

Client Handbook



Client Handbook

Homemaker and Companionship Services AMT Senior Services, LLC

Welcome to AMT Senior Services, LLC

Thank you for choosing AMT Senior Services, LLC, for your homemaker and companionship needs. We are dedicated to enhancing the quality of life for seniors and individuals who require assistance in maintaining their independence. This handbook is designed to provide you with a comprehensive overview of our services, policies, and expectations.

Our Mission

"Our mission is to provide dedicated, reliable, non-medical personalized support that will help older adults live happily and safely in the comfort of their home.

We aim to create a supportive and nurturing environment where seniors can thrive, and families can find peace of mind. Demonstrating integrity, empathy, and professionalism at all times. AMT Senior Services is dedicated to being the trusted partner in this journey, ensuring that every senior is filled with comfort, happiness, while fostering a sense of purpose in their lives."

Services Provided

At AMT Senior Services, LLC, we offer a range of homemaker and companionship services tailored to your needs. These include:

1. Homemaker Services:

- Light housekeeping (dusting, vacuuming, mopping, etc.).
- Laundry and linen care.
- Meal planning and preparation.
- Grocery shopping and errands.
- Assistance with organizing and decluttering.

2. Companionship Services:

- Friendly conversation and social interaction.
- Accompaniment to appointments, outings, or activities.
- Assistance with hobbies and recreational activities.
- Emotional support and encouragement.

3. **Respite Services** - Respite care can be scheduled for a few hours, days, or even longer to accommodate a caregiver's needs.
 - Temporary care while the primary caregiver is away
 - Emergency respite care in case of unexpected circumstances
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Client Expectations

We aim to provide exceptional service and request your cooperation in maintaining a positive and professional relationship. Please note the following:

1. Scheduling Services:

- Services are scheduled based on your preferences and caregiver availability.
- Any changes or cancellations require at least 24-hour notice.
- If a client voluntarily cancels a scheduled visit, the client is still responsible for billed services for that day.

2. Safety Guidelines:

- Please inform our staff of any potential hazards in your home.
- Ensure pets are secured during service visits if necessary.

3. Communication:

- Open and honest communication helps us provide the best care possible.
 - Notify us immediately of any concerns or changes in your needs.
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Caregiver Code of Conduct

Our caregivers are trained professionals committed to upholding the highest standards. They are expected to:

1. Respect your privacy and confidentiality.
 2. Maintain punctuality and professionalism.
 3. Follow the agreed-upon care plan and responsibilities.
 4. Report any incidents or concerns to the owner Altonya Thomas at 904-887-0114 promptly.
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Billing and Payments

1. Rates:

- Detailed information about our rates was provided during the initial consultation.
- Services performed during the weekday after 5:00pm and during the weekend are subject to a higher rate. *(updated February 1, 2025)*

2. Invoices:

- Invoices are issued on a regular schedule, and payment is due within the specified timeframe.

3. Payment Methods:

- We accept various payment methods, including checks, credit/debit cards (**subject to processing fees**), and electronic transfers.

4. Late Payments:

- A late fee may apply for overdue invoices. Please contact the owner if you need assistance with payment arrangements.
- Services will cease **immediately** until the late invoice is paid up to date.

5. Holidays:

- AMT Senior Services, LLC observes most major Holidays and continuity of payment continues during those Holidays e.g., **New Years Day, Martin Luther King Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.**

6. Inclement Weather:

- In the event of inclement weather that results in a last-minute cancellation, caregivers will be compensated for one (1) hour of their scheduled shift (minus any additional fees). This applies only when the cancellation is beyond the caregiver's control, and it ensures fair compensation while prioritizing the caregiver's safety.
Updated 3/10/25

7. Mileage

To ensure fair and consistent reimbursement for caregiver travel, our company has implemented the following mileage policy:

Clients will be subject to a **\$10 per day** mileage fee if the assigned caregiver's commute to the client's service location meets either of the following conditions:

- The total one-way travel time exceeds 30 minutes, or
- The one-way travel distance exceeds 20 miles

This fee is designed to fairly compensate caregivers for significant travel burdens and applies regardless of the number of visits provided in a single day.

Clients will be notified in advance if the fee is expected to apply based on the caregiver's location and travel requirements.

Privacy and Confidentiality

Your privacy is important to us. We adhere to all applicable laws and regulations to protect your personal information. Any information shared with us will be used solely for the purpose of providing services and will not be disclosed without your consent.

Emergency Procedures

In the event of an emergency:

1. Our caregivers are trained to assess and respond to situations appropriately.
 2. Caregivers will contact emergency services (911) if required.
 3. Family members or designated contacts will be notified immediately.
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Feedback and Complaints

We value your feedback and are committed to continuous improvement. If you have concerns or suggestions:

1. Contact the owner Altonya Thomas at 904-887-0114, or email at amtseniorservices@gmail.com.
 2. Submit a written complaint if necessary, at amtseniorservices@gmail.com; we will address it promptly and professionally.
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Updated 2/1/25

Weather Policy for Homemaker and Companionship Services

This policy outlines procedures for service adjustments due to inclement weather conditions.

1. Definitions:

- **Inclement Weather:** Includes but is not limited to:
 - Heavy rain
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- High winds
- Flooding
- Extreme heat
- Severe thunderstorms
- Tornadoes
- Hurricanes
- Other conditions deemed unsafe for travel or service provision by the company.
- **Service Area:** The geographic area within which the company provides services.

2. General Guidelines:

- **Safety First:** The safety of our clients and caregivers is the highest priority.
- **Communication:** The company will make every effort to communicate service adjustments promptly via:
 - Phone calls
 - Text messages
 - Email
- **Flexibility:** We understand that weather conditions can be unpredictable. We will strive to be flexible and understanding with both clients and caregivers.

3. Service Adjustments:

- **Cancellation:** Services may be cancelled in the following situations:
 - **Severe Weather Warnings:** When severe weather warnings are issued by the National Weather Service for the Service Area.
 - **Impassable Roads:** When roads are deemed impassable due to flooding, or other hazardous conditions.
 - **Safety Concerns:** When conditions pose a significant safety risk to caregivers or clients (e.g., extreme heat, power outages).
- **Rescheduling:** Cancelled services will be rescheduled as soon as safely possible.

4. Client Responsibilities:

- **Communication:** Clients are encouraged to promptly notify the company of any concerns regarding their safety or the safety of their caregiver.
- **Accessibility:** Ensure safe access to their homes for caregivers.

5. Caregiver Responsibilities:

- **Safety Awareness:** Be aware of weather conditions and prioritize their own safety and the safety of clients.
- **Communication:** Notify the company immediately if they are unable to safely provide services due to weather.

6. Policy Review:

This policy will be reviewed and updated periodically to ensure it remains current and effective.

Contact Information

AMT Senior Services, LLC Phone: 904-887-0114 Email: amtseniorservices@gmail.com Website: amtseniorservices.com.

Thank you for allowing AMT Senior Services, LLC, to serve you. We look forward to making a positive difference in your life.

Acknowledgment of Receipt

By signing below, I acknowledge that I have received and reviewed the AMT Senior Services, LLC **Client Handbook**. I understand and agree to the policies and guidelines outlined within.

Client Name: _____

Signature: _____

Date: _____
