

For safety reasons, employees should refrain from moving furniture or doing yard work. During the winter, we ask that clients maintain a clear walkway to the entrance of their home. This includes having snow cleared and de-iced.

Any time you have people working in your home, it is a good idea to catalogue and safeguard any valuable or fragile items. The likelihood of accidents or misplaced items increases significantly when employees are given cleaning and organization duties in an unfamiliar home.

Service Information

Shopping

Employees can go grocery shopping with you or for you. You may give money or a grocery store gift card (the amount is recorded by both parties and noted in the careplan). Alternatively, we can provide our employee an expense account and add it to your monthly invoice. If you would like to set up an expense account, please call the office.

Driving

Classic LifeCare employees are permitted to drive only when requested and approved by the office. Please ensure appropriate insurance is in place if you expect our employees to drive your vehicle.

Pets

Please notify our office if you have a pet so we can inform our employees in case of allergies or fear of animals. You may be asked to keep your pet in a different room for your home care visits.

Smoking

If you smoke, we ask that you refrain from smoking in the presence of our employees and one hour before the visit occurs.



Service Information

AlayaCare

AlayaCare is a web-based scheduling and care management system used by Classic LifeCare. It is connected to a mobile app which is used by our employees for documentation and checking on your care information.



It is also connected to a **Family Portal**, which allows clients and their families to connect with Classic LifeCare.

The Family Portal features include:

- Access to your schedule anytime online in real time. You can review the date, time and Health Care Worker for upcoming or completed visits.
- Viewing members of your Health Care Team
- Retrieving your account balance, invoices and payments. You will be able to access your invoices at any time, without waiting for the invoices to be sent to you.

As part of your Welcome Package, you would have received a registration email for the Family Portal. Your username will be your email address, and you will receive a temporary password. As soon as you sign into the Family Portal for the first time, you will be prompted to change your temporary password to your unique one.

The Family Portal can be accessed via a computer or tablet via Safari or Chrome. You may also access the Family Portal via the mobile app.

Service Information

Careplans

Careplans are created based on your goals. In the careplan, the employee can record what they have done during the day, and note any changes to your health.

The careplan is useful for the Clinical Nursing Supervisor during home visits, and for replacement employees. You and your family members are more than welcome to add your input regarding the careplan. Although the careplan belongs to Classic, you can decide who can and cannot see it.

Our careplans are kept online through the care management system AlayaCare. Our employees may need to use their phones to do clock in and clock out of their visits, as well as complete any required documentation.

Invoicing and Tax Receipts

Classic LifeCare will send out invoices on the 10th and 25th of each month. Invoices are emailed to the email address provided at the start of services. The invoices are also available through the Family Portal.

Please note all overdue accounts will be charged 2% interest per month.

Payment options include:

- Cheque
- Online banking
- At the bank
- Pre-authorized debit

If you would like to set up automatic payments, you can fill out our pre-authorized payment form and send back to our office.

Our services are tax deductible in many cases. We recommend you seek professional advice to determine your eligibility. Please retain your paid invoice copies for your tax records. If you require an additional summary, please contact us and we can generate an annual payment summary for you.

Classic LifeCare's Mission is to Provide the Finest Home Care Experience.

We want to make sure you are completely comfortable and satisfied with our services and employees. Do not hesitate to call us if you have any concerns.

Thank you for choosing Classic LifeCare.

When in doubt, call the office!

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Vancouver: 604-263-3621

