



Adult Companionship Services Directory

A Resource Guide for Clients

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Overview

Welcome to the Adult Companionship Services Directory! This is a go-to reference for UM clients designed to equip you with information, tips, and resources to help you get started on your journey.

The Adult Companionship Services Directory is a digital platform developed exclusively with the University community in mind and its goal is to provide companionship services for older adults. The directory will serve as the centralized hub for the student information that individuals and families can view to access services and post job opportunities.

What is an Adult Companionship Service?

Adult companionship can encompass a wide range of activities that are tailored to support and meet the social, emotional, and practical needs of clients. It can enhance your life or the life of an adult in your care, through a compassionate and personalized manner. **This service is primarily a **paid service** but, in some instances, may be provided on a volunteer basis.*

Examples:

Companionship visits

Visiting regularly to check-in or making scheduled phone calls is especially beneficial to those who live alone.

Social interaction

Engaging in conversations, reminiscing, and sharing stories to provide companionship and alleviate feelings of loneliness and isolation.

Emotional support

Offering a listening ear, emotional support, and encouragement to assist with navigating through life transitions, challenges, and changes.

Recreational activities

Participating in activities such as going for neighborhood walks, reading, listening to music, doing puzzles, playing games, making crafts, gardening, cooking, or baking to stimulate cognitive and fine motor function.

Assistance with daily tasks

Preparing tea or coffee and some light snacks, making the bed, taking out the garbage, carrying groceries inside are just some of the ways to help that will have an impact.

Escort during errands, appointment, or outings

Providing transportation and accompanying to medical appointments, grocery shopping, social outings, or recreational activities.

Extra help around the home

Offering additional services such as washing and folding laundry, light housekeeping, home organization, meal preparation, snow shoveling, yard work, pet care, etc.

i Note: Clients are encouraged to refrain from participating in rigorous physical activities (such as exercising or playing sports) with the service provider as this could lead to injury.

Become a Client

Are you interested in seeing what the Adult Companionship Services (ACS) Directory is all about?

Companionship services offer invaluable support and relief for individuals and family caregivers. It can have a profound impact and a multitude of benefits which can lead to a higher quality of life and an improved sense of well-being.

Place a job posting on the directory

1. You can contact FamilyResource@umanitoba.ca with the heading in the subject line “ACS Directory – Request for Service” or visit the [Family resources | University of Manitoba \(umanitoba.ca\)](#) and click on the ‘**Adult Companionship Services Directory – Request for Service Form - Client**’ button.
2. If you would like to post a job opportunity, you can also complete the second and third sections of the form.
3. Once completed, the Family Resource Coordinator will receive a notification and your information will be added manually into the directory.
4. You will receive a link to request access to the private MS Teams channel called ‘**Companionship Services Directory for adults and caregivers**’ via email.
5. Either service providers will contact you directly to apply or you can use the directory to contact your chosen candidate(s) to proceed with the hiring process.

i Note: If you do not wish to post a job opportunity and only want to view the listings to directly contact the service providers yourself, you will still need to fill out the Terms of Agreement section of the ‘**Adult Companionship Services Directory – Request for Service Form - Client**’ (MS Form).

i Important: Clients may conduct interviews and perform background checks if they wish. Similar to other job interviews, clients are encouraged to request documentation or certifications to validate as indicated on the directory such as any certifications, records, criminal record checks, or references. **The University is not responsible for covering any fees associated with conducting background checks.**

According to the UM International Centre, international students are responsible for reviewing, understanding, and following requirements set forth by Immigration, Refugees and Citizenship Canada (IRCC) to work off-campus during their studies. For more information on this, please visit [Working in Canada as an international student - Canada.ca](#) and [Immigration information | University of Manitoba \(umanitoba.ca\)](#)

Prepare for your first meeting

After contacting your choice service provider candidate(s), you can prepare for your first meeting by either asking questions in advance or come to the meeting with your questions ready. Meeting in person can be done in the client's home or a designated public meeting place. It is a great way for you to build a rapport with the potential service provider!

A client can either be you or the family member you are requesting companionship services for.

You can treat your first meeting like a formal interview or simply have a conversation to get to know the individual. Asking questions beforehand is important for the following reasons:

- ✓ To inform the service provider of your specific needs
- ✓ To build rapport with each other
- ✓ Personalization of services
- ✓ To ensure the safety of yourself and service provider
- ✓ To achieve determined goals for the companionship service
- ✓ To foster open-communication and engagement
- ✓ To relay any cultural practices or religious beliefs to be mindful of

Sample Questions to Ask Your Clients:

- What are you currently studying at the university?
- Do you have any experience with providing companionship for adults?
- Are you familiar with any types of conditions that are common with older adults?
- Do you have any formal training such as first aid and CPR?
- Do you have any other credentials that I could see?
- What got you interested in applying for this position?
- In your opinion, what makes you the right fit for this role?
- What makes you the most excited about working with older adults?
- What are your skills, hobbies, and interests?
- How do you adapt to being in a new environment and meeting new people?
- Tell me a time when...
- How would you respond if...
- How many hours/shifts can you commit to?
- Do you have a driver's license with access to a vehicle?
- Would you be open to providing additional services? (List them.)
- Describe a circumstance in which you believe it would be justified to be late for work.
- Do you have any questions for me?
- Can you provide some personal references?

References:

[What Questions Should I Ask a Potential Caregiver? - Companions For Seniors](#)
[65 Caregiver Interview Questions to Help You Hire the Right Caregivers \(homecarepulse.com\)](#)

Frequently Asked Questions

1. Will the University of Manitoba be considered the employer?

No, the University of Manitoba will not be considered the employer. The UM serves as the centralized hub where clients can access service provider information to contact for service or post job opportunities for service providers to contact you. The companionship service performed by the service provider is similar to freelance work.

2. How will the service arrangements be determined?

All work-related arrangements will be negotiated between the client and service provider. We encourage details be discussed and have in writing prior to services provided, such as the date of service, number of hours required, rate of pay, and method of payment.

3. Am I obligated to provide a reference letter?

You are not obligated to provide a reference letter to a volunteer or a paid service provider, but it would be a courteous gesture to provide one after a satisfactory performance.

4. Why do I need to use my UM employee email address to access the directory?

We ask for your employee email address to ensure professional conduct and so that we are able to send you the **Adult Companionship Services Directory – Request for Service Form – Client** (MS Forms) to complete. The forms can only be filled out by those who are part of the UM organization as a security measure. Although, we encourage that the email address you provide that will be viewable on the directory does not have to be a UM email address. This will help to ensure that you can keep a level of privacy when posting a job opportunity.

5. Where is the directory housed and in what format?

The Adult Companionship Services (ACS) Directory is housed within a private Team channel and the directory itself is a locked Excel workbook where participants can view the directory. The Team channel is called '**Companionship Services Directory for adults and caregivers**'.

6. What type of information will be displayed?

The Excel workbook will have 2 worksheets: **Service Providers** and **Job Listings**

'Service provider' sheet will show:

- Names of students
- Student email addresses
- Preferred work locations
- Availability
- Certifications and other relevant training
- Additional services they are willing to provide
- Volunteer or Paid Employment-based
- Residency status
- Language(s) spoken

- Comments

'Job listings' sheet will show:

- First name of clients
- Client email address
- Volunteer or Paid Employment-based
- Work location
- Frequency
- Start date
- No. of hours
- Time of day
- Additional services requested
- Language(s) spoken
- Comments

7. Will I have access to my information in the directory?

Please visit the [Family resources | University of Manitoba \(umanitoba.ca\)](http://umanitoba.ca) and complete the **Adult Companionship Services Directory – Request for Service Form – Client**. From there, you will receive a link to request access to the private MS Team channel.

8. Why are the categories on the directory so limited?

We have intentionally kept the categories on the ACS Directory limited for a more streamlined view of the spreadsheet and to maintain a level of privacy for the student service providers and clients. Clients can provide more information and ask the service providers more specific questions during the interview process.

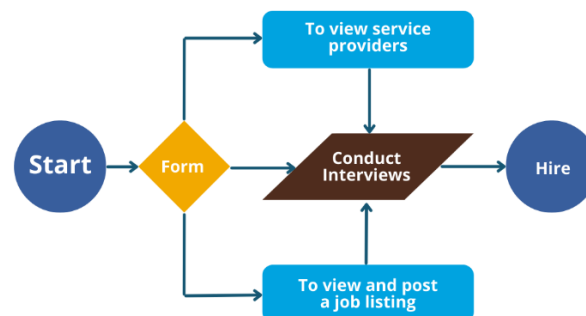
9. Who can be considered a client?

As long as you are a UM employee, you can participate in this initiative. You can request service for yourself or a family member.

10. What are the ways to connect with a service provider?

There are 2 ways to get in touch with a service provider. The first way is to gain access to the directory and contact the service providers yourself. The second way is to submit a request to Family Resources to post your job opportunity and wait for the service providers to contact you.

ACS Directory Process



11. Why is there an option of a volunteer or paid service?

The ACS Directory is an equal opportunity-based initiative. This platform allows individuals to access the paid service, based on their ability to pay (financial circumstances). In some instances, there may be volunteers (non-paid) available on the directory.

12. What if later on, I want my information removed?

Simply contact the Family Resource Coordinator and your information will be removed from the directory.

13. What if I have some suggestions or feedback?

The ACS Directory will have a chat feature where you can post any suggestions or ideas. Your input is valuable to us, and you are more than welcome to also contact us directly via email FamilyResource@umanitoba.ca.

Other Resources

[A guide for the caregiver.pdf \(gov.mb.ca\)](#)

[RESOURCES FOR CAREGIVERS \(gov.mb.ca\)](#)

[Powerful Tools for Caregivers | Winnipeg Regional Health Authority \(wrha.mb.ca\)](#)

[CarefortheCaregiver-NTNL-brochure-2017_web.pdf \(cmha.ca\)](#)

[Programs & Services - Mood Disorders Association of Manitoba \(mooddisordersmanitoba.ca\)](#)

Examples of what this type of companionship service does not include:

Personal care services

- Transferring/lifting
- Shower and tub assistance
- Stand-by assistance
- Dressing and feeding
- Bathroom and incontinence assistance

Nursing care services

- Medication set-up and administration
- Vital signs monitoring
- Reporting to health care providers

Other home care services

- Transitions from hospital to home
- Hospice support
- Nutrition planning

i Important: The companionship service is not meant to be a replacement for personal, home, or nursing care and other services which are provided by professionals. ****Anything related to care performed by professionals should not be attempted by the student service provider, even if they have training in that area.***

CONTACT US

UM FAMILY RESOURCES

Email: FamilyResource@umanitoba.ca

Webpage: [Family resources | University of Manitoba \(umanitoba.ca\)](http://Familyresources|UniversityofManitoba(umanitoba.ca))

Instagram: [umfamilyresources](https://www.instagram.com/umfamilyresources)