



Frequently Asked Questions

1) What services do you offer?

HoneyDo Lifestyle Assistant Inc. offers a full range of “Grandma Approved” non-medical assistance from companionship to full care-aide services. Companion services can include laundry & linens, light housekeeping, meals & companionship, to escorted appointments, errands and outings. More complex needs are provided by a certified Assistant for guided rising and bedtime routines, med reminders, bathing assistance and/or dementia and personal care are also available upon request.

We strive for you to see the same Assistant each visit for your services, as best can possibly be arranged!

a) Are your services customizable?

HoneyDo’s unique ‘hand-in-hand services’ can be customizable and client-directed. Tasks can vary with each visit, be flexible to accommodate changing needs and can be specifically tailored to fit each client’s lifestyle. Please call our office if you have specific needs to address.

b) What if more than ‘light housekeeping’ is required?

*We can also arrange for a ‘Full Cleaning Service’ for those who wish to ONLY have house cleaning services (no other services will be included), for a top-to-bottom complete house cleaning routing, rather than light housekeeping. *Please call our office to discuss details and availability.*

2) What areas do you serve?

HoneyDo is headquartered in Ladner, BC and currently serves the areas of S. Delta, S. Surrey and White Rock.

a) Will you go outside your service area & what criteria?

While we sometimes can accommodate referrals to other areas, those outside our local service area are subject to greater minimum visit duration, possible cluster-care (see #3) requirements, and additional travel rates apply. For areas out of our ability to reach efficiently, we can help direct your inquiry to a more nearby agency.*

3) Do you have a minimum time for each visit?

Yes, HoneyDo has a 2-hour minimum per visit. In our experience, this visit minimum allows us to effectively achieve most activities needed. Visits can combine a variety of services within the minimum time. With some of our cluster-care plans, it may be possible to arrange for shorter durations.*

**Cluster-care refers to back-to-back visits to multiple clients within the same complex, senior residence, next door neighbors, etc.*

a) In what increments do you bill for time?

Billing is done semi-monthly or monthly (based on volume) and time over the 2-hour minimum is billed in 15-minute increments. There is a 2-hour visit minimum.

4) Do you have insurance coverages?

HoneyDo is insured with full coverage liability, as well as, WorkSafe BC, WHMIS and proper vehicle coverages.

- a) Are your staff security checked?

HoneyDo Assistants are covered by Employee Fidelity, police-background checked (for Vulnerable Persons), have a clean driving record and carry CPR/First Aid and Food Safe certification, as well as, proper vehicle insurances.

- 5) What are your rates?

*HoneyDo offers rates to accommodate for tasks INSIDE your home and other ON-THE-GO tasks, like outings and appointments. Travel rates apply. These will be discussed during our initial assessment. **Rates are based on required services and visit durations, so please consult our office for full details.***

+Residential Care HoneyDo HIVE Companionship Program fees and Covid-19 fees are separate and as applicable.

- a) Are there different rates for different services?

HoneyDo offers competitive rates - one for anything inside the home, another for anything outside the home, with the exception of bathing, special care needs, administration & set-up fees, specific travel & taxes.

- 6) What methods of payment do you offer?

HoneyDo currently accepts cheques, Visa and MasterCard, and electronic fund transfer payments. We will typically ask for a credit card to be on file for security purposes.

- a) How often are we billed?

HoneyDo clients are billed semi-monthly, or, monthly and can be in either of two billing cycles... The 26th-25th, or 11th. Larger volume clients, may require semi-monthly billing. Invoices are sent by regular mail or email.

**One-time clients are required to pay upon receipt of services.*

***We will ask for a credit card for our records. We will also require this for any required pre-payment or one-time Escorted Transportation.*

- b) Do you offer third party billing?

Yes, invoices may be emailed/mailed to an approved third party such as an appointed family member, documented POA or another official representative. We do require a copy of POA or other representation documents for our records. For authorized persons living outside our area, we request a credit card on file and pre-payment.

- 7) How much cancellation time do you require?

We require a minimum of 48-hour notice of cancellation, with the exception of sudden illness or emergency. Cancellations received after business hours will be considered received the next business day.

- a) What happens if we don't provide sufficient notification time?

Without sufficient notice of cancellation, clients may be charged the full rate and duration of their scheduled visit at HoneyDo's sole discretion.

- 8) Do you offer escorted transportation? **(We are working on updated protocols to comply with Covid-19 precautions).**

HoneyDo offers cheerful door-to-door escort to appointments, including assistance in getting ready as needed, safely getting in/out of vehicles, handling of mobility equipment like walkers and wheelchairs, and liaising with professionals as needed. We require the signing of a general Transportation Agreement prior to your first trip. Travel km rates apply.

a) Will the driver wait with us throughout the appointment?

*Yes, a HoneyDo Assistant will safely escort and wait with our client throughout the duration of an appointment. If you prefer to send them away and recall for pick-up at a later time ~ **PLS NOTE: additional fees apply for this arrangement.** (We are working on updated protocols to comply with Covid-19 precautions).*

9) Are each of your staff qualified?

Each HoneyDo Assistant is hired for their genuine compassion for seniors and for their innate talents to respectfully treat their clients like family. They are fully insured, including liability, fidelity, WorkSafe & ICBC coverages.

a) Do they have certification(s) and which ones?

Many of our Assistants are certified as registered Residential Care Aides, Home Care Assistants or Licensed Practical Nurses. They each also have CPR/First Aid, WHMIS & Canada Food Safe certifications. Clients will be partnered with an Assistant whose qualifications meet their needs.

10) What are your usual hours of operation?

Our regular care hours range from 8am-8pm. Our administration office hours are Monday through Friday 9:00am-4:00pm, with a monitored after-hours voicemail.

Pls note:** messages received outside our regular business hours is considered received the next business day. We are mindful of your unique needs and will do our best to accommodate. **We do not operate 24-hour services.

a) Do you work weekends?

*We can arrange for our care staff on weekends, with sufficient notice and as scheduling availability allows. Weekend rates apply. *Please note: Our administration office is closed on weekends and statutory holidays.*

11) Do you offer client references?

Absolutely! Just ask and we can provide you with contact information and testimonials of past and current clients, many with the same situations as your own. You can also view client testimonials on the About page on our website, www.honeydolifestyle.com.

a) Are references in our area?

While many of our client references are local, there are also those who are at a distance and can speak to those challenges first-hand. We will do our best to connect you with a reference with similar needs/concerns.

12) Do we need to sign a contract?

While we do have a few clients on an 'as needed' basis, most of our clients do sign a comprehensive Service Agreement with us for on-going assistance. This fully outlines our services, what you can expect, as well as, our service terms. This includes our initial Assessment and a Home Safety checklist which will require your signature.

Signing this paperwork secures your time slot in our schedule and helps ensure seeing the same Assistant each visit.

a) how do we terminate the contract if necessary?

Service Agreements may be terminated anytime with proper written notice by either party. These terms are outlined in your Service Agreement. Any outstanding payment will be expected immediately, while any advanced billing payments will be refunded promptly.

13) Do you offer specific dementia services?

We employ many staff with experience in specialized dementia care. Services can vary from client to client and may include: memory reminders, companionship, escort to appointments, engaging in activities, assisting with exercises, bathing assist, meals, moderate respite care, and communication updates for family. We can attend wherever our client calls home! (At this time, we are unable to attend clients inside a long-term care facility and will continue working on updated protocols to comply with Covid-19 precautions)

a) Do these services cost extra?

More in-depth personal and dementia care services are billed at a separate rate. Rates are based on required services and visit durations, so please consult our office for more details.

14) Are there services you don't offer?

We are insured to perform non-medical tasks only. This would exclude things such as administering prescription medications, professional foot care, wound or post-operative care, any diagnostics, any therapies, etc, to name a few. If you are in need additional medical or any other services outside our scope, we will do our best to assist you to connect you with other local professionals. (see #15) We do not offer live-in or overnight stays.

a) how do we decide on and pay for any of these additional services?

We can assist you in contacting other professionals for required additional services and help you in discussing your needs and rates, however, these are not referrals. The final decision, payment options, rates, etc. they offer are solely at your discretion.

15) Do you have other resources for additional services you don't offer?

We work hard to establish pre-vetted relationships with other local business partners who offer other services outside our scope of practice and will try our best to connect you with other services if needed.

HoneyDo is a proud long-standing member of the Ladner Business Association (LBA) and the Delta Chamber of Commerce, an approved vendor for the Veterans Independence Program, and founding member of seniors networking groups, all from which we can offer preferred services.

We have also aligned with other local senior-centric business owners who may offer our clientele special services or discounts. If you need something in particular, please ask if we can help.