



 (519) 872-0875 or (519) 873-0875

 [info@atyourserviceforseniors.ca](mailto:info@atyourserviceforseniors.ca)

 [www.atyourserviceforseniors.ca](http://www.atyourserviceforseniors.ca)

## Frequently Asked Questions

### ***What are non-medical homecare services?***

- Caring Companionship
- Shopping and Errand Services
- Laundry Services & Light Mending
- Changing of Bed Linens
- Light Housekeeping
- Organize Cupboards, Closets, etc.
- Meal Planning and Preparation
- Accompaniment and Transportation to Appointments, Outings
- Arrangement of Appointments
- Letter Writing and other Communications Assistance
- Plant and Pet Care
- Assistance with Home Computer Use

Services that require a license or certification (ex. Plumbing or electrical) or are illegal are not offered. \* We are not insured to climb ladders.

\* Unless Associate is Registered with the College of Nurses or other professional body and performs tasks within his/her scope.

### ***Can someone drive me to an appointment? I use a walker.***

**Yes!** The At Your Service for Seniors Associate will arrive at your residence and help you to the vehicle. The vehicle could be either your own or the Associate's. Once you are comfortably seated and belted into the car, the Associate will pack your walker into the trunk or back seat of the car. Once at your destination, the Associate will accompany you to the appointment (but only into the exam room/office/treatment room upon your request). After finishing, the Associate will then guide you back to the car and to your home.

### ***What if I have a wheelchair?***

Provided your wheelchair is one that can be folded for transport, the same process would occur as with the walker. A transport wheelchair is available to borrow if needed. There is also the option of using a wheelchair taxi service in which the Associate would accompany you.

For those situations where you must attend an appointment in a large or unfamiliar facility, this navigation assistance can be invaluable.

### ***What is the cost and is there a minimum number of hours?***

The hourly non-medical rate is \$35.50 per hour when receiving more than one hour of service in a 24hr period. If receiving just one hour, the rate is \$40.00 for that hour. Personal care services are billed at \$37.50 per hour if receiving more than one hour of service in a 24-hr period. If receiving just one hour, the rate is \$40.00 for that hour. The minimum number of hours for each service visit is **one hour**. Time is then charged to the next closest quarter hour.

If the Client is also receiving services from Home & Community Care or some other subsidized organization, the HST may be exempted from in home services.

For transport services there is also a fee of 90 cents/kilometre starting from and ending at the client's home.

Rates are also available for overnight and foot care. Please contact us for details. Same day requests for service will be met as possible and subject to one-hour premium of \$56.00

The rate for the nine observed Statutory Holidays is at 1.5 times the regular rate.

### ***Are the service providers trained and trustworthy?***

To be selected as a service provider (Associate) of At Your Service for Seniors, the individual must meet and exceed the following criteria:

- Police Records check for work with vulnerable persons
- Current registration of First Aid and CPR training
- At least three excellent references
- Excellent Driver's Abstract
- Double vaccinated for Covid-19
- Previous experience in providing excellent customer service
- Previous experience with senior citizens
- Be empathetic, caring, compassionate and patient, as well as an excellent listener.



### ***Is At Your Service for Seniors Insured?***

**Yes**, At Your Service for Seniors is covered by \$2 million commercial liability insurance as well as appropriate automobile insurance. Service providers are also covered by WSIB.

### ***Doesn't Home & Community Care (formerly SW LHIN or CCAC) provide these services?***

Home & Community Care does not provide the non-medical services provided by At Your Service for Seniors. We offer some personal care assistance as well. Unlike Home & Community Care, the time spent by At Your Service for Seniors is not limited but rather may be as much as the Client requests.

### ***Is At Your Service for Seniors a franchise operation?***

**No**, At Your Service for Seniors is a local, independent, owner operated organization. It is not connected or associated with any franchise or other company that provides non-medical services. We have been in business since 2007.

### ***I am a Veteran. Does At Your Service for Seniors accept payment through the Department of Veterans Affairs?***

**Yes**, At Your Service for Seniors is proud to be a preferred provider with the Department of Veterans' Affairs. In addition to homemaking, we can provide transportation to and from medical appointments for veterans with appropriate coverage.

### ***Would a different service provider come to my house each time?***

**No**, we strive to connect one Associate with each Client. One of the key elements to our success is an emphasis on fostering a strong bond between the Associate and the Client that provides confidence and peace of mind for the Client.

### ***What is so special about At Your Service for Seniors?***

We are a group of dedicated, caring, knowledgeable individuals who have come together to enable seniors to live with dignity in their own homes. For every one of us, this is not a job, but a calling. We continuously strive to add value and meaning to the



lives of seniors. We have come from many varied backgrounds including management, teaching, retail, nursing, foster parents, bakery owner, musician and more. We all have the same purpose - to assist those vulnerable folks in society, whose company we enjoy, to stay in their own homes.

### ***How do I contact At Your Service for Seniors?***

We can be contacted by phone at **519-872-0875** or **519-873-0875** and via email at **info@atyourserviceforseniors.ca**

### ***Is the cost of services provided by At Your Service for Seniors tax deductible?***

If the client has been designated “Disabled” by Canada Revenue Agency, he/she may be able to claim the cost of services provided by At Your Service for Seniors on his/her income tax form as eligible deductions.

### ***Are gift certificates available?***

Absolutely! Gift certificates may be obtained for any current or future clients of At Your Service for Seniors. They may be purchased in hour or dollar amounts. They make excellent and well appreciated gifts for birthdays, Christmas, anniversaries, Mother’s Day, Father’s Day or just because! They are perfect for the hard to buy for senior!

### ***Wouldn’t it just be cheaper to go to a nursing home?***

The approximate cost for a private room in a nursing home in Ontario is more than \$2,700 per month. By purchasing services from At Your Service for Seniors, in addition to medical assistance through LHIN, you may be able to continue to enjoy your own home at a fraction of the cost of long-term care.

### ***Is there a contract to sign?***

Yes, we ask that individuals seeking services (or their representative) sign a legal agreement. This agreement includes references to privacy and confidentiality as well as billing protocol. It does not indicate a time duration; services may be terminated with 30 days’ notice.

