



Dear Service Provider,

You have been selected to be a service provider by a SMILE client. The SMILE program makes it possible for frail elderly seniors, who are at risk of loss of independence, to remain in their own homes.

Please note the following:

- **As a business owner/service provider, you:**
 - Are not employed by the VON SMILE Program
 - Are not related to the client
 - Do not reside within the client's household
- **As a self-employed individual or business owner, you are responsible for maintaining your own employee records; including income tax records. VON does not issue a T4 for service providers that support SMILE clients because you are not employed by VON.**
- Victorian Order of Nurses requires Police Record Checks from all independent service providers that support SMILE clients. SMILE requires to view the original copy. This cost will not be reimbursed. **Business owners have their own process for vetting employees and will be required to submit the attestation included in this package "Police Record Check Attestation for Business Owners".**
- You will receive a letter outlining the funded services that you have agreed to provide for the SMILE client. The SMILE program will not be responsible for any unapproved services or charges billed over the maximum confirmed amount.
- Any statutory holiday worked will be reimbursed at regular rates.
- The service provider will be responsible to schedule services with their SMILE clients. For planning purposes, we recommend you exchange contact information with the client.
- **The SMILE program will not reimburse you for any missed or cancelled services.**
- Do not provide services when the client is not home. Any services provided during the absence will not be funded by the SMILE program.
- Funding of SMILE services will be put on hold during client's absences from home. Please notify the SMILE program if your client has been admitted to hospital or plans to be away for an extended period.
- When you plan time away, we recommend that you discuss this with your client, as well as the SMILE case coordinator.

We value your work as a service provider, enabling many seniors to remain in their homes. On behalf of the SMILE team and SMILE clients, thank you. If you have any questions or concerns please contact the SMILE program at 1-888-866-6647.

Professional Boundaries

- For your safety and protection, and the clients, you cannot accept:
 - Client's bank card, credit card or PIN
 - Client's house or mail keys
 - Use of client's personal vehicle
 - Loan of money or large gifts
 - Any legal role on behalf of the client, including Power of Attorney or executor of client's will
- SMILE does not allow service providers to bring anyone in the client's home outside of the individual providing service, including children and other family members.
- VON Canada seeks consent to collect, use and/or disclose personal health information in order to provide health care or assist in the provision of health care to the client. Client information is confidential and must not be shared outside the client's circle of care.
- Communications to SMILE funded clients or communications about SMILE funded clients on any form of social media is not acceptable.
- Service Providers must not identify themselves as affiliated with SMILE funded clients on social media or any form of advertisement.

Gambling Venues and Alcohol Purchases

- Clients do not receive funding for transportation to:
 - Gambling venues
 - Stores to purchase alcohol (including the LCBO, Beer Store)

Service Provider Billing

- **Invoices must be submitted at the end of each month** for all services provided in that month. Invoices must be submitted **after** services are rendered. You can find the SMILE invoice available for download on the SMILE Program website under the heading Service Provider Billing www.smileprogram.ca
- The services that you provide to the clients of the SMILE Program are funded through the Ministry of Health. Our funding year extends from April 1st to March 31st of every year. Therefore; **all invoices for services provided prior to April 1st of each year must be received by April 30th of each year.**
- **Any invoices received after April 30th for the previous fiscal year risk being audited and payment delayed.**
- You may use your own invoice, or the enclosed SMILE program invoice. It is your responsibility to maintain a supply by copying the form. The SMILE invoices are available here: www.smileprogram.ca
- **Please submit one invoice per client, per month.** For example, if you provide service for a husband and wife, please submit a separate invoice for each client.
- **All invoices must include the following:**
 - Service Provider Name
 - Service Provider Address
 - Client Name & Address
 - Type of service (*as specified in your SMILE letter.*)
 - Date of Service
 - Number of hours worked
 - Fee per hour/visit
 - Total Amount

Note: Incomplete or incorrect invoices will be returned for re-submission.
- Clients must date and sign each invoice. **Do not sign or date on behalf of the client.**
- Please fax or mail invoices (not both) to:
 - VON SMILE Program
80 Division Street, Suite 14
Trenton, Ontario, K8V 5S5
 - Fax: 1-866-965-4389
 - **To respect client privacy, we cannot accept any invoices by email.**
 - If you would like to electronically submit invoices, please contact the SMILE accounts payable department at 1-888-866-6647.
- Invoices are payable **35 days after receipt** in the SMILE office.

Direct Deposit

- All payments for services provided will be by direct deposit.
- To ensure that you receive your payment, **please complete and sign** the attached VON Electronic Payment Authorization form, include a copy of a void cheque or bank deposit form and return it to the SMILE program by mail or fax. The form is available here: www.smileprogram.ca

Service Provider Rate Changes

If you are changing your rates:

- We prefer rate changes to be effective April 1st
- **The change must be submitted in writing, 60 days in advance and must include the effective date.**

Please note that clients' budgets may not be increased in order to accommodate the requested rate change. Some client's services may have to be reduced or changed in order for the care plans to stay within budgeted care plan dollars.

Advertising

Service Providers may not reference the SMILE Program in their advertisements.

General Information

Service Providers are not employed or insured by VON. It is the responsibility of the service provider to obtain their own insurance. For example, Business Liability Insurance (refer to your insurance broker) and/or WSIB: <https://www.wsib.ca/en/operational-policy-manual/workers-and-independent-operators>.

Common Basket of Services

The program is set up to adhere to service rates as outlined by our funder. These service rates are referred to by our funder as the Common Basket of Services (CBOS).

- Clients have the choice of service provider, but will be invoiced by SMILE for any difference in those rates as outlined in the Common Basket of Services.
- **Clients will not pay the service provider directly for any VON SMILE program funded services.** Invoice and payments for the difference in rates will be billed to the client by VON.

As always, the SMILE Case Coordinator will work closely with the client and the service provider to work out the best plan to meet the client's needs.

Discontinuing Service Provider Relationships with the VON SMILE Program

- Not following SMILE processes as outlined by the SMILE Program
- Crossing professional boundaries
- Breaching privacy and confidentiality
- A change in your Police Record Check status



Client and Family Safety Reminders You Can Prevent Falls

Falls are a major cause of injuries in Canadians 65 and older and clients with conditions that impact mobility. This information is for you and your family to use as reminders of what you can do to be safe. Consider posting on your fridge or leave it in space where it can be viewed.

S

Safe Environment in Your Home

- Use hand railings
- Use night lights
- Avoid scatter mats



A

Assist with Mobility – Balance and Walking

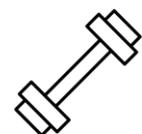
- Be active – every little bit helps
- Use a cane or walker
- Wear good shoes



F

Falls Risk Reduction

- Medication Review
- Try exercise classes for building and maintaining strength
- Conduct regular eye exams
- Meals and Nutrition



E

Everyone Working Together for a Safe Environment

The VON team works together with you and your family to educate and assist you with referrals to other providers who can help you prevent falls.

There Are Three Common Risks Associated With Receiving Home and Community Care Services:

- Falls
- Getting or spreading infections
- Not following your medication plan

VON staff and volunteers will help you and your family learn how to avoid these risks and develop a plan of care with your suggestions and input to support your safety.

Prevent Infection



Help prevent infections by washing your hands and remind staff to wash their hands.

Remember! Health care providers (nurses and home support workers) use alcohol based hand rub to remove germs and prevent spread of infections.

Medication Safety



It is important to be an active partner with your healthcare team in understanding your medication plan.

VON staff will encourage you to ask questions about your medications; it is important to understand how to take them and why you are taking them.

Keep an updated list of your current medication plan available in your home.

How to Get Up Safely From a Fall:

Check your body.

If you are injured, call for help. If you have an alert device, use it.

If you are not injured, look for a sturdy piece of furniture, and follow:

1. Crawl to sturdy piece of furniture
2. From kneeling position steady yourself, bring one knee forward and place that foot on the floor
3. Push up with your arms and legs and pivot to chair
4. Sit down and rest before trying to move

Please report the fall to your care provider (*volunteer, home support worker, nurse*) so we can ensure we work with your care team to prevent injury and make changes to your care plan as needed.

About VON

VON Canada has been pioneering care at home for over 120 years. Today, we are a highly-trusted non-profit organization that works with our clients, employees and partners to provide innovative clinical, personal and social support to people who want the comfort and peace of mind of living in their own homes and communities.

References:

SaferHealthcareNow! (2010). Reducing Falls and Injuries from Falls: Getting Started Kit.
www.saferhealthcarenow.ca

Ontario Injury Resources (2014) How to get up after a fall
<http://www.oninjuryresources.ca/downloads/publications/fall-toolkit/how-to-get-up-after-a-fall.pdf>



For more information, visit www.von.ca

Victorian Order of Nurses for Canada | Charitable Number: 129 482 493 RR0001