




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's 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 senior care industry and all workers must have passed the Calgary Police Information Check (PIC) prior to employment.</p> <p>Besides, all our home care workers received & completed below job-relevant trainings to ensure professional & quality serving below:</p> <ul style="list-style-type: none"> - Health & Safety Awareness Training for Workers - WHMIS - Hand Hygiene - Workplace Violence & Harassment - Integrate Model of Care - Protection for Persons in Care Act (PPCA) - Confidentiality - Choking Prevention and Intervention - Alberta Accessibility Act - Infection Prevention and Control (IPC) - Person Centered Care - General Dementia Knowledge - Continuing Care Health Service Standards (CCHSS)
<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 serving.</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 steps to wear appropriate PPE when serving inside clients' residence.</p>

<p>Question 5: 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-scrt/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 a 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 are 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) is 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 is no taken out client’s valuable properties - Our workers are only servicing with a presence of the client, in particular in client’s sleeping room. Our workers will not serve empty room/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)

	<ul style="list-style-type: none"> - 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>What is Kim To Care's Meal Prep/Cook-At-Home Service?</p>	<p>Answer 9:</p> <p>At Kim To Care, we believe life should get easier as you age. We also strongly believe the importance of planning for fresh, delicious and nutritious meals by having our workers to cook the 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 arrived at the nearest supermarket/shop to buy (at the cost of the clients) raw food/vegetable/any ingredients to cook a specific meal chosen by the client at clients' servicing residence.</p>
<p>Question 10:</p> <p>Does Kim To Care's staff obtain relevant certificates for Cook-At-Home Services/M Meal Prep at clients' homes?</p>	<p>Answer 10:</p> <p>Yes, all our servicing workers earned relevant certificates to ensure food safety. Such as Canada Food Safety Certificate/Canada Food Handler Certificate.</p>
<p>Question 11:</p> <p>Does 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:</p> <p>Is Kim To Care businesses & operations registered & licensed in Calgary?</p> <p>Answer 12:</p> <p>Yes, Kim To Care is a division (and a registered trade name) of Maxgan Market Inc. Maxgan Market Inc. has been a federally incorporated limited liability corporation in Canada since 2018. The company holds all necessary business licenses and approvals from the City of Calgary, Alberta. Since its incorporation, Maxgan Market Inc. has been operating the following two businesses in Canada:</p> <p>A. Senior Support Services – Providing in-home assistance, including light housekeeping, meal preparation at seniors' residences, and grocery shopping.</p> <p>B. Kimto Fresh – A Japanese-Hawaiian fusion eatery offering unique and flavorful culinary creations.</p>	

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**



Calgary		BUSINESS LICENCE			
BUSINESS ID #	BUSINESS LICENCE #	START DATE (YYYY MM DD)	EXPIRY DATE (YYYY MM DD)		
16163743	BL255723	2025-05-20	2026-05-19		
Name: KIM TO CARE					
LICENCE DESCRIPTION CLEANING SERVICE (RESIDENTIAL ONLY)					
MAIL TO: KIM TO CARE MAXGAN MARKET INC.					
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					
April 23, 2025 9:35:18					

Question 13:

Are all food products produced & sold by Kim To Care safe?

Answer 13:

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>All our food production workers had all possessed both valid (i) Alberta Food Safety Certificate and (ii) Canada Food Handling Certificate to ensure our food products are produced in compliance with Alberta' regulatory food processing requirements & food safety standards.</p> 
<p>Question 14:</p> <p>Has Kim To Care participated in Volunteer Medical/Community Interpreters services?</p> <p>If yes, have Volunteer Medical/Community Interpreters received and completed necessary professional training before performing their interpretation duties? Are they competent?</p>	<p>Answer 14:</p> <p>Yes, Kim To Care has participated in Calgary Volunteer Medical/Community Interpreters services.</p> <p>Yes, Kim To Care has a higher standard of professional requirements for our volunteers in order to perform Volunteer Medical/Community Interpreters. All Kim To Care's Volunteer Medical/Community Interpreters are required to have achieved <u>ALL five (5)</u> below professional requirements before they are deployed to perform their Volunteer Medical/Community Interpreters duties:</p> <ol style="list-style-type: none"> 1. MUST have completed a university/a Canadian equivalency of a Four Years Bachelor's Degree or above in relevant subjects such as Language Study, Business Administration or Community Services 2. MUST have obtained at least overall band score: "6.5" & English-speaking skill with at least score: "7" in International English Language Testing System (IELTS's Academic Level) 3. MUST have attended & fully completed Medical Interpreter (MI) Training Certification Program 4. MUST have passed the Community Interpreter Language & Interpreting Skills Assessment Tool (CILISAT) 5. MUST attended & fully completed 70 Mandatory Professional Training Hours in the Community Interpreter Certificate Program (CICP)
<p>Question 15:</p> <p>Is Kim To Care's Community Transportation Services Driver 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 <u>ALL eight (8)</u> requirements mentioned below:</p> <ol style="list-style-type: none"> 1. MUST already have had valid Alberta Professional Class 4 License (i.e. Commercial Driver License) qualifying to drive commercial vehicles such as Small Bus / Taxi / Ambulance 2. MUST have obtained a 10-year Canada Driver Commercial Abstract without demerit (Zero Deduction over the past 10 years) 3. MUST have completed and passed Calgary Police Information Check (PIC) with Negative Vulnerable Sector Screening Result (Vulnerable people are

	<p>individuals who are at greater risk of being harmed than the general population, because of age, disability, or circumstances, whether temporary or permanent, by person in a position of authority or trust relative to then is authorized under the Criminal Records Act)</p> <ol style="list-style-type: none"> 4. MUST have passed Certified Criminal Record Check approved by the Royal Canadian Mounted Police 5. MUST have passed an Enhanced Livery Vehicle Inspection Standards (ELVIS) 6. MUST have CAD\$ 2,000,000 third party liability insurance protection 7. MUST completed Calgary Livery Driver Training Course completed 8. MUST have completed Code of Conduct training to ensure Drivers' is meeting Canada standards including below: <ul style="list-style-type: none"> - No Acceptance of Gift - No Harassment, Discrimination & Abuse - Ensure Personal Information Confidentiality - Non-Smoking Vehicles
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