

Frequently Asked Questions (FAQ's) for Providers (Employees)

Thank you for your interest in **Seniors Helping Seniors®**. I'm sure you will have some questions as you go through this process. In anticipation of what some of those questions may be and based on our experience in talking to our Providers, we thought this FAQ Sheet might be helpful:

What services do you provide?

SHS was founded in 1998 by Kiran Yocom in order to provide a variety of non-medical home-based services to seniors who desire to remain living independently in their own home. Most times the care is provided in the senior's own home; however, occasionally the Receiver may reside with a relative or live in an Assisted Living community or nursing home, and we will provide services wherever the Receiver resides. We do not dispense medications, provide medical care or do medical procedures.

- **Companion Care** – this is a “catch-all” for much of what we do. It may involve socialization, trips into the community, activities in the home or in the community, meal preparation, light housekeeping, personal grooming, transportation, etc. It is quality time spent with a senior, providing supervision, social integration and basic care in any area of Activities of Daily Living (ADL) in order to meet the goals of the senior and to foster a more independent lifestyle.
- **Light Housekeeping** – this could include basic house cleaning, vacuuming, dusting, laundry, doing dishes, ironing, etc.
- **Personal Care** – this could include anything from assistance with basic personal grooming and hygiene to bathing, dressing, toileting.
- **Transportation** – this is usually a very specific request for an appointment. It could be for a doctor's visit, physical therapy, to the bank or to the beauty shop. Sometimes, transportation may be done in conjunction with other services we provide. It can also be out of the area.
- **Overnight Supervision** – when we provide this service, it is usually because the Receiver needs some assistance during the night (either toileting or mobility assistance in using the bathroom) but there can be other circumstances that would require overnight supervision.
- **24-hour Care** – on occasion, we are asked to provide 24-hour care, which will include overnight supervision. With this type of service, we may use several Providers in order to establish three shifts to span the 24 hours. Or, we may use 1-3 Providers who would cover numerous 24 hour shifts. This is typically a more involved service.
- **House Maintenance and Small Repairs** – this can involve any number of things required to keep the home in good repair; however, we do not accept any major projects (such as roofing, electrical or plumbing projects), nor will we do any project that would require working from a ladder. It could be as simple as hanging a picture or as involved as power washing or painting a house. We do not accept every job we are asked to do.
- **Yard work** – this is very seasonal and also may include a number of activities, such as weeding gardens, cutting grass, raking leaves, trimming hedges and shrubbery.

Would I be paid for the work I do or is this volunteer work?

You are paid for all services you are scheduled to perform and are not a “volunteer”. You are classified as a “Temporary Employee”.

Am I considered an employee of SHS?

Yes, but you are a Temporary Employee. As such, we will be flexible with the hours you will work, the areas you will travel to, and the types of work you will accept as much as possible. However, SHS cannot guarantee continued work, a minimum or maximum number of hours of work, or that work will be available on a regular basis.

Do you take taxes out of my check?

Yes, we must deduct all federal, state and local taxes from your check.

How much do I get paid?

There may be a variable scale used to determine what someone will be paid, based on their experience, the type of work they are doing and the rate of payment for a particular service. Our typical hourly and shift pay are:

- **Typical hourly service at a rate of \$10.00 per hour**
- **Overnight service shift pay of \$73.00 per 10 hour shift**
- **24-hour service shift pay of \$174.00 per shift**



Do I get additional money for gas/mileage?

Typically, no. We only pay a fixed hourly rate. While some services may involve transportation, there is no additional reimbursement for transportation unless that is charged to the Receiver. In cases where transportation will be substantial, we may pay a higher hourly rate to compensate you.

How many hours a week would I need to work?

There is no minimum requirement or guarantee. You help determine the number of hours you want to work and whether you are willing to work one day a week, one day a month or every day.

What if I am looking for a certain number of hours to work?

We will do our best to schedule you for work based on your stated preferences; however, there is no guarantee you will have a regular or consistent schedule due to circumstances beyond our control. The more flexible you are, the more work you can have. A job could be terminated at any time, with or without notice. We will try to give you another assignment as soon as possible.

Would I have to work evenings, weekend or holidays?

Although there are always exceptions, many of the services we provide are delivered during the day, Monday through Friday. Occasionally, we will be asked to provide a service that starts at 6 am or one that needs to be provided during an evening (or overnight), on weekends or even on a holiday. If you are able to work an unusual shift, we will want to know and certainly do appreciate that; however, if you cannot, we understand. You will usually be paid a premium rate if you work a major holiday; but there are no differentials for other shifts or weekends.

Do I have to take every job?

Not necessarily. As we said, you normally determine which jobs you will accept, not us. We offer you the opportunity to do the work and perform the service based on your availability, interest and stated preferences. However, as an employee, if you are "scheduled" for a particular shift or number of hours, and if the assignment is within the realm of your Job Description, you may be required to perform the services as assigned.

Will I be trained?

Yes. Before you will work on your own, we will provide you with an initial training program and assign you to another "experienced" Provider whom we call a "Mentor." After your initial training program, your training will continue as you accompany the Mentor on an assignment (1 – 3 occasions) to gain the experience and insight for what they are doing. Once we feel comfortable with your being able to provide the services we offer, you will do this on your own. In addition, we offer on-going in-service training opportunities on a monthly basis and can recommend a number of training opportunities in our community to give you the information you need to feel more comfortable with providing our services.

Will I be paid for my training?

No, we do not pay for training. We can only pay you for services rendered for which we receive payment. Training is meant to be for self-improvement and to develop the confidence you need in order to provide the services. There may be a requirement to document that you have received a certain number of training hours annually.

How do you determine who I will work with?

Based on our interview with you, your special interests and activities, your experience, your work history and what you said you will and will not do, we will have an idea who will "click" with one another and who will make providing a service successful and rewarding for both parties. Sometimes, we will also use location or personality to help us determine who we will ask to provide a service.

Would I need to help with personal care, such as bathing, toileting or changing diapers?

We realize personal care is not for everyone. You need to let us know if there are limitations in what you are willing to do. You may be working with an individual who does not need personal care when you start the service; however, over a period of time, this becomes a needed service. We do not want to put you in a situation that is uncomfortable; so we will look to you for guidance in this area.

Am I liable or responsible if something happens while a Receiver is with me or if I break something in their home?

In the normal course of providing our services, SHS is held harmless from liability, and this should not be an issue. This, however, would not be the case if the injury or damage was the result of your negligence or a willful disregard for the Receiver's safety or property. You may be "bonded" and you are covered under the state's workman's compensation and the business' liability insurance.

How will I receive information about available work?

When we have someone in need of services, we will call you to give you the particulars (location, shift and service description) to ask if you are available and interested. If you are not, we will call the next Provider on our list. If you are interested in accepting the job, we will give you additional specific information; any specific instructions; driving instructions and any other information that would be helpful in providing services. We will try to accompany you on each "new" job so we can introduce you and help make the transition with the Receiver. We will follow up with you and the Receiver after providing the service. We believe on-going and frequent communication is a key to our success.