



Frequently Asked Questions (FAQS)

<p>Question 1:</p> <p>Do I need to sign a contract for Kim To Care's services?</p>	<p>Answer 1:</p> <p>No, you can terminate Kim To Care's services at any time you want. There is absolutely NO need for you to sign any Kim To Care contract.</p>
<p>Question 2:</p> <p>Is the staff of Kim To Care experienced? Have they passed the Calgary Police Information Check (PIC)?</p>	<p>Answer 2:</p> <p>Yes, all our workers have at least 2-3 years of relevant working experience in the senior care industry and all workers must have passed the Calgary Police Information Check (PIC) before employment.</p> <p>Besides, all our home care workers received & completed the below job-relevant trainings to ensure professional & quality services.</p> <ul style="list-style-type: none"> ✓ Health & Safety Awareness Training for Workers ✓ The Workplace Hazardous Materials Information System (WHMIS) ✓ Workplace Violence & Harassment Prevention ✓ Integrate Model of Care ✓ Protection for Persons in Care (PPCA) ✓ Choking Prevention and Intervention ✓ Alberta Accessibility Act ✓ Infection Prevention and Control (IPC) & Professional Hand Hygiene ✓ Person-Centered Care ✓ General Dementia Knowledge ✓ Continuing Care Health Service Standards (CCHSS) ✓ Elder Abuse Prevention (CARYA) ✓ Alberta's Freedom of Information & Protection of Privacy Act (FOIP) ✓ Universal Precautions
<p>Question 3:</p> <p>Is the staff of Kim To Care COVID-19 vaccinated?</p>	<p>Answer 3:</p> <p>Yes, we will only send COVID-19 vaccinated workers to the client's residence for services.</p>

<p>Question 4:</p> <p>Is Kim To Care's staff wearing Personal Protective Equipment (PPE)?</p>	<p>Answer 4:</p> <p>Yes, this is our mandatory step to wear appropriate PPE when serving inside clients' residences unless the clients request not to.</p>
<p>Question 5:</p> <p>Is the service provided by Kim To Care classified as "Essential Business" in Alberta?</p> <p>Answer 5: Yes, please refer to the link below for details:</p> <p>https://www.publicsafety.gc.ca/cnt/ntnl-scrtr/crtcl-nfrstrctr/esf-sfe-en.aspx</p>	
<p>Question 6:</p> <p>Will Kim To Care's staff complete COVID-19 Self & Client Screening prior to servicing?</p>	<p>Answer 6:</p> <p>Yes, this is mandatory for our home care workers to complete COVID-19 Self & Client Screening prior to serving.</p> <p>Some of the more commonly reported symptoms include below:</p> <ul style="list-style-type: none"> ● new or worsening cough ● shortness of breath or difficulty breathing ● temperature equal to or over 38°C ● feeling feverish ● chills ● fatigue or weakness ● muscle or body aches ● new loss of smell or taste ● headache ● gastrointestinal symptoms (abdominal pain, diarrhea, vomiting) ● feeling very unwell
<p>Question 7:</p> <p>Is Kim To Care responsible for lost or damaged properties during servicing?</p>	<p>Answer 7:</p> <p>No, however, in order to better protect our client's properties, the below practices will be followed by our Kim To Care's staff during servicing:</p> <ul style="list-style-type: none"> ● We always welcome our clients to use CCTV at home during our staff servicing at the client's residence ● Before entering the client's residence, we must remind our clients to put their valuable properties (e.g. Cash) in a safe place ● Before leaving the client's residence, we must remind our client to check their valuable properties (e.g. Cash) are still in a safe place ● Before leaving the client's residence, our staff will show our workers' bag (if any) to the client that there are no client's valuable properties ● Our workers are only servicing with the presence of the client, in particular in the client's sleeping room. Our workers will not serve empty rooms/areas





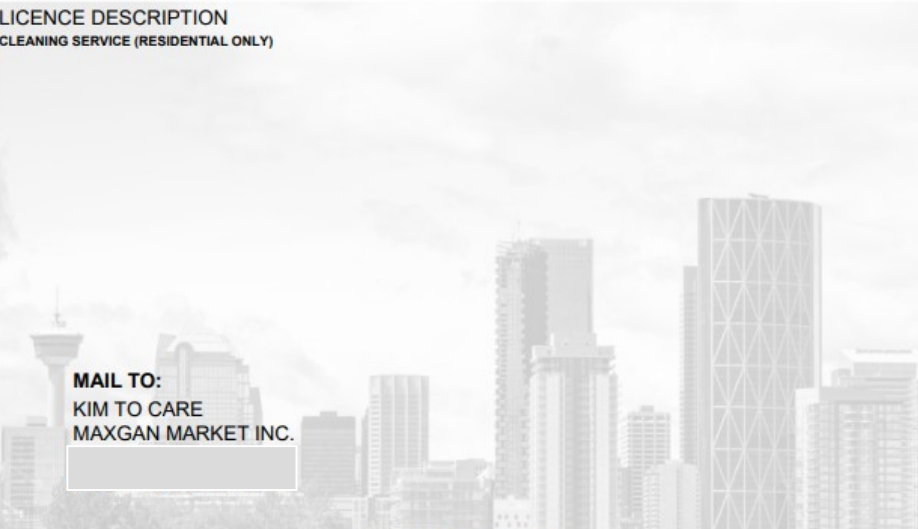
<p>Question 8:</p> <p>Are there any processes keeping clients safe from being infected by COVID-19?</p>	<p>Answer 8:</p> <p>Yes, and the following COVID-19 precautions will be followed:</p> <ul style="list-style-type: none"> ● Our workers and clients must confirm they have been complying with all required social distancing in Alberta (Keeping 6 feet apart from our clients) ● No shaking hands with clients will be allowed ● Our staff will wear sufficient and appropriate PPE when servicing ● Our staff will take off outdoor shoes when servicing
<p>Question 9:</p> <p>Does Kim To Care’s staff obtain relevant certificates for Cook-At-Home Services/Meal Prep at clients’ homes?</p>	<p>Answer 9:</p> <p>Yes, all our food cooking workers must have possessed both food safety certificates:</p> <ol style="list-style-type: none"> i. Canada Food Safety Certificate & ii. Canada Food Handler Certificate
<p>Question 10:</p> <p>What is Kim To Care’s Meal Prep/Cook-At-Home Service?</p>	<p>Answer 10:</p> <p>At Kim To Care, we believe life should get easier as you age. We also strongly believe in the importance of planning for fresh, delicious and nutritious meals having our workers cook fresh meals with freshly purchased vegetables & meals for your older loved one at their home is the best option making a big positive difference than just serving a frozen lunch/dinner meal.</p> <p>Kim To Care’s Cook-At-Home Menu has more than 50 different meals for you to choose from. Service time is applied/counted at the point our workers arrive at the nearest supermarket/shop to buy (at the cost of the clients) raw food/vegetables/any ingredients to cook a specific meal chosen by the client at the clients’ servicing residence.</p>
<p>Question 11:</p> <p>Does the client need to pay tips to Kim To Care’s workers?</p>	<p>Answer 11:</p> <p>No, clients are absolutely NOT required to pay any tips to our workers.</p>
<p>Question 12: Are Kim To Care’s businesses & operations registered & licensed in Calgary?</p> <p>Answer 12: Yes, Kim To Care is a division (also a trade name) of Maxgan Market Inc. Maxgan Market Inc. has been a Federal Corporation (limited liability) in Canada since 2018 with business operations approved and licensed by the City of Calgary in Alberta. Since 2018, Kim To Care has been operating two below businesses in Canada:</p> <ol style="list-style-type: none"> i. Senior Support Services includes: Light Housekeeping, Meal Preparation at Seniors' Residences & Grocery Shopping; and ii. Food Production (Wholesale) 	



On the Federal level, Kim To Care has been registered as a Federal Corporation Company since 2018:

- A. **Federal Corporation Name: MAXGAN MARKET INC.**
- B. **Federal Corporation #: 1115887-2**
- C. **Federal Business Number: 718978711**

On the Provincial level, Kim To Care's Calgary Business License:

- A. **Provincial Business ID #: 16163743**
- B. **Provincial Business Licence #: BL255723**

		BUSINESS LICENCE			
		BUSINESS ID #	BUSINESS LICENCE #	START DATE (YYYY MM DD)	EXPIRY DATE (YYYY MM DD)
		16163743	BL255723	2023-05-20	2024-05-19
Name: KIM TO CARE					
LICENCE DESCRIPTION CLEANING SERVICE (RESIDENTIAL ONLY)					
					
MAIL TO: KIM TO CARE MAXGAN MARKET INC. <input type="text"/>					
BUSINESS OWNER(S)					
MAXGAN MARKET INC.					
This licence is issued under the authority of The City of Calgary's business licensing bylaws. The licence holder must obey all municipal bylaws and provincial and federal laws. DISPLAY THIS LICENCE FOR PUBLIC VIEWING					
NOTE: The holder of this licence must notify the Licence Division by phone (403) 268-5311 of any change in ownership, address, or business activities, or visit www.calgary.ca/mybusiness to change your information online					
May 9, 2023 5:34:54					

<p>Question 13:</p> <p>Are all food products produced & sold by Kim To Care safe?</p>	<p>Answer 13:</p> <p>Yes, Kim To Care possessed a fully regulatory compliance commercial kitchen facility with a valid food handling permit approved by the Alberta Health Services (AHS) to operate, sell and serve our retail & commercial clients in Calgary.</p>  <p>All our food production workers had all possessed both valid:</p> <ul style="list-style-type: none"> (i) Canada Food Safety Certificate & (ii) Canada Food Handling Certificate to ensure <p>our food products are produced in compliance with Alberta’s regulatory food processing requirements & food safety standards.</p> 
<p>Question 14:</p> <p>Has Kim To Care participated in community Volunteer Medical Interpreters services?</p> <p>If yes, have Volunteer Medical Interpreters received and completed the necessary training before performing their interpretation duties? Are they competent?</p>	<p>Answer 14:</p> <p>Yes, Kim To Care has participated in Calgary Community Volunteer Medical Interpreters services.</p> <p>Yes, Kim To Care has set a higher standard of requirements for our volunteers when they are participating in community Volunteer Medical Interpreters. All Kim To Care’s volunteers are required to achieve ALL 3 requirements mentioned below before they are allowed to perform their volunteer Medical Interpreters duties:</p> <ul style="list-style-type: none"> ✓ MUST have possessed a university/a Canadian equivalency of four years Bachelor’s Degree educational level or above ✓ MUST have attended & fully completed mandatory medical interpreter training provided by the recognized & official organizations/associations ✓ MUST have obtained at least an Overall Band Score of: “6.5” or above + Speaking with at least a Band Score of: “7” or above in the International English Language Testing System (IELTS Academic Level) before they are allowed to perform their volunteer Medical Interpreter duties

<p>Question 15:</p> <p>Are Kim To Care’s Community Transportation Services Drivers professional, safe and experienced when providing commercial rides services in Calgary?</p>	<p>Answer 15:</p> <p>Yes, all Kim To Care’s Drivers are professional, safe and experienced because they are required to achieve ALL 7 requirements mentioned below before they are allowed to drive <u>commercial vehicles</u>:</p> <ul style="list-style-type: none"> ✓ MUST already have had a valid Alberta Professional Class 4 License (i.e. Commercial Driver License) qualifying to drive commercial vehicles such as Small Bus/Taxi/Ambulance ✓ MUST have obtained a 5-year Canada Driver Abstract without demerit (Zero Deduction over the past 5 years in Canada) ✓ MUST have completed and passed Calgary Police Information Check (PIC) with “Negative Vulnerable Sector Screening Result” (Vulnerable people are individuals who are at greater risk of being harmed than the general population, because of age, disability, or circumstances, whether temporary or permanent, by the person in a position of authority or trust relative to then is authorized under the Criminal Records Act) ✓ MUST have obtained clean fingerprints “Certified Criminal Record Check” approved by the Royal Canadian Mounted Police (RCMP) ✓ MUST have passed an Enhanced Livery Vehicle Inspection Standards (ELVIS) checked by a licensed mechanic ✓ MUST have CA\$ 2,000,000 third party liability insurance protection ✓ MUST have completed Code of Conduct training through an official organization with a reputation to ensure drivers are meeting all Canadian standards: <ul style="list-style-type: none"> - No Acceptance of Gift - No Harassment, Discrimination & Abuse - Ensure Personal Information Confidentiality - No Conflict of Interest - Well Dress Code - Well Etiquette - Non-Smoking Vehicles
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