



Phone 847.698.1400
Fax 847.698.1408
233 N Northwest Highway
Park Ridge, IL 60068
www.abidingcare.com

Providing Home Health CARE for Over 27 Years

We are pleased that you have selected **A-Abiding CARE, Inc.** to provide you with **LIVE-IN** care. We'd like to take the opportunity to clarify some guidelines to assure your as well as our employee's satisfaction with our live-in services.

GUIDELINES

1. **Live-in assignments** are based on a 24-hour day. In most cases, any one employee will not work more than four (4) Live-In days per week. There are exceptions that will be discussed with you if they apply. The usual schedule for live-in care is: Caregiver #1 works Monday 9AM through Friday 9AM and Caregiver #2 works Friday 9AM through Monday 9AM. If an employee works more than three (3) days in one (1) week, the time worked over three (3) days will be billed at overtime rates (one and one-half (1 ½) times the regular rate).
2. Though the **Live-In employee** 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 thirteen (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 eight (8) hours for sleeping (not to be awakened more than one or two times per night, to receive at least six (6) hours of uninterrupted sleep) and an additional three (3) hours to be spent eating, doing personal care, etc.
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 opportunity for communication if a care need should arise during the night.
4. Clients will furnish basic nutritious food for all live-in employees. They do not need to provide snack items. We encourage our employees to have the client assist them with meal preparation if they are able to do so, and to eat their meal with the client in order to provide companionship. If you prefer to eat alone, please let us know.
5. **Live-In employees** (those who regularly work three to four (3-4) Live-In days per week) often are more effective and satisfied with their work when they can "get away" from the home for a few hours during each live-in assignment. An ideal opportunity for this respite time may be when the client's family/friends come to visit. The break would give the employee personal time while also providing the client's family/friends private time alone with the client. If this time away is possible, even on an occasional basis, please make arrangements with our office staff in advance. Your flexibility is appreciated.
6. Many **live-in employees** have had formal training; all have had experience. All have been interviewed and references have been checked. Background checks have been run through the IL State Police.

7. **Live-In employees** are responsible for **LIGHT housekeeping**, meal preparation, laundry, shopping (if permitted to leave client), companionship, client's personal grooming and other activities of daily living, usually by the direction/supervision of someone in the home and/or our administrative staff.
 - a. To clarify, **LIGHT housekeeping includes**: taking out garbage; wiping up spilled foods and beverages; wiping counters and tables; keeping refrigerator/freezer free of spoiled foods; washing kitchen sink; damp-mopping tile floors; washing dishes, etc.; changing of bed linens; washing/drying/ ironing of personal laundry; sweeping and vacuuming floors; dusting; cleaning of bathroom; etc. **Light housekeeping does not include**: washing windows, washing cars, moving furniture, snow shoveling, landscaping chores, packing up personal items to move, cleaning the attic, basement, garage, etc.
 - b. Since **Live-In employees** do only **light housekeeping**, we recommend that you make other arrangements for heavy cleaning and heavy maintenance chores on a regular basis, in order to maintain the home in optimum condition.

8. For billing and compensation purposes, we do not calculate the Live-In day by hours. Instead, we bill clients and pay employees by the Live-In day rounded to the nearest quarter (1/4) or third (1/3) of a day.

9. 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 also be a shortage of qualified Live-In employees available. Our goal remains to provide you with a relief caregiver who is a Live-In. **However, we may not always be able to supply you with a Live-In replacement or the requested level of Live-In employee. When this occurs, we may ask the family if they wish to provide care for the duration of the absence. Or, we may need to replace the Live-In caregiver with a caregiver who may be a different level of Live-In caregiver or may be an hourly caregiver. Services will be billed at the appropriate hourly or Live-In rate*.** Please be assured that we will make all reasonable efforts to reach you to discuss these options and receive your authorization prior to changing the level of care. It is our goal to keep these substitutions to a minimum.

- * a. Weekday Hourly CNA Rate:
Weekend (Friday 11PM-Sunday 11:00PM) Hourly CNA Rate:
- * b. Weekday Live-In CNA Rate:
Weekend (Friday 11PM-Sunday 11:00PM) Live-In CNA Rate:
- * c. Weekday Hourly Companion Rate:
Weekend (Friday 11PM-Sunday 11:00PM) Hourly Companion Rate:
- * d. Weekday Live-In Companion Rate:
Weekend (Friday 11PM-Sunday 11:00PM) Live-In Companion Rate: _____
- * e. Travel Allowance:_____

 We hope that by defining the guidelines of live-in care prior to beginning services, we have given you a clearer understanding of what you may expect from A-Abiding CARE, Inc. As always, please feel free to call if you have any questions.

Sincerely,

Betsy K. Szramek, Administrator

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