



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

Thank you for your interest in **Managed Senior Care®**. 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?

Our company exists 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.

Are there minimum requirements for this position?

Yes, you must have personal reliable transportation and a phone that accepts text. These requirements help us deliver reliable care for our receivers.

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 considered an employee of MSC?

Yes, but you are a Casual, part-time 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, MSC cannot guarantee continued work, a minimum or maximum number of hours of work, or that work will be available on a regular basis.

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. The actual rate will be discussed and determined at the time of an interview.

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.

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.