



Dear Client:

Providing you with quality home support services is of the utmost importance to us. To continue to provide superior care, we have implemented a system that will allow us to better manage the quality and timing of your scheduled visits.

Your Community Health Worker (CHW) is required to dial a **toll free** number from your phone to report his/her arrival and departure time from your home. This process will take approximately 30 seconds and should not interfere with your scheduled visit.

Allowing your CHW to complete these phone calls is important. If used properly, this system will track visit irregularities instead of putting the onus on you, our client, to alert us to a missed or late visit.

This system allows us to track the actual start and stop time of your visit as well as the visit duration. The benefits of this system are that it will ensure:

- Accurate billing information should you pay directly for our services.
- That visits occur when scheduled.
- Visit durations that match the length of time scheduled.

The system also verifies that your CHW is indeed calling from your residence. This further enhances our ability to ensure your safety.

This system improves the quality of care we provide for you, our client. If you have any questions, please feel free to contact your geographic team – the general phone number is **250-658-6407**.

**BEACON COMMUNITY SERVICES**

*(F Drive/Client Communication Book)*