

ABC HOME CARE

Client Handbook



Your Town, State
(333) 444-5555

www.ABCHomeCare.com

Last Updated: MM/DD/YYYY

HomeCareHowTo.com

SAMPLE

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ABC HOME CARE SERVICES OFFICE(S)

We are located at:

1234 Your Street
MyTown, WA 98765

Our Administrative Office hours are:

Monday to Friday 9:00 am to 5:00 pm
Saturday and Sunday 9:00 am to 5:00 pm
Holidays Closed

Our Services are available 24 hours per day, 7 days per week.

How To Reach Our Office

It's easy to reach us, just give us a call. The phone number of the office is
333-444-5555
or if you prefer, our email address is service@yourcompany.com.

When you call the office during normal business hours, our Staff Coordinator or a Supervisor will usually answer the phone. He/She will direct you to the person you need to talk to or help you immediately. If you call after hours or when the office is closed, you will be forwarded to our on-call supervisor.

If you need to cancel or reschedule a scheduled appointment, you should call the office and let someone know as soon as possible. Please remember that appointments cancelled less than 24 hours in advance are still charged the minimum service visit.

If you get our voicemail afterhours, please leave a message and we will call you back as soon as we return to the office, usually the next business morning. Anyone can leave a message for us whenever they want. We do check our messages after hours and on weekends; If you receive our voicemail and have an emergency matter that must be addressed immediately, please let us know to it's an emergency and would like someone to call immediately.

MISSION, VISION & VALUES

Our Mission

ABC Home Care is committed to helping our seniors stay independent in their own homes for as long as possible while exceeding our client's expectations. We will treat each of our clients with honesty, integrity, reliability, respect and consistency while honoring their privacy, dignity, property and family customs.

We accomplish this by employing only first-rate staff members who embrace the values of *ABC Home Care*. Every staff member will show their joy of providing seniors with excellent care by maintaining *ABC Home Care's* high level of ethics and integrity, and give their very best in everything they do, day after day.

Our Vision

ABC Home Care provides the **very best** of home care services to seniors of communities we serve. Our clients enjoy reliable, trustworthy, knowledgeable and compassionate care services in a consistent manner which exceeds client expectations on a regular basis.

Caregiver's Motto:

"I will perform all my care services and duties with honesty, integrity, confidence, compassion, cheerfulness and dedication. In all my service I will treat each client as if they are my family, with honor, respect and dignity."

ABC Home Care Values:

- *Professionalism*
 - *Consistency*
- *Honesty & Integrity*
 - *Compassion*
- *Ongoing Training*