

CLIENT HANDBOOK



YOUR CLASSIC LIFECARE GUIDE

Welcome To Classic LifeCare

Thank you so much for choosing Classic LifeCare! We're thrilled to be part of your health care journey! This handbook aims to answer any questions you might have, and we hope you find it both informative and reassuring.

At Classic LifeCare, we pride ourselves on being more than just a service provider. We offer a warm and welcoming environment, with care available 24/7, whether you need part-time or full-time assistance. Our services cover everything from homemaking and companionship to personal and complex care.

We genuinely understand that each person is unique, with their own story and needs. That's why our approach is personalized from the very beginning, ensuring that we cater to your specific circumstances with the compassion and respect you deserve. Welcome to our family!

Contact Information

Vancouver Office

Tel: 604-263-3621

After Hours: 604-839-7544

schedulingvancouver@classiclifecare.ca

Comox Office

Tel: 250-890-7535

After Hours: 250-465-0401

schedulingcomox@classiclifecare.ca

Calgary Office

Tel: 403-242-2750

After Hours: 403-998-2204

schedulingcalgary@classiclifecare.ca

Prince George

Tel: 250-563-3501

After Hours: 778-281-0055

schedulingnorth@classiclifecare.ca

Our Story

Classic LifeCare began in 1974 with a simple but powerful idea: care works best when it's shaped by real relationships. From those early days, our story has been defined by families inviting us into their lives and trusting us through some of their most important moments.

As we grew, so did our commitment to doing things the right way. Recognition from Accreditation Canada and Assurity Approved by the BC Care Providers Association highlights the standards we've held onto from the start - care built on trust, safety and genuine connection.

Today, our story continues with a focus on growth, wellness, safety and quality, guided by the people and communities who inspire us each day.





Our Mission, Vision, and Values



Our Mission

Enriching Lives Through Compassionate Care



Our Vision

To be the trusted choice in compassionate home care, where every individual is treated not just as a client, but as a valued member of our family. We strive to create an environment where empathy, kindness, and respect are not just ideals but the foundation of every interaction.



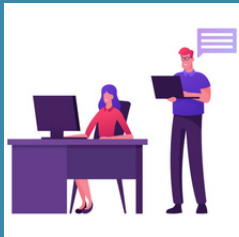
Our Values

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|---------------|---|
| Kindness | <i>We lead with our hearts, bringing integrity and authenticity to the care we provide.</i> |
| Empathy | <i>We seek to understand and honour each person's unique journey, ensuring every interaction is both personalized and meaningful.</i> |
| Joy | <i>We aim to be a light, fostering moments of happiness and connection.</i> |
| Respect | <i>We uphold the dignity of every individual, honoring their wishes and celebrating their individuality.</i> |
| Understanding | <i>We listen deeply, ensuring we meet the needs and hopes of those we serve.</i> |

Your Classic LifeCare Team



Client Care Coordinators



Our Client Care Coordinators are responsible for scheduling your Health Care Workers and managing your services. 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 employees. They will also visit you and our employees at home if required or requested. You may contact them if you have questions about your care needs.

Health Care Workers, Companions and Nurses



Our employees are selected for you based on compatibility with your needs. They are experienced in performing the duties required for your services. 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. Please 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 our employees 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 perform check-ins with you and your family members regarding your services. These regular check-ins provide an opportunity for you to talk to our employees 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, to create a culture of safety that ensures the well-being of clients and employees by implementing proactive measures and continuous learning. We are happy to work with you to ensure a safe home environment for you and our employees. 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, Truth and Reconciliation Day (BC only), Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day

Service Cancellation

Classic LifeCare requests a minimum of 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
- Dementia Support
- Nursing Foot Care
- Nursing Wound Care
- Palliative Care
- Medical Escorts
- Companionship
- Homemaking
- Housekeeping
- Pediatric Home Care

We offer flexible care options that can be tailored to your unique requirements, whether you need support on an hourly basis or around-the-clock, 24-hour assistance. Our dedicated team is here to guide you in selecting the most appropriate level of care to ensure your well-being and peace of mind. We understand the importance of personalized care, and we are committed to providing compassionate and professional service every step of the way.

Hourly

- Employees visit by the hour
- 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 blister packed, or pre-dispensed in a dosette. You can have your oral medications blister packed through 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

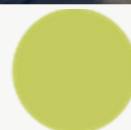
Employees can go grocery shopping with you or for you. You may give money or a grocery store gift card (the amount is recorded by both parties and noted in the careplan) to the employee. Alternatively, we can provide our employee an expense account and add it to your monthly invoice. If you would like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

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

Careplans

Careplans are created with you, not for you. Together, we talk through your goals, daily routines and what matters most so the careplan truly reflects your needs. These careplans serve as a shared guide for your health and wellbeing. Carefully designed with a focus on your personal goals, ensuring the care you receive is tailored to your unique needs.

This shared approach helps our employees record daily activities and notice changes in your health, allowing the plan to grow and adjust as your needs

change. It also provides the Client Care Coordinator and Clinical Nursing Supervisor a clear and current picture during home visits.

All information is safely stored online in AlayaCare, helping employees keep your careplan up to date in real time to support your care smoothly.



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 our **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 which employee 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 will receive a registration email for the Family Portal from AlayaCare. 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 which can be downloaded from your App Store.



Service Information

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 it 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 for tax purposes, please contact us and we can generate an annual payment summary for you.



Classic LifeCare's Mission is Enriching Lives Through Compassionate Care.

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!

Calgary: 403-242-2750

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Prince George: 250-563-3501

Vancouver: 604-263-3621

