



# CAREGIVER STANDARDS

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# Introduction

Welcome to the ConsideraCare family. This guide explains the duties and standards which our caregivers are expected to deliver with compassion, honesty and integrity. These standards are important for the safety and happiness of seniors within their homes.

ConsideraCare's caregivers are care professionals dedicated to promoting independence and maintaining the dignity of seniors. They are screened and matched with families and their loved ones through a rigorous process and held to the utmost professional standards by their clients.

We believe that maintaining high standards of care, through compassion, knowledge and professionalism are key to keeping seniors safe and happy in their homes. Hence, we hire only those caregivers whom we believe share the same values.

Being caregivers ourselves, we understand the challenges of delivering care and are always available to support our approved caregivers. We will strive to find clients best matched to your profile, give you access to free training and will stay in touch while you are on placement through our platform and monthly check-in calls. You can reach out anytime through phone and email should you need advice or support.

NOT WORKING WITH US ALREADY ?

# GET THE BEST CAREGIVER OPPORTUNITIES ACROSS ONTARIO !

Become a ConsideraCare caregiver and make a difference in someone's life.



## WHY JOIN ?

- Live-in and live-out positions
- Competitive pay
- Predictable hours
- Work with carefully matched clients
- Free training
- Ongoing support
- Reimbursements towards vulnerable sector checks

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Simply apply at :  
[www.consிடracare.com](http://www.consிடracare.com)

# ConsidraCare Approved Caregivers are:



Caring



Compassionate



Competent

We are a purpose-driven, innovative and premium senior home care service which helps seniors age in the comfort, security and dignity of their own homes

# Qualities of great care

We believe that good quality care is only possible if it is:



Human centeric



Delivered with honesty  
and integrity



Respectful of clients'  
boundaries



Empathetic



Encourages  
independence



Driven by knowledge and  
experience

We trust our approved caregivers to show utmost respect to thier clients and their families and professionally deliver care while respecting the boundaries and maintaining the dignity of those under their care.

# What can your clients expect ?

- You are always on time and never abandon a shift without sufficient notice.
- You provide care in a professional, punctual, safe and reliable manner.
- You keep your clients' information confidential and not share it verbally, in writing or through social media with anyone outside of approved persons.
- You dress professionally and maintain personal hygiene on the job.
- You keep your clients' families updated on the condition and activities of their loved ones, and the status of the tasks assigned to you in the care plan.
- You follow infection control protocols at all times including frequent handwashing, proper washing of food items and reminding your clients to do the same.
- You keep your knowledge up to date by utilizing the online resources we make available to you.
- You never abandon your client
- If you are a live-in caregiver, you inform the families 4-5 weeks before taking a leave so that the family can arrange for backup care.

You can always reach out to us if you have any questions or require information or support.



# The Caregiver of the Month award

Caregiving requires a lot of hard work and we appreciate all the amazing work that you do to make your clients safe and independent every day.

The caregiver of the month award is an achievement to recognize those caregivers who have worked above and beyond to ensure an excellent quality of care.

We ask our client families to nominate their caregivers for the award every month.

The caregiver with the best review gets a token of our appreciation and the name of the caregiver is highlighted in our monthly newsletters.

All caregivers should strive to become the caregiver of the month. This not only looks good for thier current employers but will also be helpful for future placements.

We are committed to creating equitable, inclusive, respectable and fairly compensated caregiver career opportunities take pride in and appreciate all ConsidraCare approved caregivers.

# Steps to becoming a ConsidraCare Caregiver

**ConsidraCare follows a rigorous screening process to select caregivers for placements with our clients:**

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1. All applicants first complete online experience and skills questionnaires to help us assess their suitability.

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2. The candidates who pass the screening are then called for one or more video or in-person interviews by ConsidraCare.

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3. Those who pass the interviews are asked to create their online profiles by uploading their documents, references and a short introductory video.

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4. Once we complete our background checks and have vetted all the documents, we hire you and start assigning your shifts.

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## **Additional Steps for Live-in Caregivers**

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5. We share profiles of matched live-in caregivers with our clients and arrange interviews.

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6. Once a family is satisfied with a selection, we help set up the employment contract between them and the caregivers and provide ongoing support to the families on care planning, payroll and taxes. We also arrange for backup should a caregiver need to take a leave.

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7. The live-in caregivers and families get access to our state-of-the-art platform to stay connected, plan and manage care.

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**We only approve caregivers who are qualified, experienced, and have a passion for caring.**

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# Importance of your Profile

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**The key to getting placements is making your online profile on the ConsideraCare portal and keeping it updated at all times.**

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## **How do I create my profile?**

All ConsideraCare approved caregivers have access to our online portal where they maintain their contact information, experience, skills and qualifications, and get access to available placement opportunities

([caregivers.considracare.com](http://caregivers.considracare.com))

Please make sure you keep your availability and placement preferences updated in the portal.

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## **What do families look for in a profile?**

It is important to keep your profile engaging and updated. It is a way for a family to understand your personality and professional experience.

A good profile should contain a statement of purpose, a professional photograph and a short introductory video highlighting why you are passionate about caregiving.

It should also describe your interests as a person. Lastly, your profile should also include your qualification documents, immunization records and a recent vulnerable sector check.

Your profile gives an insight into who you are. It is about showcasing your experiences as a caregiver and why a family should trust the care of a loved one to you.

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## **How can I get help with creating a profile?**

Please reach out to us during office hours if you have any questions or need help with your profile, photo or video. We are always on hand to help.



# What does it mean to dropout ?

**When caregivers abandon seniors through tardiness and absence, they are putting the seniors' lives in danger.**

Once you are engaged by a family , it's the expectation of the family that you show up in time and accept the placement. It is also their expectation that you remain with the senior on agreed days and times.

If you are a no-show or abandon a senior without ample notice, you are considered a dropout.

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**Not showing up without a valid reason breaks the trust.**

If you don't show up for your shift or are running late and did not notify the family and us, or do not provide a valid reason beforehand we will consider this as noncompliance with caregiver standards .

We will terminate your employment , remove you from our platform and you will not be considered for future opportunities.

We may consider individual cases and review them for a better assessment and explanation of what has led to a no-show.

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## **What if a caregiver falls ill ?**

If a caregiver falls ill during they should inform the client's families (if under a live-in care arrangement) and ConsidraCare as soon as possible so that we can arrange for a backup caregiver.

Sick caregivers can infect their clients and should quarantine themselves till they have recovered.



# Respect and dignity in Care

**It is your duty as a caregiver to establish trust and deliver care in a respectful and professional manner, that addresses clients' needs, promotes independence and maintains their dignity.**

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## **ConsidraCare's plan of care**

The plan of care is the basis of quality care delivery. It documents the clients' histories, conditions, interests, preferences, needs and a list of tasks that need to be performed on a daily basis to provide companionship and care. ConsidraCare works with families to document the care needs of their loved ones and maintains the plan on an ongoing basis. The plan is available to the caregivers through the ConsidraCare portal and app. A caregiver should read the plan of care and take time to understand a client as a person who has boundaries and preferences.

## **Examples of great personal care:**

Have a conversation with the clients and their families to understand their wishes and expected routine. Document those preferences in the care plan for yourself and backup caregivers.

Consider yourself to be in your client's position and what would you like for yourself.

To promote independence it is essential to give them choices. For example:

- Getting-up time
- Outfit choice
- Eating choice
- Personal care tasks
- Bathing preferences
- Hobbies and activities



# Bathing, grooming and personal care

**Caregivers have to assist their clients in daily hygiene, bathing, changing clothes and grooming while maintaining their dignity and independence.**

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## **Support in activities of daily hygiene**

Caregivers need to support their clients by assisting them with showers, bathing, sponge bathing as appropriate. The daily hygiene activities also include dressing, shaving, oral hygiene, foot care, putting on diabetic stockings and skincare by application of creams and moisturizing lotions.

While assisting the clients with these activities, it is important to be proactive, understand their needs, respect their privacy and ensure their safety by identifying and minimizing fall hazards and ensuring that any assistive devices are working properly.



## **Maintaining Skin Health**

Monitoring and maintaining skin health is an essential part of caregiving for seniors.

Caregivers should always keep the skin of the client moisturized as seniors' skin is very fragile and prone to break easily.

Caregivers must monitor the client's skin and should report any changes seen such as redness, pressure ulcers and breakdown to the family members.

It is important to record any changes in skin conditions in your daily logs in the caregiver app and to communicate these to the family members so the families can secure medical help, if needed, as soon as possible.

# Assistance with toileting

**Caregivers have to support their clients with their toileting needs including assisting them to and from the bathroom and the commode chair, and with hygiene when needed.**

Caregivers must always keep the toileting equipment and bathroom clean at all times especially after each use. They must make sure that there is no water on the bathroom floor. We recommend using urinals and commode chairs to be used when the client is a high fall risk and at night time.

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## **Encourage healthy eating to avoid constipation**

Seniors are at risk of constipation because they don't eat enough fibre. You should support your senior clients by promoting healthy eating and incorporate lots of vegetables, fruits, and water into their diets to avoid constipation. It is important to keep your client hydrated as dehydration can have

serious consequences for all people especially seniors.

You should always inform the family and health care provider when there are any changes in the client's urine or bowel habits or if you see signs of constipation, diarrhea, and urinary tract infection (e.g. fever, confusion, frequent and burning urination, blood in urine)

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## **Advanced toileting care**

All caregivers must have knowledge of advanced care tasks. However, tasks such as catheter changing, stoma care, and suppository administration are not to be done by caregivers. These should be completed by nurses. It is important to review the care plan before performing any advanced care tasks. If in doubt always clarify with the family and inform us as well.



# Assistance with nutrition

## Proper nutrition is crucial for maintaining clients' health

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### Cooking for your client

Caregivers should cook only for the client and are not expected to cook for the whole family unless it is specified to do so at the time of accepting the placement or during placement.

You should use proper hygiene while preparing food to prevent the spread of infection. After meals, you are expected to clean the kitchen and wash all utensils.

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### Changes in dietary patterns

There are situations when the clients' dietary habits may change. For example sudden loss of appetite, inability to swallow food, vomiting, or choking. If there are any such conditions you should immediately contact the family.

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### Vitamins:

Seniors can suffer from many nutritional deficiencies if the diet is not rich in vitamins and minerals.

Caregivers should encourage healthy eating that incorporates vitamins. Following are examples of foods high in essential vitamins.

**Vitamin A** - Eggs, milk, carrots, sweet potatoes, and cantaloupe

**Vitamin B** - Brown rice, red meat, poultry, fish, milk, cheese, beans, lentils, sunflower seeds, almonds, broccoli, spinach, citrus fruits, avocados, bananas

**Vitamin C** - Oranges, strawberries, tomatoes, kiwi, broccoli, and red and green bell peppers

**Vitamin D** - Oily fish, such as salmon, sardines, herring, and mackerel, along with red meat and, fortified foods, such as spreads and breakfast cereals.

**Vitamin E** - Avocados, nuts, seeds, whole-grain foods, and spinach and other dark leafy greens



# Healthy meal preparation

Caregivers are expected to prepare fresh meals according to the clients' preferences.

It is advised to always involve the clients while preparing food such as washing cutting and chopping vegetables. This promotes independence and improves the bond between client and caregiver.

Ask the client for any recipes they like and what they don't like to prepare meals of their choice. If they want to eat the same food every day, you must give them choices so that you can incorporate a variety of food items in their meals.

If you are a replacement caregiver please get the food choices of the client from the previous caregiver.

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## Eating at regular intervals

Encourage your clients to eat and drink at regular intervals.

Keep their diet documented in your care log.

## High-fibre foods are essential

Following foods are good sources of fibre and we encourage you to incorporate these into the diet of your clients.

- Breakfast cereals such as plain wholewheat biscuits (e.g. Weetabix), plain shredded whole grain (e.g. shredded wheat), and porridge (e.g. oats).
- Wholemeal bread and wholegrains like wholewheat pasta, bulgur wheat, and brown rice.
- Potatoes with their skins on (scrubbed thoroughly), which could be served as baked potatoes or boiled potatoes.
- Beans, lentils, and chickpeas, which could be added to stews, curries, and salads.



- Serve vegetables with as many meals as possible, either as a side dish or added to stews or curries.
- Prepare fresh or dried fruit, or offer fruit canned in natural juice (not sugar!) for dessert.
- For snacks offer fresh fruit, vegetable sticks, rye crackers, oatcakes, and unsalted nuts or seeds.

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### **Prepare meals according to clients ability to chew**

All caregivers must be aware that their clients must be able to chew and swallow both solids and liquids. The caregivers should not assist with PEG feeding. If you feel that assistance is needed help the client by giving them meals using a spoon and a straw if needed.

You should always keep a daily log to monitor and document any changes or incidents such as choking or coughing.



# Bedtime routines

**Caregivers need to help their clients set and maintain their bedtime routines**

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## **Ensuring safety and consistency**

The client needs to have a regular time for going to bed, as it will lead to proper sleep at night. This is especially true for those clients who are suffering from dementia.

Make sure to prepare the environment for comfort and safety, such as locking all the doors and windows, turning off the TV or any internet devices, making the bed ready for sleep, adjusting the lighting and setting the room temperature at a preferred level for the client.

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## **Ensuring a restful night**

To ensure a good night's sleep, caregivers need to assist the clients with a number of tasks.

These tasks can include :

- Brushing their teeth,
- cleaning and storing dentures,
- taking out and storing hearing aids,
- changing into nightclothes, and
- taking all necessary nighttime medications.

Caregivers should make sure that all the essential items such as urine bottles, commode chairs, and night lights are ready and accessible.



# Helping during the night

All caregivers must be prepared to help their clients with nighttime disturbances.

Nighttime disturbances are common among seniors suffering from insomnia and dementia. They can include help with toileting, redirection back into bed, orientation, or emotional reassurance.

It is essential to help your clients during these incidents.

For example, you are allowed to take frequent small breaks during the next day to compensate for the nighttime disturbances.

Please inform us asap if you need assistance or any such change in the arrangement with the family has happened.

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## **Make sure to get enough rest yourself**

It is important for you as a caregiver to feel rested while providing care.

There are times when the disturbances in the night can become frequent as the conditions of clients may change. If this becomes a concern and starts affecting your ability to provide care, other arrangements may be needed between you and the family.



# Assistance with Mobility

**Caregivers may have to assist their clients in moving in and around the house.**

Your clients may use walking aids such as walkers, canes, or hoists.

It is important to understand and read the safety instructions before the placement is started.

This ensures safety for both the client and yourself.

**You should never manually lift the client.**

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## Dealing with decreased mobility

Your client's mobility can be low in the beginning or can it be good initially but reduce as time progresses.

Clients with decreased or decreasing mobility should be assessed by occupational therapists, who can advise on safe transfers.



If the client is using a battery-operated wheelchair please make sure it is charged fully before heading outside the house.

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## Assisting bedbound clients

If the client is bedbound the main issue is to prevent pressure ulcers or bedsores.

You will need to change the client's position frequently to avoid pressure ulcers.

The nurse assigned to the case can also provide guidance on if the client can use specialized mattresses for bedsores.

# Medication management

**Caregivers may need to set up their clients' medications and remind them to take them on time.**

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Caregivers can only assist are not allowed to administer medications to their clients !

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## **Reminders to take medication**

The clients' medications and schedules are included in the care plan.

You should read the instructions to take medication properly and help the client understand them as well.

You must remind the client to take medication at assigned times. While prompting your clients to take medication make sure to check the following:

- Name of the client
- Name of the medication
- Dose per day
- To be taken empty stomach or with food
- Expiry date

## **Talk to the family if you have any concerns**

If there is an adverse reaction to medication or missed dose make sure to reach out to the family and the physician. If it is severe call 911 immediately.

You should always log the incident in your care log in the caregiver portal and speak to the family and ConsideraCare.



# Companionship

**Caregivers must always understand the preferences, hobbies, and interests of their clients.**

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## **Recognizing clients' interests**

Remember to speak to the family about understand your clients' needs, interests, likes and dislikes. The goal is to keep them happy, healthy, and independent at all times.

The ConsideraCare care plan also contains sections on client interests and needs which you should refer to.

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## **Bonding with your clients**

We encourage you to engage with your clients and spend quality time with them. After a few weeks, they can become like your own family members. Remember no matter how close you become it is important to maintain and respect professional boundaries.

## **Protecting the clients' privacy**

Caregivers must make sure to protect the client's privacy and confidentiality at all times and do not disclose any information to visitors, neighbours or non-family members.

It is also prohibited to share names, information and pictures of your clients on social media.

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## **Accepting gifts from clients**

If the client offers you a gift make sure to politely refuse. We strongly recommend not to accept any kind of gifts except on Christmas and New Year but only after informing the family and ConsideraCare. This is especially important if the client suffers from a cognitive disability. The gifts should be small items such as \$10-\$20 gift cards only.



# Activities planning

You should plan activities with the clients keeping in mind the ability of the clients to carry them out.

Consider what are the client's likes by consulting with family members and the care plan.

For clients with dementia and other related conditions, it is important to know what they like to do before they got diagnosed.

The aim of the activities is to promote independence and encourage wellbeing.

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## Examples of activities

Here are few examples of activities which your clients may like. You can always look for more ideas online or on our website and be creative when engaging your clients.

- Board games and jigsaws puzzles
- Quizzes, crosswords and brain games
- Gardening
- Going outside for walks



- Going to seniors clubs
- Looking through photo albums together
- Making a scrapbook
- Seated exercises and stretches
- Playing cards
- Chess

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## Activities of worship

Clients practicing their religion would like to go to the places of their worship such as churches, synagogues, mosques and temples. You should assist them in going to these places. However, you are not expected to follow their customs unless you choose to do so.

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## Community events

Caregivers can travel with their clients to different community activities as agreed with the family in advance.

These activities can include social gatherings with friends, day centers, senior community clubs, libraries, and gyms.

Before leaving the house it is essential to take important items such as walkers or other walking aids, glasses, hearing aids, wipes, toileting supplies, medicines, and water with you.

You can accompany the clients in public or private transportation as needed.



## Planning and organizing with a calendar

You should always keep track of all important events in a diary or calendar for your clients.

You can also add events as task reminders in the ConsideraCare app.

We suggest making a calendar with your clients on a big sheet of paper and putting it on the wall or fridge. You can use it to organize doctor's appointments, visits from friends and family, birthdays, anniversaries, and social events.

This way your clients will also be involved in planning and organizing, making them feel independent and in control and will have something to look forward to.



# Grocery shopping

**Caregivers may be required to shop for groceries and other household items for their clients.**

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## **Tips for shopping**

We strongly suggest making a list before going outside for grocery shopping. You can attach the list on the refrigerator or to a cork board in the kitchen and keep adding items to it during the week.

A shopping trip may involve transportation and buying the items as requested.

Always remember to keep the receipts in a folder to keep everything organized and also if any item needs to be returned you can do so. We suggest and recommend the families give you a prepaid card to purchase items.

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## **Groceries for the caregiver**

Families will either allow you to share food/groceries with them or they can give you a weekly allowance.

This should be agreed at the time of signing the contract between you and the client. The budget will be a set amount per week.

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## **The importance of storing all receipts**

Some families give money to caregivers to spend on shopping for the clients. Remember to keep the proof of all purchases by keeping and storing the receipts. In this way, if any confusion arises, you can show the receipts. This budget is for the clients only and the caregivers should not spend the money on themselves. If there is any clarification you need please call us and we will guide you.



# Housekeeping

**To maintain client safety and wellbeing it is expected that a caregiver must maintain a clean, tidy and hazard-free environment at all times.**

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## **Cleaning and tidying up**

You should do light cleaning and organize things around the house on a daily basis.

As seniors are prone to getting infections, maintaining a clean and tidy house is essential for their well-being. Clean everyday areas with cleaning supplies each day.

Critical areas include the kitchen counter, the washrooms and sinks, the living room and beds.

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## **Laundry**

You should do the laundry regularly for both the client and yourself. This ensures a clean supply of linens, towels, and clothes for both of you.

You are not expected to do the laundry of other household members unless it is agreed in your contract with the family members.

## **Deep cleaning support**

You are expected to do light housekeeping. For deep house cleaning, we recommend that families use a cleaning service. If you feel that your client needs a deep cleaning of the house and the cleaning needs are higher than the care plan, please call us and we will be able to guide you.

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## **Proper use of Appliances**

The families must keep appliances in good working order. It is your job to understand how to use the appliances and if they are not working properly whom you can contact to fix them.

However, you should be able to fix and troubleshoot simple things such as replacing the battery in a remote control or a clock.



# The difference between deep cleaning and light cleaning

## Light cleaning

Light cleaning means cleaning and tidying up of regular areas such as bathroom sink, mirrors, toilets, kitchen sink, washing dishes, cleaning countertops, making beds, vacuuming, mopping floors, and general organization of items.

## Deep Cleaning

Deep cleaning includes areas not traditionally covered in light cleaning such as cleaning behind the kitchen appliances, washing machines, removing scales from bathroom tiles and tubs, cleaning of windows, cleaning of cars.



# Communicating with family members

**In order to provide excellent care it is essential to communicate on a regular basis with the family members.**

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## **Updates using ConsidraCare app**

We strongly recommend using the ConsidraCare app to send regular updates of your client to their family members. This not only updates the families but also creates a record that you have shared the information with the families. In case of emergencies please call emergency services first then the family members (if in a live-in care arrangement) and lastly ConsidraCare (during business hours).

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## **Sharing happy moments**

We suggest sharing happy moments with your client's family members by taking photos such as when you are outside with the client having coffee, celebrating something special, or sharing laughs.



This creates good rapport and also makes the family feel comfortable that their parents are taken care of. Any client information, photos or videos can only be shared with their family members.

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## **Communicate with us if the care plan needs to be updated**

During your placement if you think that the care plan needs to be updated please reach out to us. This ensures that we contact the family members and do the care plan updates as necessary.

ConsidraCare normally calls each family and assigned caregivers monthly to understand the care needs and updates the care plan accordingly.

# Caregiver breaks (for live-in caregivers only)

**Caring can be a difficult job. It is important for caregivers to take regular breaks to recharge during their placements.**

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## **Division of break time**

You control your breaks during the workday. We recommend you take two 30 minute breaks during the workday. You can also split your 30-minutes breaks into four 15-minutes breaks throughout the day.

Under Ontario Law, caregivers must take a 30-minutes break after 5 consecutive hours of work.

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## **Agree on breaks with families**

As you are taking care of seniors whose safety can become an issue if left unattended, we ask you to be flexible and take breaks when it is appropriate and when your client is also resting.

It is important to agree on break times with the families so that the client is not neglected in any way and there is no risk of falls, choking or wandering while you are on a break.

## **Meal breaks**

Eating periods are not work and do not need to be paid work. Hence, they are excluded from the hours of work each day. We do however encourage you to have your meals at the same time and with the senior as it will help with bonding.

Coffee breaks are not mandatory under Ontario law.

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## **Concerns about break times**

If you have any concerns regarding break times please discuss this with the client's family. Afterward, you can also discuss this with ConsidraCare.



# Taking Holidays

## (for live-in caregivers only)

**As a caregiver, you also need to care for yourself and take regular time off. The time-off should be planned in advance so we can arrange a backup caregiver.**

Clients need to have continuity of care and this should be done with consistency and familiarity.

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### **Vacation notice period**

You should notify families and ConsideraCare for taking a long time off. We recommend notifying the families and us at least 3 weeks in advance. This gives us time to provide a replacement caregiver to take your place. The senior clients are unable to live without a caregiver for their safety so the earlier the notice the easier it will be for us to find a replacement.

### **Discussing vacations with families**

For smooth handover, we encourage that vacations should be planned at the start of the placement and accommodate the families' and clients' needs.

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### **Handing over to the backup caregiver**

It is important that you make sure that the care plan is updated and you have made a list of any important issues and items that your replacement should be aware of.

We encourage at least a two-hour overlap between you and the replacement caregivers so you can orient them. The replacement caregiver would be staying in your room so it is important that it is clean and usable and your valuables are locked.

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**Collaboration between primary and backup caregivers is critical for maintaining the quality of care for seniors.**



# Primary and Backup care (for live-in caregivers only)

**ConsidraCare platform has two types of caregivers: Primary caregivers and backup caregivers. Caregivers can apply for either or both roles.**

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## **Primary caregiver**

The primary caregiver is a dedicated, full-time, live-in caregiver expected to spend at least 70% of the time with the client during the year. The families depend on you primarily to take responsibility for the care of their loved ones on an ongoing basis.

As a primary caregiver, you must be familiar with the clients' preferences, needs and habits and be able to recognize and document changing care needs in an efficient manner.

You must communicate these care needs with the backup caregivers during handovers.

A caregiver can only have one primary placement at any given time.

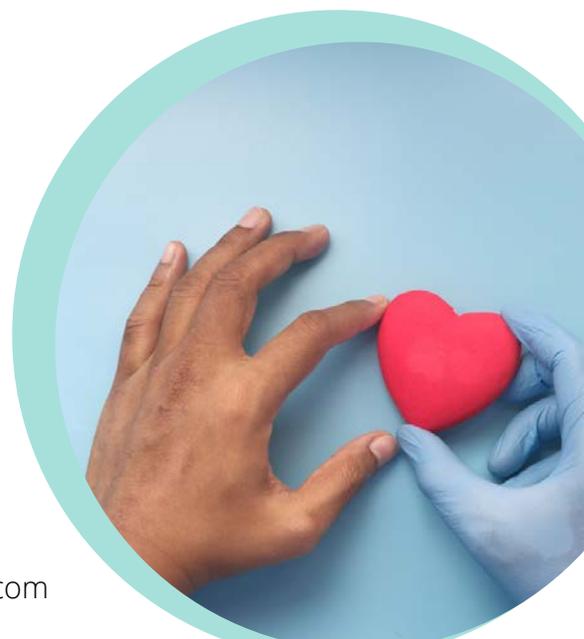
## **Backup caregiver**

A backup caregiver provides continuity of care by covering the scheduled breaks of the primary caregiver.

Backup caregivers may have a live-in or live-out arrangement depending on their proximity to the client's home and may serve multiple clients.

The backup caregiver takes the handover from the primary caregiver at the beginning of the break and hands back the responsibilities at its end.

It is important for the primary caregivers to schedule their leave and return dates as much in advance as possible.



# Importance of a good handover

During or at the end of your placement you may have to hand over your duties to a backup or replacement caregiver.

A primary caregiver is responsible for communicating all relevant and necessary information to the replacement caregiver in an effective manner.

- The care environment, including the layout of the home, kitchen, washroom and caregivers room.
- Operation of any devices being used by the client.
- The neighbourhood including the locations of the client's pharmacy, shops, parks, recreational areas, eateries and other relevant places.

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## Give the correct information

You should always pass on the correct information to the replacement or backup caregiver which includes :

- The client's routines, activities and hobbies, things that they prefer and things to avoid.



# Dealing with difficult situations

## **The client falls**

In case your client falls, we strongly recommend to not attempt to pick them up as it may further aggravate the injury.

You need to contact 911 immediately or in case the client does not want an ambulance call telehealth. Also inform the family and ConsidraCare of the situation.

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## **The client wanders away**

In case your client wanders, immediately look for them in the house or the immediate neighbourhood. If you are unable to locate them immediately call 911 and inform the families. We encourage families to take protective measures, for example, using a tracking device, if their loved one has a high wandering risk.

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## **The client is sick**

During your placement, a client may fall sick, get an infection, or may appear unwell.

You must inform the family immediately and also call the client's GPs office or telehealth.

For serious situations e.g. chest pains, choking etc. you must call 911 before contacting the family.

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## **Appliances/power breakdowns**

In case of any major outages or critical appliances breakdowns, immediately contact the family and local service providers for resolution. Make sure you are ready for such situations.

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## **Keep emergency contacts and documents handy !**

We recommend making a list of emergency numbers at the start of the placement and keep it handy so you know whom to call in emergencies. You should also know who the client's power of attorney is and if the client has a DNR in place. Some of this information is available in the ConsidraCare app.



# What you can expect from the clients' families (for live-in caregivers only)

## **An updated care plan**

Before the start of a placement, we work with the client's families to prepare an exhaustive care plan and daily task list to help the caregivers deliver care efficiently and with the highest quality possible. The care plan also contains important contacts and information about the house and neighbourhood.

We will work with you and the families on a monthly basis to keep the plan updated.

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## **A private room**

You will always be given a private and secure room where you can keep your possessions. If the families use any security cameras we will let you know beforehand.

You would also be given clean sheets and towels upon arrival. You may or may not have access to a private washroom.

## **Working appliances**

All appliances such as washing machines, cooking ranges, dryers, heaters and showers should be working properly when you arrive.

Please inspect all appliances on your first day and inform the families of any issues.

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## **You are only responsible for your client**

ConsidraCare approved caregivers are only recommended to provide care to their clients and are not expected to take care of other people in the house.

You should not supervise or assist other people in the household. If you need any clarification please reach out to us.



# Keep us in the loop.

We ask all caregivers to keep their contact information updated on the caregiver portal as we will stay in touch with you, whether you are on or off shifts and live-in placements.

**We are your biggest advocates. Your success is important to us. Our dedicated team is always on hand to support you in your journey as a caregiver.**

**ConsidraCare wishes you all the best in your placements!**



For any questions or concerns please reach out to us during office hours.

# Help us improve this document.

ConsidraCare's caregiver standards is a living document. It is not exhaustive.

If you would like us to make any modifications or add anything, please let us know.



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