

AGELESS Home Care Services



CLIENT HANDBOOK

**WWW.AgelessHomeCareServicesofCalifornia
Tel# 510-996-4777 or 1-888-929-2977
Fax# 510-791-3297**



“Home care rates are self pay and affordable. Highly Recommend !”

Aggie Freeman,
Senior Advocate and Health Insurance Specialist

“Both owners of this home care service are hands-on and responsive.”

Lorie Johnson,
30 year retired RN, Stanford Hospital

“The organization is very professional, ethical and moral. I would recommend Ageless Home Care to anyone needing assistance at home.”

Hattie Hughes,
President, Fremont Bank Foundation

1-888-929-2977

Ageless2014@gmail.com

www.agelesshomecareservicesofcalifornia.com

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AGELESS HOME CARE SERVICES OFFICE(S)

We are located at: **60 Espada Court, Ca 94539**

Our Administrative Office hours are:

Monday to Friday	9:00 am to 5:00 pm
Saturday and Sunday	9:00 am to 5:00 pm
Holidays	Closed

Our Services are available 24 hours per day, 7 days per week.

How To Reach Our Office

It's easy to reach us, just give us a call. The phone number of the office is
1-888-929-2977

or if you prefer, our email address is ageless@ageless.com

When you call the office during normal business hours, our Staff Coordinator or a Supervisor will usually answer the phone. He/She will direct you to the person you need to talk to or help you immediately. If you call after hours or when the office is closed, you will be forwarded to our on-call supervisor.

If you need to cancel or reschedule a scheduled appointment, you should call the office and let someone know as soon as possible. Please remember that appointments cancelled less than 24 hours in advance are still charged the minimum service visit.

If you get our voicemail afterhours, please leave a message and we will call you back as soon as we return to the office, usually the next business morning. Anyone can leave a message for us whenever they want. We do check our messages after hours and on weekends; If you receive our voicemail and have an emergency matter that must be addressed immediately, please let us know to it's an emergency and would like someone to call immediately.

MISSION, VISION & VALUES

Our Mission

AGELESS is committed to helping our seniors stay independent in their own homes for as long as possible while exceeding our client's expectations. We will treat each of our clients with honesty, integrity, reliability, respect and consistency while honoring their privacy, dignity, property and family customs.

We accomplish this by employing only first-rate staff members who embrace the values of *AGELESS Home Care*. Every staff member will show their joy of providing seniors with excellent care by maintaining *AGELESS Home Care's* high level of ethics and integrity, and give their very best in everything they do, day after day.

Our Vision

AGELESS Home Care provides the **very best** of home care services to seniors of communities we serve. Our client's enjoy reliable, trustworthy, knowledgeable and compassionate care services in a consistent manner which exceeds client expectations on a regular basis.

Caregiver's Motto:

"I will perform all my care services and duties with honesty, accountability, integrity, confidence, compassion, cheerfulness and dedication. In all my service I will treat each client as if they are my family, with honor, respect and dignity."

AGELESS Home Care Values:

- *Professionalism*
 - *Accountability*
- *Honesty & Integrity*
 - *Compassion*
- *Ongoing Training*

- **Professionalism:**

- ✓ AGELESS will always be professional in our in-home care services provided.
- ✓ AGELESS will respect the client's personal privacy and physical items.
- ✓ AGELESS will treat every person with honesty, respect and dignity.

- **Consistency:**

- ✓ AGELESS Staff will follow each Care Plan and make sure that each client gets the same first-rate level of care, each and every visit.
- ✓ Each employee makes it a priority to be on time to every shift and understands that excessive tardiness is unacceptable to AGELESS Home Care standards.
- ✓ AGELESS Staff makes every effort to maintain consistency with our placement of Caregivers in your home.

- **Honesty & Integrity:**

- ✓ AGELESS Home Care Employees will be honest with all clients.
- ✓ All information in the Care Plan is strictly confidential and will not be shared with others outside AGELESS Home Care.
- ✓ AGELESS Home Care will never take advantage of clients in any way.
- ✓ AGELESS Home Care staff will always strive to fulfill the responsibilities outlined in each client Care Plan.
- ✓ AGELESS Home Care staff will document what was done each day at the end of every shift.
- ✓ Caregivers will never solicit AGELESS Home Care clients for private care.

- **Compassion:**

- ✓ AGELESS Home Care staff always strives to adhere to the common goal of *"performing my collective duties with confidence, concern, commitment, cheerfulness and care. I will treat every contact as a friend, every client as family and perform every task with honor."*
- ✓ We will treat each client with respect and dignity and remember that they are adults.

- **Ongoing Training:**

- ✓ Every Caregiver of AGELESS Home Care is required to complete the required caregiver training program within 90-days of their first assignment.
- ✓ Every Caregiver is required to be First Aid Certified within 90-days of hire and keep it from expiring going forward.
- ✓ All employees agree to seek out education that enhance their skills and help them grow in their career development.
- ✓ Every Caregiver is required to complete at least 6 hours of ongoing training each year.

ABOUT OUR SERVICES

AGELESS Home Care is a FAMILY held company that provides services geared toward assisting elderly individuals live a safer, more fulfilling life. Each of our available services are offered to provide support to people with age related issues and chronic disabilities. These services are:

Home Care Services

AGELESS Home Care specializes in providing non-medical, in-home companion and personal care for the elderly. We offer many in-home services including companionship, light housekeeping, laundry, meal planning and preparation, incidental transportation, errand running, and personal bathing and grooming assistance.

AGELESS Home Care provides personalized home care services to people of all ages, physical conditions and cognitive levels. We specialize in quality in-home senior care, including personal care, Alzheimer's care, dementia care, and many home care services in the home, and other places of residence.

Hourly Care

AGELESS Home Care will try our best to accommodate every one's needs so we do not have minimum hours but please understand that the shorter the hours, the more difficult to find a caregiver. Our hours is not cumulative so if we are servicing you 4 hours in the morning and 4 hours in the evening. The rate will fall in the 4 hours rate.

AGELESS Home Care believes that the best in-home care experience comes by maintaining consistency of the people who visit. As much as possible, AGELESS Home Care strives to keep the same Caregivers on regular and consistent schedules. However, there may be times and circumstances out of our control that require us to change the visiting assistant(s). As a result, AGELESS Home Care is not able to guarantee 100% coverage of care 100% of the time.

Here are some tips we've found help to provide consistent care:

- ✓ If services are needed only once and a while, the chances of getting the same person are very limited. The chances of getting the same person can be increased (but still not guaranteed) by increasing the advanced notice to AGELESS Home Care
- ✓ AGELESS Home Care knows that you wouldn't throw your loved one into the first home that has a caregiver. Just the same, we appreciate advanced notice and time to put together quality care schedules.
- ✓ Individuals who have regularly scheduled visits every week from AGELESS most often get the same Caregiver each and every visit.
- ✓ Keep in mind that each Caregiver has their families, schedules and lives that require coordination also.
- ✓ Last minute service requests are more about looking for who's available at last minute and less about finding the perfectly qualified fit of person that, given a few days, can arrange schedules to be the very best fit in your home.

Hourly Care (8-hour, 12-hour or "Around-the-Clock" 24-Hour Care)

AGELESS offers full time care each day, from 8 hours a day to "Around-the-Clock" 24 hour care. This type of care typically is scheduled in 8 to 12 hour shifts and often requires 5 to 10 different Personal Assistants.

This type of care is billed at an hourly rate because Caregivers are awake and alert the full 24 hours. These services are most often for clients who require more assistance such as someone dealing with severe dementia or Alzheimer's, is bed ridden, has Hospice, or gets up frequently during the night and requires assistance to do so.

Live-In Care

A "Live-In" is a Caregiver who "Lives" with a client and is available on a 24-hour basis. A Live-In provides the appropriate level of personal care and support services for clients who need the security of another person in their homes throughout the day, but do not require constant shifts of care. "Live-Ins" provides safety and companionship under *reasonable* work conditions.

If a client needs a "Live-In" seven days a week, usually two to three Caregivers will serve 2-5 consecutive days each week. As much as possible, AGELESS Home Care strives to keep the same Caregivers on regular and consistent schedules. However, there may

be times and circumstances out of our control that require us to place different Assistant(s) in and as a result, AGELESS Home Care is not able to guarantee 100% coverage of care 100% of the time.

Federal and State Labor laws do apply with Live-Ins and monitored closely as follows:.

- ✓ Caregiver must have a private room / private quarters.
To perform Live-In Services, a private room is needed to for the Assistant's belongings during the live-in days they are assigned. The room should include at least a twin size bed for the Assistant to sleep each night.
- ✓ Caregiver MUST have 6 hours of sleep, 5 of which must be uninterrupted sleep.
Your Assistant is able to get up once in the night to attend to your needs. However, if they are woken two or more times in an evening, laws require that the Caregiver is paid hourly through the night instead of the daily rate.
- ✓ Caregivers are entitled to 3 meal hours per day and should be able to have the ability take that time off site if they decide to do so.
- ✓ The client should be able to be left alone for at least an hour or so, should the Caregiver choose to take the break(s) outside the home.

Overnight Care

Overnight care provides the opportunity for the primary caregiver to take a break and get a good nights rest. A Caregiver will be at your home for 8 to 12 hours throughout the night to ensure that bathroom visits, sleep walking, wandering or other activity that should be supervised to ensure health & safety.

Peace of mind is what the primary caregiver gets, knowing the care is covered while they get a solid, and often badly needed, good nights sleep. Typically the Caregiver will read a book, watch television quietly, or some kind of quiet hobby (i/e: quilt, laptop computer, etc), readily available as soon as any activity is seen or heard. This service is basically "Senior Sitting" where the activities are often minimal and/or limited to how often the individual wakes each night and what the needs are when awake.

Training, Education and Resources

AGELESS Home Care is dedicated to the education on health and care issues in our local community. We are available for public speaking engagements to local organizations. Topics include: Care Planning, Memory Loss, Preventing Falls, Seniors Housing Options, Diabetes and much more.

You may also attend our Caregiver training courses, they are open for attendance and the focus is always on caring for individuals in their homes, both by professionals as well as a family member. If you would like to attend, please call our offices and request current scheduled dates.

SERVICE ACTIVITIES WE PERFORM

All of our services are **medical** or **non-medical** in nature. The following is a list of **non-medical** services that our Caregivers may routinely perform, however, this list is not exclusive of other *reasonable* requests. Always check with the Care Coordinator if you are unsure about whether or not we can perform a service.

Please remember that while we are providing a service to assist with activities of daily living, keeping our seniors in their own home. We are not doctors, nurses or geriatric case managers. Each Caregiver has varying level of experience and may express an opinion in the course of their service, however, Health Care directives and medical issues should be consulted with and addressed to your doctor(s).

Light Housekeeping

- ✓ Dusting
- ✓ Vacuum
- ✓ Tidy up of kitchen
- ✓ Organize closets
- ✓ Change bed linens
- ✓ Light laundry/Ironing
- ✓ Load & unload dishwasher
- ✓ Help organize cupboards
- ✓ Tidy up bathroom
- ✓ Sweep hardwood or bare floors

Miscellaneous

- ✓ Companionship
- ✓ Conversation
- ✓ Cook together
- ✓ Pet Care
- ✓ Supervise home maintenance such as housecleaning, etc.
- ✓ Play board games
- ✓ Arts and Crafts projects
- ✓ Medication reminders
- ✓ Answer the phone
- ✓ Read
- ✓ Do crossword puzzles
- ✓ Watch TV
- ✓ Monitoring for Safety & Security

Errands & Transportation

- ✓ Grocery and clothes shopping
- ✓ Buy stamps, mail packages
- ✓ Pick up prescriptions
- ✓ Take to Dr. Appointments
- ✓ Attend church services
- ✓ Theater/movie events
- ✓ Dine out for meals
- ✓ Drive to family gatherings
- ✓ Handle dry-cleaning

Live-In & Sleep Over Services

- ✓ Sleep or stay awake overnight
- ✓ Help with dressing
- ✓ Assist with hygiene/brush teeth
- ✓ Tuck in
- ✓ Prepare breakfast

Personal Care

- ✓ Monitor bathing for safety
- ✓ Bathing Assistance
- ✓ Personal Hygiene
- ✓ Grooming
- ✓ Contenance Care
- ✓ Dressing Assistance

Note: While our Caregivers provide fantastic care and work to ensure safety, AGELESS Home care Services does not guarantee that falls or emergency situations will not occur. In the event of an emergency – the Caregiver will follow the emergency procedures outlined in your Care Plan.

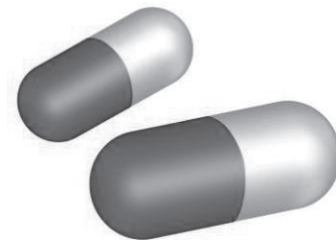
SERVICES NOT PERFORMED

Licensing laws and Insurance regulations dictate what services are considered “medical” in nature vs. “non-medical”. Certain services can be performed by non-licensed providers of in-home care. As a rule we are not able to assist with anything that involves or requires needles, knives, razors or bio-hazards. By way of these laws, the following services are not performed by our non-medical Caregivers:

MASSAGES: We will be happy to escort clients to a certified massage therapist or physical therapist. We cannot give massages.

HEAVY HOUSEKEEPING: Our Caregivers are NOT professional cleaners and therefore aren’t qualified to perform heavy cleaning duties like cleaning windows, scrubbing floors, scouring ovens or perform outdoor landscaping activities. We do happily assist with tidying up common living areas, vacuuming, dusting and watering flowers, light sweeping of patios or help coordinating and oversee the activities we can’t do, using the right professional(s).

MEDICATIONS: We cannot touch or dispense medications. We can only remind a client to take prescribed medications that have been properly pre-portioned in daily pill boxes by the family, nurse or Hospice.



HEAVY LIFTING: We are not able to lift dead weight or more than 25 pounds. We DO assist clients who use walkers, wheelchairs or need standby assistance to get up.

MEDICAL DUTIES: We are a NON-MEDICAL service which means that the use of medical knives, needles, pins, pokers, etc. sharp objects or tools on or near a client is forbidden. For example, we can TALK a person through taking their blood sugar level, but can’t do any of the testing with/for the individual. They or a family member must do it themselves.

NAIL TRIMMING OR HAIR CUTTING: We can NOT trim nails or trim hair. We will happily help coordinate and escort the client to a licensed manicurist, podiatrist or hair salon/stylist.

SHAVING: We cannot shave any client with a razor blade. However, we can help a client shave using electric shavers.

MEDICAL EMERGENCIES: We will only call 911 and stabilize the surroundings to avoid further injury. If staff members are CPR or First-Aide Certified, they may assist in their discretion under the Good Samaritan Act.

In the event we are not able to perform a specific task which may require different professionals outside the services Ageless Home Care provides, we will be happy to assist coordinating and overseeing the professionals as they come in.

WHAT TO EXPECT:

First Day

The first few visits (a few days to week) are often uncomfortable. Often, Home Care is a dramatic change for everyone involved. You want to be liked and your Caregiver wants to do a really good job for you.

To help ease the (sometimes) initial awkwardness, here's what you can expect:

1. Caregivers arrive to your door and introduce themselves or supervisor will introduce them. They are there for you and will want to ask about your interests, hobbies, how you like tasks done.
2. They are aware of client medical history and plan of care
3. They will work with you to develop a task schedule based on your normal routine.
4. They will ask you to help make a list of your food preferences. You can show them favorite recipes you would like included in your meal plans.
5. In the first week or so, they will ask permission to perform an evaluation of the Home's Safety.
6. Your Caregiver will begin performing tasks as scheduled in your time and direction.

Our Caregivers are trained to assist you in staying in your own home. We encourage our clients to stay as active and as involved as each is able. Stay active, look for ways to keep involved. If you enjoy cooking but have trouble standing; sit down and do the cutting. If you like to garden, help plan the garden and guide the staff member how to plant the seeds for you. You will find that sharing tasks and companionship makes you very happy and gives you a sense of purpose.

Feedback:

Client or family feedback is very much appreciated after end of the day or the week. It's very important that client and caregiver have matching personality so they both can develop a good working relationship. Owners/supervisor routinely visit to check client satisfaction and check caregiver is align with the plan of care. We will always appreciate your honest feedback so we can continually grow as a home care business.

Invoicing and Payment

You will receive an invoice by mail or email, depending on your preference, every 2 weeks once on our regular billing cycle. On the invoice you will notice detailed records of who and when services were provided. Payment is due upon receipt and late charges will apply if more than 10 days late. You can send payment by check in the mail or credit card which can be billed each billing cycle. Credit card use will be additional 3% on your total bill.



Retainer Deposits/Security Deposits

AGELESS home care does not ask for retainer. *We do asked for you to complete and sign the contract before the service start this is so the client will be covered under our general liability* and caregivers will be protected with our workers compensation

Supervisory Visits

Your Care Coordinator will schedule visits by a Supervisor from time to time during service. These visits may last from 5 to 30 minutes; and they may be scheduled or spontaneous. During their visit, you can expect the Supervisor to look through the Care Plan book for any updates or information, as well as to log sheets or other records. If you have any questions or concerns, this is a great opportunity for you to ask.

Services on Holidays

On Holidays, AGELESS Home Care happily ensures you have uninterrupted service. We also try hard to provide our Caregivers the time off to spend time with their own families.

For clients who desire Holiday Care, the Holiday rate is 1.5 times (150%) the normal hourly or daily rate. You may alternatively choose to cancel service on the Holiday at no charge with more than 24-hours notice of the cancellation. We request several days notice out of professional courtesy.

Holidays that AGELESS Home Care recognizes are:

- December - New Years Eve
- January - New Years Day
- May - Memorial Day
- July 4 - Independence Day
- September - Labor Day
- November - Thanksgiving Day
- December 24 - Christmas Eve
- December 25 - Christmas Day

If you have plans to go away on holidays or have family visit, please call the office to let them know as soon as you are able.

Who Will Be Showing Up To Provide My Care?

Our diverse staff comes from a wide range of backgrounds and the most important characteristic about all of them is that they sincerely care about our clients and families!

We work hard to best match our clients and caregivers based both from a skill set and personality traits. If you feel that you do not have a good match or other concerns, please contact us and we'll work to solve the problem or replace the Personal Assistant.

From time to time, staff members may need to move on to other opportunities or their schedules change. In these cases we make arrangements to have a new team member arrive, and whenever possible, to train in advance.

AGELESS works diligently to provide the smoothest transition possible. In the unfortunate circumstance that we do not have this opportunity or if your Caregiver is sick, an alternate will be assigned to cover the normally scheduled shift.

THE AGELESS HOME CARE TEAM

You will meet new people when AGELESS Home Care comes to you! This is a list of our office staff and what they do. This list is in order of who you will most likely meet first. You will receive notice of changes/additions to our office staff, what they do and when you should contact them.

PRESIDENT

Scott Chambers, AGELESS Home Care's founder and President, is in charge of marketing and growing the company while overseeing the general operations. This includes overseeing all client activities. He makes sure that everything is acceptable with the delivery of our care, plans and programs. If you ever have a dispute that can not be resolved, or a comment of appreciation, He always has time to talk with clients.

Office Manager

The Office Manager or Care Coordinator is most likely the first person you will talk with when you call the office. She answers the phone, takes care of billing and payroll, and makes sure the office runs smoothly just to name a few of the many tasks she's responsible for. If you have any questions the Office Manager will probably answer them or tell you who to talk to.

Care Coordinators

Your Care Coordinator will coordinate your schedules with our Caregivers for home care services.

Their job is to help ensure your care coordination and schedules are being met by AGELESS Home Care. The coordinator will always listen to you and do their very best to provide the care on the schedules you need. If you have any questions or problems you can talk to your Coordinator.

Caregivers / Care Service Providers

AGELESS Home Care Services comes to you by way of our Caregivers and Certified Specialists. Your Care Coordinator will match a Caregiver to work with you and will conduct visits from time to time to ensure your care is exactly what you need, when you need it.

Caregivers will assist you in your daily living activities. They will focus on getting to know you - what you like, what things you are good at, and how you would like things done in your home. They will plan and execute household chores and fun activities to do together. If there is anything you feel you cannot do alone, your companion aide will help you.

If you are not feeling well, your Caregiver can take you to the doctor. They can also help you keep in touch with your family and friends.

Care Supervisors

Our Care Supervisors help to ensure your care is first-rate and consistently delivered.

Their job is to help ensure your caregivers are providing you the very high standards AGELESS Home Care is proud to deliver. The Supervisor will always listen to you and do their very best to address any concerns you may have, or congratulate a caregiver for doing such a great job. Supervisors typically make announced and unannounced visits while the caregiver is working. If you have any questions or problems you can talk to your Coordinator.

POLICIES YOU SHOULD KNOW ABOUT

A policy is a rule that staff have to follow when they work at AGELESS Home Care. All of the rules are in their employee handbook. You can ask the office if you would like see this book. Some of the rules are about how staff should treat you and your family.

Employment

AGELESS Home Care fully employs all of our staff. We take care of all Payroll, Taxes, Social Security deductions, Workers Compensation and Employment Insurance. A Caregiver should never discuss their wages or details of any other personal matters with you.

No Gift Policy

Gift(s) of any kind, monetary or otherwise from a client, family member or any individual who may offer the gift as a result of being employed with ABC. Any and all gifts received from a client or family member of a client by an employee will immediately be returned to Ageless Home Care office.

No Key Policy

Employees should never hold a key to your home or any of your belongings without the client and caregiver obtaining approval from AGELESS Home Care office. A Care Supervisor will request a Key Issued Form for the client, caregiver, Supervisor and a family member (whenever possible) to sign. This form places a great responsibility and accountability on the caregiver. It also carries certain security risks incurred by clients. Please discuss with your Care Manager or give our office a call for any questions.

No Financial Transactions

For all parties' protection, our caregivers are prohibited from handling any kind of financial affairs for clients. This includes but is not limited to being issued a debit or credit card, checks, banking transactions, financial planning or involvement. Should your caregiver need to do shopping while you are not present and money is necessary to be exchanged, we encourage you to purchase any number of individual store cards that allow you to add funds to. It restricts spending to the store, limits any confusion of where finances are spent and all but eliminates the possibility of theft or fraudulent activity with a misplaced card. Please call our offices if you have any questions.

Confidentiality of Information

Employees will **NEVER** give any personal information about YOU, your family or any of AGELESS Home Care clients, including your personal information, address and/or phone number(s) to anyone outside of AGELESS Home Care.

Employees will **NEVER** give *THEIR OWN* personal information, including their address and/or phone number to any client or family member. When asked, our staff will refer you to our main office. If you should ever need to get a hold of the

Caregiver that provides your care, give us a call at the office and we'll ensure you can connect with them.

EMERGENCY PROCEDURES

1. Caregiver will call 911 (or Hospice if applicable)
2. The area will be secured
3. Caregiver will call AGELESS Home Care
4. AGELESS Home Care will call the family with status and disposition of the emergency
5. Licensed personnel, such as Licensed Practical Nurses (LPN, LVN) working as a Caregiver capacity may fulfill the dictates of their license to perform CPR, etc.; however, they do so under the authority of their license and not under the authority of AGELESS Home Care.

DNR NOTE: DNR (Do Not Resuscitate) Orders are generally required by law to be prominently displayed on the door or foot of the bed of the DNR recipient. The DNR must be the original and signed by the family physician. The DNR is brought to the attention of Paramedics and hospice personnel immediately upon their arrival. If it's a copy or not signed by the family physician, medical professionals often won't honor it because of potential legal liability issues.

ELDER ABUSE AND MISTREATMENT

Rules are in place to help us have a safe environment and provide a safe service. The manner in which you are treated by all staff is of top importance to us and your rights and safety are supported at all times. As a registered In Home Care Agency, we are bound by law as Mandated Reporters to report to the State anytime there is suspected Elder Abuse.

What does Elder Abuse mean?

Elder Abuse means many different things. It is a situation in which someone who has more power hurts someone with less power.

Verbal abuse is saying mean or cruel things to you.

Physical abuse is when someone hurts your body.

Emotional abuse is hurting your feelings on purpose. It can also be scaring you or trying to make you feel bad about yourself.

Sexual abuse includes touching you or looking at you in a sexual way when you do not want that. Sexual abuse can also be talking to you about sex when you do not want to.

Neglect is not giving you the things that you need, like food and clothes. It can also be not taking you to the doctor when you need to go.

Taking advantage (exploiting) is telling you to do something that is against the law or bad for you, or using “undue influence” to manipulate your actions to benefit themselves. It can be taking your money or belongings/things.

Any kind of abuse is wrong. Ageless Home Care will not tolerate a staff member to abuse you ever! Ageless staff must follow a set of rules about abuse.

Abuse is a crime. Deciding if an action is abuse is not always easy. All accusations and reports of abuse will be looked at very seriously and in depth.

Stop Abuse before it happens:

AGELESS Home Care will:

- Teach you how to be safe by teaching you about abuse;
- Assist you to make your own decisions;
- Teach staff the rules and laws about abuse;
- Encourage social activities;
- Teach staff how to recognize abuse;
- Conduct background checks on all staff;
- Encourage clients and staff to continue learning more about safety.

IF We Learn or Suspect that Abuse is Happening:

Staff usually learn that there is abuse when:

- They see any form of abuse; in which case, they will call 911 immediately.
- They see bruises or marks;
- Someone tells them;
- You tell them.

As an In Home Care Agency registered with the State, we are bound by law as Mandated Reporters to report to the State anytime there is suspected Elder Abuse.

Staff must stop the abuse if they see it happen while they are present. Staff must make sure you are safe - they are here to help you. Then they must tell your guardian. If your guardian is the person who abused you, staff will protect you from that person until authorities arrive. Remember, if you tell a staff person that you are being abused, the Ageless Home Care staff person is there to help you.

You might need to go to the doctor or hospital. You can ask a staff member to go with you. The doctor will explain what is going to be done. You can ask questions. Ageless Home Care has rules that the people who assist you must follow.

CONFIDENTIALITY

What is confidentiality?

AGELESS Home Care knows that your life is private. Employees at AGELESS have to know some things about you to give you good services. Ageless has a policy that states that staff must be very careful about the things that we know about you or that you tell us, and to keep all your information private. In a nutshell, our staff cannot tell other people about things that you do or say unless it is okay with you.

Confidentiality is about:

- things that are written in your file, and
- things that you tell staff, and
- things you say at meetings/appointments that staff attend with you.

Client Files

AGELESS Home Care has to write things down about you and what you want to do and what you do at Ageless Home Care. This is in your file. It has things like:

- Your name, address and phone number;
- Addresses and phone numbers of people important in your life, emergency contact names and numbers;
- The service you are getting from AGELESS Home Care;
- Copy of your Care Plan;
- Notes about things that happen to you or that you do when you are with AGELESS Home Care.

Your files are kept in a safe place. Ageless Home Care has a rule that only staff that need to see your file can look at it.

If you want to know what is in your file, just call the office and ask.

MAKING A COMPLAINT OR COMPLIMENT***What To Do If You Are Not Happy with AGELESS Home Care***

If you feel that the staff at AGELESS Home Care are giving you bad service or are not being fair, please tell someone and register a complaint.

If the Caregiver that provides service to you does not listen to you or you cannot get along with them, please call and talk to your Care Coordinator about them. The Care Coordinator or Office Manager will try to help you work things out. If that does not fix your problem, you can talk to the President.

Also if there is anything about AGELESS Home Care, our staff members, or service we provide displeases you, please call us immediately. We want to hear about it to correct the issue and improve the service.

After you communicate there is a problem, the following things will happen.

- The person you asked for help will try to find out the best way to help you. She may want to talk with you. If your complaint is about another person, she may want to talk with that person too.
- If the staff person you asked to help you cannot fix the problem, she will ask her supervisor for help.
- Sometimes you might need more people to help to fix the complaint.

As soon as the people you asked for help figure out what to do, they will let you know. If you are not happy with the help you get, call our offices and ask for help outside of the person that's already tried to help.

NOTES | QUESTIONS | COMMENTS

HOME CARE SERVICES AGREEMENT



Client Last Name:	First Name:	M.I.:	Social Security Number for LTC only
Financially Responsible Person (if other than Client)	Relationship:	Phone:	Email:

I, the undersigned, hereby make the following agreement regarding care services to be provided by **AGELESS Home Care Services of California**. I understand that a photocopy of this agreement shall be as valid as the original.

SERVICES AGREEMENT

This agreement sets forth the terms of our engagement and the nature of our services to be provided and your responsibilities in connection with such services.

AGELESS Home Care Services is a provider of *non-medical* in-home care services to individuals who require assistance with daily living activities. I, undersigned below, wish to engage **Ageless Home Care Services of Ca.** to provide a caregiver at my home during mutually agreed upon advanced scheduled times. The times and services to be performed are thoroughly outlined in The Care Plan.

Our business relationship is solely between you and **AGELESS Home Care Services** manages and supervises all aspects of employment of our staff including employment, scheduling, coordination, placement, reviews, payroll, taxes, insurance, worker's compensation and discipline. Communications, all schedule changes, questions, comments, complaints regarding our services and/or staff should be directed to our main office.

I understand that I will be charged the prevailing rate for services rendered based on the level of care provided.

The current rates are:

Service _____ Rate: _____ per HOUR | VISIT | DAY

Service _____ Rate: _____ per HOUR | VISIT | DAY

Service rendered may be subject to change as agreed upon and current will be applied.

I understand I will be charged one and one half times the rate for all national holidays, including but not limited to: New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day. I understand the current rates are subject to change with notice from the service provider.

AGELESS Home Care Services understands that clients schedule and needs change over time. In the event I need to change or cease services, I will provide **AGELESS Home Care Services** at least twenty-four (24) hours

HOME CARE SERVICES AGREEMENT

advance cancellation notice. Except in medical emergency situations, I understand by providing less than 24 hours notice to **AGELESS Home Care Services**, I will be invoiced and responsible for the normally scheduled visit.

MILEAGE

I understand that mileage may be charged if an employee uses his/her personal vehicle to transport/run errands for me. **AGELESS Home Care Services** warrants that each Caregiver providing driving services is validly licensed to drive with proper insurance coverage. To cover the cost of gasoline, wear and tear, and insurance costs, I will be charged the current year federal tax rate (\$.56/per mile in 2014) beyond the included 10 total miles per visit. I understand the federal tax rates may change at the start of each calendar year and updated rates are available by contacting **AGELESS Home Care Services**. If I authorize the use of my automobile for errands and incidental transportation in connection with our care services, I agree to contact my auto insurance company and inform the **AGELESS Home Care** offices that the employee will be driving my auto. I understand **AGELESS Home Care Services** insurance does not cover loss or damage caused by caregiver employees operating the client's owned or leased vehicle and further agree to fully indemnify **AGELESS Home Care Services** for any losses it sustains as a result of failure by my insurance company to cover any liability incurred from accidents, damage or injuries which occur during such auto operation.

FINANCIAL RESPONSIBILITY

I understand that by signing below, I am responsible for payment of services. In the advent of insurance claims, **AGELESS Home Care** will provide documentation to assist you with claims needed to facilitate reimbursement. Upon request but this does not relieve me of my financial responsibility. I understand that service Invoices are sent every two weeks and payable upon receipt. Caregivers are paid regularly and prompt payment of invoices is necessary. I understand that any invoice(s) that become past due in excess of **10 days** will be assessed a late fee and begin to accrue interest at the rate of 1.85% per month, a total of 22.2% per annum.

Estimated hours per week; _____

Service Rate: \$ _____ Per Hour Per Day
X 2 Weeks

Two convenient payment options. Initial next to your choice:

- 1) _____ **Credit Card:** Please charge my credit card for the refundable retainer deposit and each invoice. An itemized invoice will be mailed every two weeks with the current charges to the card with a receipt for the transaction. If the credit card expires, becomes invalid or is otherwise not accepted, I will provide an updated credit card or make alternate payment arrangements immediately. Additional charge of 3% is added to total bill.

Credit Card Type:	Name on Account:	Account Number:
Exp Date:	Address of Account Holder:	Security Code (3 digits on back of card):

- 2) _____ **Check:** I will make invoice payments by check upon receipt of each invoice. An itemized invoice will be mailed every two weeks with the current charges. I agree to pay overdraft fee for check that was not cleared. In the event it becomes necessary to collect this account, I agree to pay all costs incurred to collect the debt, including late fees, interest, legal and court fees.

HOME CARE SERVICES AGREEMENT

HIRING OF EMPLOYEES

In the honor and spirit of our relationship, I agree not to make private arrangements with or employ any employee of **AGELESS Home Care Services** directly or indirectly in any manner for a period of one year following the last day **AGELESS Home Care Services** rendered services to me, regardless of employee status at **AGELESS Home Care Services**. If I choose to hire a caregiver directly or make private arrangements away from **AGELESS Home Care Services**, directly or indirectly, I understand and agree to pay **AGELESS Home Care Services** \$10,000.00 as liquidated damages, payable immediately upon demand. I understand that I should never pay employees of **AGELESS Home Care Services** directly, make any loans, gifts of or advance(s) of money to them.

I understand that **AGELESS Home Care Services** assigns staff based on client needs and considerations related directly to the care/services provided. **AGELESS Home Care Services** will make every effort to fulfill the service request and does not guarantee uninterrupted service. I understand that despite all efforts, there may be an interruption of services due to factors beyond the control of **AGELESS Home Care Services** will not be liable if they are unable, after reasonable efforts, to render the agreed upon services.

I agree to keep any cash and checks, jewelry and other valuables in a secure and locked place. For everyone's benefit, I agree on behalf of the care recipient and the family, that a thorough investigation be conducted on any missing items, articles or valued possessions or accusations thereof.

Either party may cancel this Agreement at any time with seven days advance notice to the other party in writing. This does not apply to emergency medical situations such as hospitalization. If services are interrupted for any reason, you agree to give us a minimum of seven days notice so the caregiver can find other work. **AGELESS Home Care Services** has the absolute right, without limitation or penalty; to stop all work immediately in the event there are disputes and/or delinquent fees due **AGELESS Home Care Services**

The foregoing is in accordance with both parties' understanding and we hereby agree to its terms and conditions.

Client Signature	Date
Address	
Financially Responsible Party Signature (if Other Than Client) i/e: Power of Attorney	Date
S Representative Signature	Date

