



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

Thank you for your interest in **360° SHS**. 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 NH was founded in 2012 by Judy Loubier in order to provide a variety of 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 Client may reside with a relative or live in an Assisted Living community or nursing home; we will provide services wherever the Client resides. We have a full Home Health License, so that legally we have a breadth of service to include all home medical care, including nursing services.

- **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, and 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 Client 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.

Do I get additional money for gas/mileage?

Yes. You are reimbursed at the rate of \$.39/mi if the transportation involves the client or errands for the client. Furthermore, you are paid for mileage for the distance (and travel time) between client's homes if there is less than 2 hours between the ending of one service and the beginning of the next. You are not compensated for commute time, as defined by the IRS (between your home and work). However, in some cases, when we are needing you to travel a long distance to provide a service, we may offer you additional compensation to fill that service.

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. If you are looking to make the most pay, you should make certain you work more than 25 hours every week to earn the Sweet Spot Bonus.

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

1 of 2



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. Our 24 hour shifts, particularly taken three in a row, are the best way to make the greatest income in home care.

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. We provide substantial online training available to you, all free of charge. Certificates in Personal Care, Post Hospital Care, Dementia Care, etc. are available. If you are a learner, you will truly enjoy working for Seniors Helping Seniors. Furthermore, we offer hands on training in the home when needed. Our Executive Director is a licensed Physical Therapist and can help teach you all that you need to know about caring for the client.

Will I be paid for my training?

It depends. If the post-hire training is required, we pay for your time. However, most of our training is available to you as a courtesy to allow you access to greater advancement into areas of care that require training. Our training is also great for self-improvement and to develop the confidence you need in order to provide the services. Furthermore, we provide many opportunities to attend training that may be necessary to keep your certifications and licenses.

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 Client 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 Client'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 Client. We will follow up with you and the Client after providing the service. We believe on-going and frequent communication is a key to our success.