



# EMPOWERED HOME CARE SERVICES

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## HANDBOOK FOR CLIENTS AND FAMILIES

January 2020

# INTRODUCTION

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EMPOWERED HOME CARE SERVICES  
is dedicated to assist and help seniors  
achieve a higher quality of life at the  
convenience of their own homes.



# VISION AND MISSION

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Our company aims to produce the best senior home care from empowered clients, families, and caregivers.

And by "empowered" we mean:

- Provide home care services to seniors in a way that authority to one's health is greatly encouraged.
- Navigate provincial and federal health services available to the public.
- Motivate families to be more involved in creating plan of care for their loved ones.
- Support caregivers to do each task with confidence by providing them tools and necessary training.
- Inspire caregivers to practice work-life balance.



# KEY VALUES THAT SHAPE OUR CULTURE

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- **Leadership** – we acknowledge the direct effect of leadership towards achieving our company’s goal which is to empower our clients and staff. We embody a strong sense of leadership to inspire and lead a path towards success.
- **Respect** – we believe that our clients used to be professionals, good and responsible citizens, and have made a significant impact to the community in their own special way. And we truly value that.
- **Compassion** – we approach each client’s case not with judgement but with understanding. By doing so guarantees the genuineness of our intention to help and improve lives.
- **Integrity** – we serve with honesty, trust, and professionalism. We always choose to do the right thing no matter what.



# CARE TEAM

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- **DIRECTOR OF CARE** – is responsible for planning, implementing, and monitoring delivery of care. She also oversees staff performance and diligence.
- **CASE MANAGERS** – assigned to design a personalized care plan for each client and administers PSW orientation and training.
- **CAREGIVERS** – assigned to execute directions written on client's plan of care. They are expected to be respectful and compassionate when providing care.



# CLIENT RIGHTS

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- You have the right to be treated with high respect and free from any type of abuse (physical, emotional, and financial).
- You have the right to be treated in a manner that considers your individuality and cultural background.
- You have the right to practice autonomy.
- You have the right to participate in creating your plan of care and determine which services to avail.
- You have the right to privacy and confidentiality.
- You have the right to be informed about services you will be receiving and who will provide them.
- You have the right to give consent and refuse care.
- You have the right to express your concerns regarding your care.

Adapted from Home Care and Community Services Act, 1994



# CLIENT RESPONSIBILITIES

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- You are responsible for identifying the person designated by the law to make healthcare decisions on your behalf.
- You are responsible for treating our caregivers with respect and free from discrimination or harassment.
- You are responsible to participate in creating your care plan.
- You are responsible to provide all necessary information about your health.
- You are expected to follow your care plan that is agreed on.
- You are responsible to ensure a safe working environment for our caregivers.
- You are expected to update us about any change in your status.
- You are expected to inform us if you are not available to receive care at agreed time.
- You are responsible to ask and raise your concerns before signing the service agreement.



# PRIVACY POLICY

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This policy is created in accordance with the Ontario Personal Health Information Protection Act, 2004.

As a healthcare service provider we live by our commitment to maintain our client's privacy and confidentiality. Therefore, following guidelines are in place:

- We are accountable for ensuring that our client's personal health information provided to us is well protected.
- We collect necessary information for the purpose of care planning, coordinating, and evaluating our services to our clients.
- We are expected to explain the purpose of such data collection and ask for our client's consent.
- We respect our client's right to refuse consent and withdraw consent at anytime.
- We respect our client's right to access his personal health information.
- We pledge only to disclose our client's information beyond our care team with consent, unless sharing of information is required by the law.





# ABUSE AND NEGLECT POLICY

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Incidence of abuse and neglect can happen anywhere, may it be at home, retirement home, long term care home, hospitals, or any other healthcare facilities. And some individuals in the community are more vulnerable, like our seniors.

We have the duty to conduct investigation and report any complaints of abuse and neglect to the police. We will also provide the kind of support needed and wanted. We can navigate available health services in the community and make referrals.

**We assure you that we do not tolerate any type of abuse and neglect.**





SERVICES  
& RATES

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# INITIAL CONSULTATION

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**COST: FREE**

**Duration: 10-15 mins.**

- Beforehand, you will get to choose whether you want to have it over the phone or home visit.
- During this phase, the Director of Care will introduce our company and orient you with our services.
- Also, basic information will be obtained, your needs will be identified, and initial goals will be discussed.
- A copy of the service agreement and consent forms will be provided. An ample amount of time will be given to you to review contracts.
- Lastly, the Director of Care will schedule an appointment with a case manager to conduct nursing assessment and finalize your care plan.



# CASE MANAGEMENT

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**COST: FREE**

**DURATION: 1 HR to 2 HRS**

- First visit, a case manager, either a Registered Practical Nurse or Registered Nurse will visit you at home and discuss with you your options based on your needs. He or she will then be presenting all the services that we offer, and then initialize individualized care plan with you, and finalize it upon your approval.
- Second visit, the case manager will introduce the caregiver assigned to you and administer proper orientation.
- Routine visits will be done monthly to review and evaluate your care plan.
- Your case manager will coordinate with family physicians, specialists, dietitians, social workers, and other allied health care professionals, as necessary.
- You can contact the case manager assigned to you directly via our family portal, phone call, or email.



# COMPANIONSHIP

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Accompany to:

- Doctor's appointment
- Pharmacy
- Park
- Coffee Shops
- Grocery Stores
- Movie theaters
- Shopping malls
- Museums



# PERSONAL CARE SUPPORT

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Assist with:

- Bathing
- Dressing
- Grooming
- Light make up application
- Nail trimming
- Transfer & Ambulation
- Medication reminders
- Meal Preparation



# HOME CARE SUPPORT

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## Tasks:

- Laundry
- Light housekeeping
- Bed making
- Meal preparation
- Home organization
- Medication pick up
- Run errands (grocery shopping, drop a mail etc.)



# RECREATIONAL ACTIVITIES

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## RATE: FREE

As we go over and document your plan of care, we will also discuss with you your options in receiving **free** fun and exciting activities that can be done both indoors and outdoors.

Some of our **traditional** activities for seniors are:

- Arts & Crafts
- Light exercise
- Bingo
- Social activities at Community Centers
- Board games
- Picnic

Some of our **innovative** activities for seniors are:

- FREE use of our amazon tablet with games and apps made for seniors
- FREE use of our Virtual Reality headset with games and apps good for mental stimulation
- FREE use of ALEXA for music therapy, time, date, and schedule reminders.





# IN HOME SALON & SPA MENU

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*Services are included in our All in One Home Care Package.*

- *Hair cut & style*
- *Hair color*
- *Make up*
- *Manicure*
- *Pedicure*
- *Facial*
- *Massage*



# PARTY PLANNING

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## RATES:

FREE for simple occasions and small gatherings.

Thinking about throwing a party for your birthday, anniversary, or any other special life events?

Let our team handle the planning, coordination, and even the styling for a very affordable price, or for free!



# ALL IN ONE HOME CARE PACKAGE

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## Inclusions:

- Case Management
- Companionship
- Personal Care Support
- Home Care Support
- Recreational activities
- FREE Alexa Amazon
- In home spa/salon service of your choice
- Party Planning



# HOME MODIFICATION

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Let us help you transform your home into an aging-friendly, safe, warm, and a cozy one!

Our home modification service consists of:

- Environmental assessment carried out by an Occupational Therapist.
- Assistive devices installation
- Smart Home devices installation
- Home Renovation
- Decluttering and Organizing

We will also inform you about home renovation rebates and tax credits and reimbursement applications.



# CONTACT

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Toll number:

+1-888-863-4414

Email:

[info@empoweredhcs.com](mailto:info@empoweredhcs.com)





THANK YOU!