



# Handle With Care

In-Home Care & Assistance

We are pleased that you have selected Handle With Care In-Home Care & Assistance to provide you with Live-In care. We would like to take the opportunity to clarify some guidelines in order to meet your and our employee's expectations regarding live-in services.

## Guidelines

1. Live-in assignments are based on a 24-hour day. In most cases, two caregivers will work as a team to cover the seven days of the week. For example, caregiver #1 may work 3 days and caregiver #2 may work 4 days.
2. Though the live-in caregiver will remain in the client's home for 24 hours each live-in day, you should plan and expect that the employee will work a maximum of 13 hours per day, though those hours may be spread throughout the day and vary slightly from day to day. The employee should be allotted 8 hours for sleeping (not to be awakened more than one or two times per night, to receive 6 hours of uninterrupted sleep) and an additional 3 hours of break time/personal time during the day to be spent eating, doing personal care, etc.

If a client is up excessively (more than 3 times per night for more than 15 minutes at a time, thus making a reasonable, consecutive night sleep possible for the caregiver), the caregiver will be paid for an 8 hour night shift and the client will be billed at an hourly rate in addition to the live-in rate).

3. Client will furnish a bed or foldout sofa sleeper for the caregiver to sleep on so they may get adequate rest. It is preferred the bed be in a separate space, not in the same room as the client. Clients may wish to purchase a baby monitor to place in client's and caregiver's sleeping space to continue to provide communication if a care need should arise during the night.
4. Live-in employees are often more effective if they are able to "get away" from the home for a few hours during their live-in assignment. This only applies if family is there

visiting and gives permission or if the client is able to be safely left alone for very short periods of time. This topic will be discussed upfront during initial meetings.

5. Live-in employees are responsible for LIGHT housekeeping. To clarify, light housekeeping includes: taking out garbage, wiping up spilled food/beverages, wiping counters and tables, keeping refrigerator/freezer free of spoiled foods, washing kitchen sink, damp-mopping floors, washing dishes, changing bed linens, laundry, sweeping/vacuuming floors, dusting, cleaning bathrooms etc. Light housekeeping *does not* include washing windows, washing cars, moving furniture, snow shoveling, landscaping chores, packing personal items to move, cleaning attic, garage or basement.
6. For billing purposes, we do not calculate live-in day by hours and days are not prorated.
7. As with all employees, live-in employees may occasionally need time off due to illness, family responsibilities, personal business etc.. From time to time, there may not be a “live-in” person to fill in. Our goal remains to provide you with a relief caregiver who is a live-in caregiver. However, because some situations are last minute, we may not always be able to supply you with a live-in replacement or meet the exact required criteria. If this occurs, we may ask the family if they wish to provide care for the duration of the absence. Or, we may need to temporarily replace the live-in caregiver with a caregiver(s) that works only hourly shifts. (not 24 hour live-in). Services will be billed at the appropriate hourly rate. Please be assured that we will make all reasonable efforts to reach you to discuss these options and receive your authorization prior to making the needed changes. It is our goal to keep these substitutions to a minimum.

It is our hope that defining the guidelines of live-in care will give you a clearer understanding of what you may expect from Handle With Care In-Home Care & Assistance.

Thank You