

Frequently Asked Questions Service Providers May Have

1. What is the cost for service providers to be on the Seniors Home Supports Program referral list?

There is no cost for service providers to be on the Seniors Home Supports referral list.

2. There are six organizations involved in the Seniors Home Supports Program. Which organization do I contact?

The Seniors Home Supports Program is a district delivery model, which means each senior-serving organization involved in the program serves clients in a certain area of the city. Refer to the map which outlines the districts and contact the organization nearest to you.

3. How do I become involved with the Seniors Home Supports Program?

If your company is interested in becoming involved with the Seniors Home Supports Program you will need to go through an application process, as we vet all contractors who are in this program. The application process involves an application form, reference checks and an interview. This application process will vary depending on if your company is incorporated or unincorporated.

4. How are clients referred to contractors on the referral list?

Clients contact the Seniors Home Supports Program to request home supports. The Home Supports Coordinator or a volunteer will begin a client intake which will include client demographic information and income proxies. We have included income proxies on the Client Intake Form in order to determine which level of referral we will provide the senior (market rate or below market rate). After gathering this information, we provide the senior with a minimum of three referral options (unless there are less than three referral options in a specific category). The senior is then instructed to call every company referred to them and choose which best suits their financial and service needs. If none of the companies fit the client's needs, they are instructed to call back and we may be able to provide them with additional referrals. Referral options are randomized to ensure we are not referring the same three companies to clients. This means that contractors on the Seniors Home Supports Program referral list each have a fair chance of being referred to clients.

5. Are we going to be trained on how to work with seniors?

We do not provide formal training to companies on how to work with seniors. We do provide educational material on how to work with vulnerable populations. We also provide education material to seniors on how to safely choose contractors.

6. Why should I be on the referral list?

There are many benefits to being on the Seniors Home Supports Program referral list. This is a zero cost way to expand your clientele via referrals. By 2031, 1 in 5 Albertans will be a senior! This means there is a growing pool of clients who are in need of home supports. This program also provides the opportunity to build community partnerships and be part of changing a senior's life by enabling them to remain independent and in their own home.

7. As a service provider, do I provide my own supplies, equipment and tools?

Yes, as a service provider you are expected to provide your own supplies for housekeeping, equipment for snow shoveling/yard work, and tools for minor home repairs (unless you make alternative arrangements with the client as per their special request.)

8. How do I get paid as a service provider?

Under this program, the exchange of payment is kept strictly between the client and the service provider. Under no circumstances will the agencies facilitate payment between the client and service provider as clearly stated on your application form.

9. If our company has a conflict with a client, who will deal with it?

The Seniors Home Supports Program is a referral service which means we only connect seniors with referral options for home supports. It is up to the senior to decide which contractor best suits their service and financial needs. Because the client will be signing a contract with the contractor, any conflict that arises will need to be sorted out between the client and contractor. The senior-serving organization will do their best to facilitate conversations between both parties, but will not act as a mediation service. Contractors and clients will be informed of mediation services available.