

Guidelines of Services

For healthcare professionals and service providers on Life Extension's Panel

- | | | |
|--------------------------------------|------------------------------------|---------------------------------------|
| ▶ Physiotherapist (PT) | ▶ Social Worker (SW) | ▶ Care-Related Support Worker (CRSW) |
| ▶ Occupational Therapist (OT) | ▶ Pharmacist (RP) / Dispenser (DP) | ▶ Escort Services (ES) |
| ▶ Speech Therapist (ST) | ▶ Mental Health Professional (MHP) | ▶ Therapy Assistant (PTA / OTA / STA) |
| ▶ Registered Dietitian (RD) | ▶ Nurse (APN / RN / EN) | ▶ Podiatrist (POD) |
| ▶ Nutritionist (N) | ▶ Health Worker (HW) | ▶ Chiropractor (CH) |
| ▶ Chinese Medicine Practitioner (CM) | ▶ Care Worker (PCW / PCA / HCA) | ▶ Workman (WM) |



Office: Suite 303, 3/F, Oriental Centre, 67-71 Chatham Road South, Tsim Sha Tsui, Kowloon

Mailing address: P.O. Box 91083, Tsim Sha Tsui Post Office, Kowloon, Hong Kong

Telephone: (+852) 2790 7290

WhatsApp: (+852) 6702 1252

Fax: (+852) 3753 5133

Website: www.life-extension.com.hk

Email: info@life-extension.com.hk

Hong Kong's Premier At-Home Healthcare Services Provider

Introduction

Welcome to Life Extension's professional team. By providing high-quality therapy and care services, we practise holistic care and bring healthy living to every patient. Please follow these Guidelines of Services (the "**Guidelines**") whenever you perform services for Life Extension. They form part of your Referral Agreement (Referral Agreement, clause 8), together with the Code of Conduct for Freelance Healthcare Professionals. Words such as "Client", "Services" and "Panel" have the same meanings as in the Referral Agreement, and if anything in these Guidelines conflicts with the Referral Agreement, the Referral Agreement prevails.

Qualification requirements

You must hold, and keep valid, the qualifications for each category in which you are on the Panel:

- ▶ **Physiotherapist (PT)**: a registration certificate and valid practising certificate issued by the Physiotherapists Board of Hong Kong.
- ▶ **Occupational Therapist (OT)**: a registration certificate and valid practising certificate issued by the Occupational Therapists Board of Hong Kong.
- ▶ **Speech Therapist (ST)**: a professional qualification recognized by the Hong Kong Institute of Speech Therapists.
- ▶ **Registered Dietitian (RD)**: an internationally recognized practising qualification.
- ▶ **Nutritionist (N)**: membership of the Hong Kong Nutrition Association as a nutritionist.
- ▶ **Chinese Medicine Practitioner (CM)**: a registration certificate and valid practising certificate issued by the Chinese Medicine Practitioners Board of the Chinese Medicine Council of Hong Kong.
- ▶ **Social Worker (SW)**: valid registration with the Social Workers Registration Board.
- ▶ **Pharmacist (RP)**: a registration certificate and valid practising certificate issued by the Pharmacy and Poisons Board of Hong Kong. **Dispenser (DP)**: a recognized dispensing qualification.
- ▶ **Mental Health Professional (MHP)**: a recognized professional qualification and, where applicable, membership of a recognized professional body or listing on an accredited register.
- ▶ **Nurse (APN / RN / EN)**: a registration certificate and valid practising certificate issued by the Nursing Council of Hong Kong and, for an APN, a recognized advanced practice credential.
- ▶ **Health Worker (HW)**: valid registration as a Health Worker with the Social Welfare Department.
- ▶ **Care Worker (PCW / PCA / HCA) and Care-Related Support Worker (CRSW)**: completion of a relevant course and a recognized Hong Kong certificate.
- ▶ **Escort Services (ES)**: a recognized and valid escort certificate.
- ▶ **Therapy Assistant (PTA / OTA / STA)**: a recognized Hong Kong certificate.
- ▶ **Podiatrist (POD)**: an internationally recognized practising qualification.
- ▶ **Chiropractor (CH)**: registration with the Chiropractors Council of Hong Kong.
- ▶ **Workman (WM)**: relevant experience and any license or registration that the work requires.

Send Life Extension a copy of your renewed practising certificate each year, and tell Life Extension promptly of any change to your registration or contact details (Referral Agreement, clauses 5 and 6).

How assignments are arranged

- ▶ Life Extension will first brief you on an assignment by WhatsApp or on the Life Extension app (the "**App**"), which you should download onto your mobile phone when you register for the Panel. If you are interested, please reply by WhatsApp or on the App as soon as possible.
- ▶ Once the Client has confirmed the details, Life Extension will send you a **Work Confirmation** by WhatsApp setting out the details of the assignment, including the Client's details and your fee.

At work

- ▶ Arrive at least 10 minutes early to prepare and, where applicable, change into uniform. If the location is remote, set out early to avoid transport delays.
- ▶ Provide your Services at the times stated in the Work Confirmation. Late arrival or early departure may reduce your fee; if necessary, let the Client know as early as possible.
- ▶ If your actual working hours differ from the Work Confirmation, you must tell Life Extension immediately by WhatsApp.

- ▶ For every eight (8) consecutive hours of work or more, you may take a meal break of at least 30 minutes, with the timing depending on the patient's condition or the institution's operations.
- ▶ Complete the **Attendance Record** (in digital or written format) carefully once each service is finished, and have the Client sign it to verify your attendance. The Attendance Record also certifies that, to the best of your and the Client's knowledge, no adverse events occurred.
- ▶ Perform only tasks within your qualifications, training and the Client's care plan. Unless qualified and authorized, do not give medication, perform any clinical procedure or restrain a Client (Referral Agreement, clause 8).
- ▶ Keep a neat appearance, wear a clean uniform or clothing, and wear your Life Extension identification card. Do not attend a Client if you have symptoms of an infectious illness; tell Life Extension as early as possible instead.
- ▶ Report any accident, injury, fall, complaint or other incident involving a Client to Life Extension immediately, followed by a written report within twenty-four (24) hours. In a medical emergency, call 999 and then notify Life Extension.

Cancelling an assignment

- ▶ If you need to cancel a confirmed assignment, please notify Life Extension at least 48 hours in advance. In a genuine emergency where this is not possible, you must still notify Life Extension as early as possible and at least four (4) hours before the session starts (Referral Agreement, clause 9).
- ▶ If you cancel with less than 48 hours' notice, the following administrative fee applies. At its sole discretion, Life Extension may waive it if you provide a medical certificate issued by a registered medical practitioner in Hong Kong. For any other category, the fee will be stated in the Work Confirmation.
 - CM / POD / CH / RP / Therapists / RD / N / MHP / SW / Nurses: **HK\$450**
 - HW / CRSW / PCW / PCA / HCA / ES / DP / PTA / OTA / STA / WM: **HK\$350**
- ▶ Please avoid cancelling an agreed assignment wherever reasonably possible.

Appearance & dress

- ▶ **Grooming:** tie back long hair, keep make-up light and nails short, and avoid nail polish and jewelry.
- ▶ **Dress:**
 - Nurses (APN / RN / EN): Life Extension nurse uniform* or a plain nurse uniform with plain sneakers (institutional Clients); or a plain polo shirt, dark trousers and plain sneakers (private Clients).
 - HW / CRSW / PCW / PCA / HCA: Life Extension polo shirt* or a plain polo shirt, dark trousers and plain sneakers.
 - Therapists / RD / N / SW: a plain polo shirt, plain T-shirt or shirt, trousers and sneakers.
 - Other categories: neat, professional clothing suitable for the assignment.

* Some institutions require carers to wear the Life Extension uniform, so we recommend buying it when you register. The cost is refunded once you reach the number of sessions or hours below:

Uniform	Full set	Top	Trousers	Refund terms
Life Extension nurse uniform	HK\$350	HK\$220	HK\$175	20 sessions or 200 hours in total
Life Extension polo shirt	N/A	HK\$100	N/A	10 sessions in total, each of 8 hours or more

Identification card

- ▶ Please keep your Life Extension identification card safe and return it when you leave the Panel. Each replacement for a lost card costs **HK\$50**.

Fees & payment

- ▶ Submit a digital Attendance Record as soon as the Client has signed it at the end of the service. Submit a written Attendance Record to Life Extension by email, fax or WhatsApp on or before each cut-off date (the 15th and the last day of each month).
- ▶ Agreed fees for Services rendered are paid about three weeks after each cut-off date, by crossed cheque sent by post, or by cash cheque for collection (Life Extension will tell you the collection date).

- ▶ Any query about a payment must be raised within five (5) working days of receiving the cheque; otherwise the payment will be treated as correct.
- ▶ The Attendance Record is the evidence for your fees. If it is not completed and signed and no explanation is given, Life Extension will pay you only after confirming your attendance with the institution, which can take two to three months. In any dispute, Life Extension reserves the right to make the final decision.

Health check (if required by the Client)

- ▶ Effective from 1 December 2021. This does not apply to Therapists, RD, N, SW, MHP, CM, CH, POD or RP.
- ▶ The cost of the health check is refundable, up to HK\$300 per year, provided that: (a) you have completed 20 sessions or 200 hours in total; and (b) you send the receipt by WhatsApp within one year of its date. In any dispute, Life Extension reserves the right to make the final decision.

Special arrangements

All extra fees and allowances below, including those for Lunar New Year and other special circumstances, are subject to the Client's prior approval. These arrangements do not apply to Therapists, RD, N, SW, MHP, CM, CH, POD or RP.

- ▶ **Lunar New Year:** you will receive double the standard fee for duty from 8:00 PM on Lunar New Year's Eve, all day on the first and second days, and until 8:00 PM on the third day.
- ▶ **Typhoons & black rainstorms:** when Typhoon Signal No. 8 or above, a Black Rainstorm Warning or "extreme conditions" announced by the Government is in force, please first confirm with the Client whether you are still required. Depending on the assignment, you may receive an additional fee for duty during that period.
- ▶ **Transport allowance:** depending on the assignment, you may receive a transport allowance, reimbursed against receipts or other proof, for duty during the Lunar New Year periods above, while Typhoon Signal No. 8 or above or a Black Rainstorm Warning is in force, or between 10:00 PM and 7:00 AM.

Other matters

- ▶ **Items & equipment at the workplace:** check that they work properly before and after use, handle them with care and return them. Report any damage promptly to the supervisor, the patient or family, and Life Extension. You may have to pay for loss or damage caused by improper use.
- ▶ **Complaints:** Life Extension will investigate any feedback or complaint from a Client. If the investigation finds that you did not provide the Services required, the Client or Life Extension may refuse to pay the related fees (Referral Agreement, clause 13).
- ▶ **Client privacy:** do not photograph or record Clients, share their details in personal chat groups, or post about them on social media. Communicate about Clients only on the App or other channels approved by Life Extension (Referral Agreement, clause 19).
- ▶ **No private selling:** you must not privately offer or sell other services to Clients (Referral Agreement, clause 15). Life Extension reserves the right to take action.
- ▶ **Working directly for Clients:** you must not do any work for a Client referred to you by Life Extension, whether directly or through another agency, except through Life Extension or with its prior written consent. If a Client offers you work, you must inform Life Extension in writing before accepting it. This applies during your Panel membership and for twelve (12) months after you last provide Services to that Client (Referral Agreement, clause 14).
- ▶ **Gifts:** you must not accept any gift, including money, presents or services, without Life Extension's consent (Referral Agreement, clause 16).

Contact us

- ▶ General enquiries: (+852) 2790 7290 | WhatsApp: (+852) 6702 1252 | Emergency support: (+852) 9501 5807 | Email: info@life-extension.com.hk

About these Guidelines

- ▶ These Guidelines are updated from time to time. The latest version is available on Life Extension's website (<https://life-extension.com.hk/work-with-us/#Resources>).
- ▶ The latest version of these Guidelines of Services forms part of your Referral Agreement with Life Extension. If these Guidelines and the Referral Agreement conflict, the Referral Agreement prevails.