



## **THE ALTERNACARE MISSION**

ALTERNACARE is committed to providing qualified health care personnel and support services to individuals in their homes, in institutions and in all types of health care facilities in the community. We achieve this by

- Establishing and maintaining services based on individual needs.
- Delivering safe, effective and ethical personal care through dedicated, specialized and professional staff.
- Assessing needs and monitoring standards of practice through highly trained management staff.
- Retaining the most qualified personnel available by treating them fairly and with respect, and by providing them with professional development to enhance their skills and knowledge.

Alternacare aims to create a sense of trust and confidence with its clients, thus significantly improving their quality of life.

# ***PERSONAL CARE IN AN IMPERSONAL WORLD***

## **THE HUMAN ELEMENT**

Alternacare Inc., a Quantum company, is a dynamic Canadian-owned organization made up of highly skilled, dependable and caring health and social services professionals, dedicated to providing compassionate care that respects the patient's dignity. We have been serving the community since 1986, providing a broad range of staffing services to institutions, corporate clients and private home care in the regions of Montreal and Ottawa.

With the continuing strain on public healthcare and our aging population, qualified healthcare professionals are increasingly difficult to find. By offering our clients valuable additional resources, Alternacare alleviates the additional pressure of locating necessary personnel. Our philosophy is one of professionalism, sensitivity, and total commitment to each client, 24 hours a day, 7 days a week.

## **OUR SERVICES**

Alternacare's professionals provide a full range of customized permanent and temporary services specializing in, but not limited to, the following categories:

- Registered Nurses
- Registered Practical Nurses
- Registered Nursing Assistants
- Nurses' Aides
- Homemakers
- Social Workers
- Laboratory Technicians
- Physiotherapists
- Dieticians
- Other healthcare positions

## **OUR METHODOLOGY**

Your Alternacare consultant will take the time to understand your organization's unique culture and objectives and act as your partner throughout the recruitment process, effectively becoming an extension of your human resources team.



Our methodology is thorough and exacting. All of our staff:

- are thoroughly screened
- have current vaccinations
- have had an in-depth interview
- have had their references verified
- have attended client specific orientation

Our corporate clients and homecare patients alike benefit from the same dedication to quality and in-depth screening, testing and interviewing protocols.

## **OUR PROCESSES**

Alternacare's ultimate goal is to meet your needs. To accomplish this we have:

- 24 hour service, with longer office hours than our competitors
- computerized systems to allow for quick retrieval and identification of the most suitable employees
- employees familiar with isolation procedures
- recruiters on staff to hire in accordance with each client's specific needs

## **OUR GUARANTEE**

The Alternacare guarantee accompanies every placement, providing you with an extra measure of security.

The stipulated guarantee period varies with each placement, in accordance with the position. As part of our commitment to providing customized solutions for our clients, Alternacare may extend the guarantee period for volume placements.

## **OUR EXPERIENCE**

Alternacare is extremely proud to provide services to major hospitals, a variety of CLSC's (government funded community clinics), long-term care facilities, retirement residences, private clinics, pharmaceutical firms, non-profit organizations and Canada's veterans through the Department of Veterans' Affairs.

## **OUR RATES**

### Temporary Positions:

In order to provide our clients with the flexibility they require, our rates for temporary staff are assessed as a mark-up on the employee pay rate. Alternacare assumes all responsibility for employer contributions, vacation pay and payment for statutory holidays in keeping with prevailing labour legislation.

### Permanent Positions:

Alternacare operates on a contingency basis. Fees are discussed and agreed to at the beginning of the search process, once we have a clear understanding of the mandate. No fees are invoiced to our clients until a candidate has been hired. The fee for a permanent placement is assessed as a percentage of the successful candidate's annual remuneration, plus applicable taxes. There are no additional charges.

## **OUR COMMITMENT**

Alternacare is committed to recruiting and managing the very highest caliber of candidates and providing our clients with professional and compassionate service. We strive to provide personal care in an impersonal world.