

# Homecare Guidelines



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## Welcome to Classic LifeCare!

Thank you for choosing Classic LifeCare to assist with your homecare needs. We are committed to providing the finest home healthcare. Please let us know how we are doing at any time.

## Your Safety and Wellbeing: Important Guidelines

To ensure your safety, wellbeing, and the safety of our Health Care Workers, please follow the guidelines below. We appreciate your understanding and cooperation.

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### ***SCHEDULING***

- 1. 24-Hour Notice Required:** We require 24 hours' notice for scheduling changes, requests, or cancellations. Short-notice cancellations will incur a cancellation fee.
- 2. Consistency of Care:** While we strive to provide consistent care, circumstances beyond our control may arise. We will do everything possible to ensure you receive the care you need.
- 3. Best-Fit Categories:** We will assign a Classic LifeCare employee based on the best fit for the services you require.

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### ***BEFORE VISITS***

- 1. Valuables and Breakables:** Please ensure that all valuables and fragile items are safely stored away, as accidents can happen during visits.

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### ***DURING VISITS***

- 1. Pets:** Please ensure that pets are either in another room or safely out of the way during the Health Care Worker's visit.
  - 2. Substance Use:** Please refrain from smoking tobacco or marijuana, or drinking alcohol when your Health Care Worker is present. If you need to smoke before their arrival, please open a window to clear the smoke.
  - 3. Respectful Behavior:** Verbal or physical abuse towards any Classic LifeCare employee will not be tolerated at any time.
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# Homecare Guidelines (contd.)



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## ***HOMEMAKING SERVICES***

- 1. Liability Disclaimer:** Classic LifeCare is not responsible for any mishaps or damage resulting from our services.
- 2. Client Supplies:** Clients are expected to provide their own cleaning supplies.
- 3. Scope of Duties:** Services are limited to light homemaking duties to assist with home maintenance. Health Care Workers are instructed to notify you and our office if a request falls outside of their job duties. Please see the list of homemaking chores that can be completed.

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## ***DURING VISITS***

- 1. Client-Specific Tasks:** All personal care tasks are to be completed exclusively on behalf of the client.
- 2. Documentation:** Personal care services will be documented online through our mobile app for transparency and accurate record-keeping.

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Thank you again for choosing Classic LifeCare!  
If you have any questions or concerns regarding your care, please don't hesitate to contact us.