



PROCEDURE MANUAL

At 24/7 HSCI, we promise HIGH QUALITY CARE to clients and do not compromise it. There is a reason for clients to choose High Quality Private Care in the convenience of their homes over a quantitative care in an institution. We do go the extra mile to uphold our High Quality private Care standards through following policies and procedures carefully designed to meet our High Quality Care Standards.

We also adapt and do frequent reviews of our current standards to meet demands and stay updated with research trends. We are totally adaptable and open to recommendations and insights from our community of employees and clients. This manual is open for continuous amendment.

This manual is also generic and may not apply to every employee.

TOPICS

Alzheimer's and Dementia Care

Ambulatory Assistant

Bathing and Personal Care

Elder Care

Errand Care

Meal preparation, meal assistance and feeding

Manual Transfer

Mechanical Transfers

Medical administration

Home making

Live-In Care

Office administration and Personal office Assistant

Alzheimer's Care

Alzheimer/Dementia care experience and or certification is required in order to provide competent care required to keep both the individual and the staff member safe due to the complexity of the condition including poor cognitive abilities that render the behaviour unpredictable..

Only employees with required criteria would be booked for Alzheimer's care depending on their availability.

Care plans and guidelines are strictly to be followed and documented.

Ambulatory Assistant

Care plans are provided in clients profiles, staff is required to check care plan specifics prior, and follow guidelines. Consider the weather when taking clients for walks

Bathing and Personal Care

Individualized Care Plans are the best resource for staff while at a client's home, however, an employee is required to call the office for clarifications whenever the need arises. We are in this



together.

Follow guidelines for bathing, and document, including responses. Carry out personal care as per care plan and document in flow sheet.

This procedure is also reviewed annually, employees are required to review AHS guidelines for bathing and demonstrate competency.

Elder Care

Majority of our clients are in their golden ages, a cohort that is filled with changes in body mechanics, predisposing them to incapacities. Strict following of care plans to familiarize self for specific needs is our policy and must be adhered to. Needs may include, assistance with personal Care and bathing, errands including medical and non-medical appointments, meal preparation, meal assistance and feeding, manual transfers, mechanical transfers, medication administration, medication assistance, home making and more. Strict following of guidelines are not to be compromised for any reason not included in care plan

Errand Care

This service may include tasks outside the home up to accompanying clients to medical and non medical appointments and as in all cases, there is an individualized care plan that guides employees to carry out specific tasks when providing care. Employees would be matched with each client's and may include driving clients using the client's own vehicle only. **We do not** provide coverage for an employee to drive a client using an employee's vehicle. Please inform the office immediately following a request from the client or family to use an employee vehicle so we can work around that.

Meal preparation, meal assistance and feeding

We encourage independence. We determine clients' abilities and assist in maintaining the abilities that they already have to plan, cook and prepare the right meals. Specifications will be found in the care plan and would indicate if the client needs meal and feeding assistance.

Manual Transfer

The care plan would provide the specifics needed for this task including the level of assistance required. Employees are to follow the proper mechanism.

Mechanical Transfers

The care plan would provide the specifics needed for this task including the level of assistance required. Employees are to follow the proper mechanism which would be demonstrated prior to the assignment.

Medical administration

Medication administration and medication assistance manuals as per Alberta Health Services standards are provided to staff as applicable to job descriptions and Staff is required to review it



and this requires annual certification in order to keep providing safe care to our community of clients.

Home making

Care plans are provided in clients profiles, staff is required to check careplan to familiarize themselves with tasks and follow procedure and policy guidelines. Only tasks included in the care plan are to be carried out. Please inform management if a client is requiring tasks not included so we can work around that.

Live-In Care

Only employees who are available for a live-In Care will be assigned to a live-In Care after a careful matching of employee and client.

Care Plans are also provided. Staff is required to follow the Care Plan and guidelines.

Office administration and Personal office Assistant

High professionalism and telephone etiquette in receiving and making calls, sending messages and communicating effectively is highly required as this role is usually the first encounter clients would have and as the saying goes, first impressions go a long way. We ask that you identify yourself and the 24/7 Home Support and Care Inc., as you receive and send out calls.

As for appearance and dress code, no emphasis would be laid except to appear official.