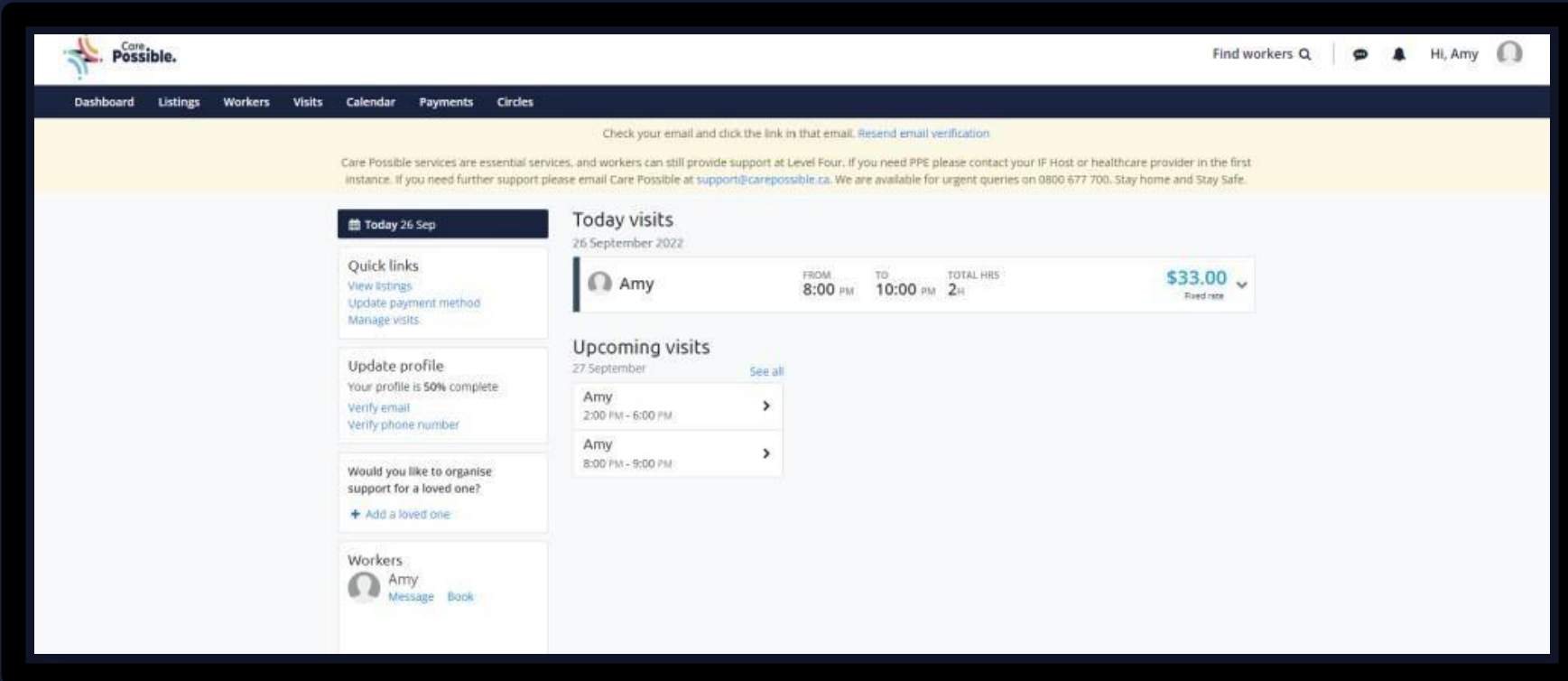


HOW DO I BOOK A VISIT?

Once you've found the right person, you can book visits instantly. It's easy to organise their visits online and keep track of their activities.

There are a couple of places you can book visits from:

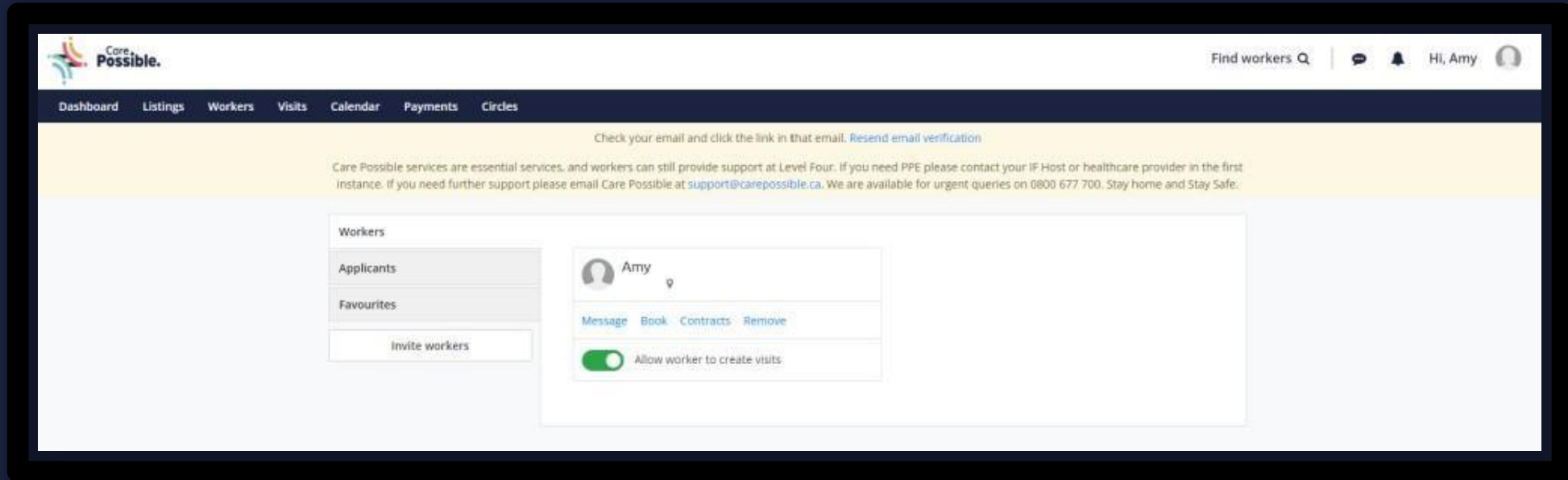
Click on the "Book" button next to your Care Providers name and picture on your Dashboard to schedule visit with your chosen Care Provider. You'll find this on the right hand side.



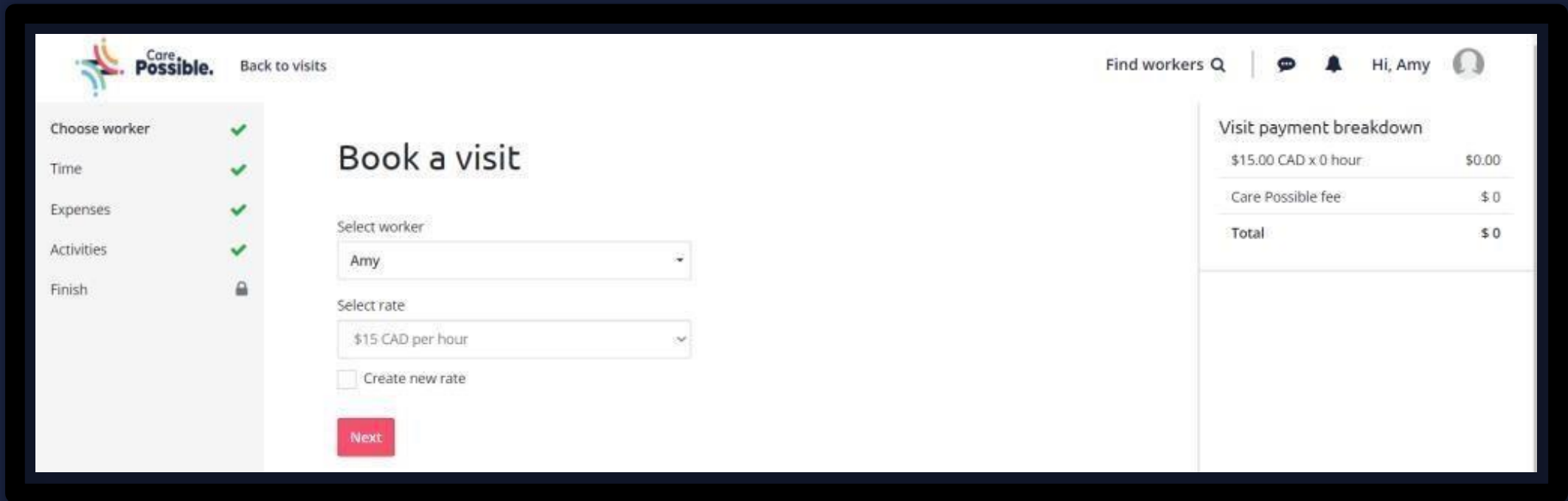
The screenshot displays the Care Possible dashboard interface. At the top, there is a navigation bar with the logo on the left and a search bar for workers on the right. Below the navigation bar, a yellow banner contains a message about email verification and essential services. The main content area is divided into several sections:

- Today 26 Sep**: A sidebar with quick links (View listings, Update payment method, Manage visits), profile update progress (50% complete), a question about organizing support for a loved one, and a workers list featuring a card for 'Amy' with 'Message' and 'Book' buttons.
- Today visits**: A section for '26 September 2022' showing a visit for 'Amy' from 8:00 PM to 10:00 PM, totaling 2 hours, with a fixed rate of \$33.00.
- Upcoming visits**: A section for '27 September' with a 'See all' link, listing two upcoming visits for 'Amy': one from 2:00 PM to 6:00 PM and another from 8:00 PM to 9:00 PM.

You can also find a list of your Care Providers and applicants under the "Care Providers" tab at the top of the page.



When you book the first visit with your Care Provider, you'll need to enter the agreed fixed rate or hourly rate. You may have multiple rates agreed with your Care Provider, e.g. an hourly rate for day time visits and a fixed rate for overnight visits. You can select different agreement rates each time you book your Care Provider and also create new ones.



Choose the day and time you'd like them to work – we'll calculate the cost of your visit and debit your securely stored payment method as you book the visit.



Back to visits

Find workers



Hi, Amy



- Choose worker
- Time
- Expenses
- Activities
- Finish

Book a visit for Amy

Select days and time you need your worker.

Day Amy is not available.

Day Amy is available for part of the day.

Day Amy is available.

Today 26 September - 2 October 2022

Mon 26 Tue 27 Wed 28 Thu 29 Fri 30 Sat 01 Sun 02

[Advance picker](#)

From To

2

Mon 26 Tue 27 Wed 28 Thu 29 Fri 30 Sat 01 Sun 02

[Advance picker](#)

From To

[Add more visits this week at a different time](#)

[Next](#)

Visit payment breakdown

\$15.00 CAD x 2h	\$30.00
Care Possible fee	\$3.00
Total	\$33.00

Visits preview

Mon 26 Sep

From 08:00 pm to 10:00 pm
Care Possible fees: \$3 CAD
Hourly rate: \$15 CAD

Mileage and Travel expenses

When you book visits for your Care Providers you can choose whether you want to pay travel expenses. You select the number of kms that you would like to pay up to.

When the Care Provider submits their visit they put in their mileage. If this is under or up to the amount you selected, the visit will be automatically approved with 24 hours. If it is over the allowance you gave you will receive a notification to review the visit.

You can also allow your Care Provider to claim other expenses. Expenses are those costs that your Care Provider may incur when completing tasks or errands for you, and that you would like to reimburse them for.

Travel and expenses
Choose whether your worker can claim travel or other expenses.

Do you need to reimburse travel costs?

Add travel costs (\$0.73 per km)
Standard mileage rate for motor vehicles

Amy can claim up to km

Do you need to reimburse other expenses?

Allow worker to claim expenses
What is this?

Amy can claim up to CAD

[Next](#)

\$0.73 x 10 Kilometres	\$ 7.30
Care Possible fee	\$ 0.37
Total per visit	\$ 7.67
Total	\$ 7.67 x 2.00 visits = \$ 15.33

Expenses to claim	10.00
Care Possible fee	\$ 0.50
Total per visit	\$ 10.50
Total	\$ 10.50 x 2.00 visits = \$ 21.00

2 visits	\$ 49.50
Mileage costs	\$ 15.33
Other expenses	\$ 21.00
Total	\$ 85.83
This is the amount you will have to pay today.	

Activities and notes

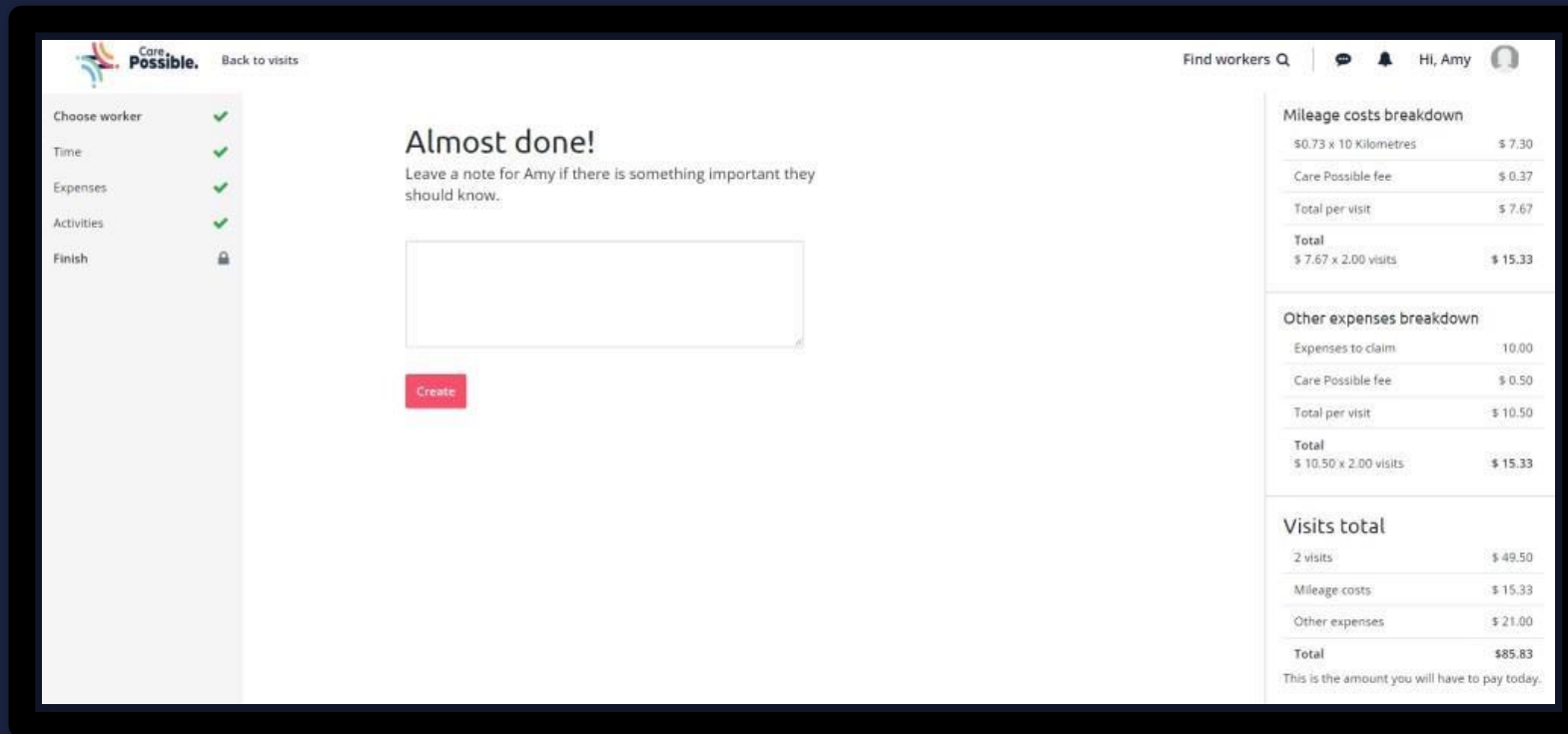
You can assign tasks or activities for your Care Provider to check off and add a note about the visit. E.g. “It would be great if you could take the dog on your walk with Janey today.”

The screenshot displays the 'Care Possible' interface for selecting activities. On the left, a sidebar shows progress for 'Choose worker', 'Time', 'Expenses', 'Activities', and 'Finish'. The main area is titled 'Choose activities' and features a list of tasks under 'Household help (4)'. Several tasks are checked, including 'Make bed', 'Change bed linen', 'Wash, dry and put away dishes', and 'Clean kitchen sink, counters and appliances'. Below this list are categories for 'Personal care', 'Meals', 'Shopping', 'Transport', and 'My activities'. A red 'Next' button is at the bottom left. On the right, three summary tables are shown: 'Mileage costs breakdown', 'Other expenses breakdown', and 'Visits total'.

\$0.73 x 10 Kilometres	\$ 7.30
Care Possible fee	\$ 0.37
Total per visit	\$ 7.67
Total	\$ 15.33
\$ 7.67 x 2.00 visits	

Expenses to claim	10.00
Care Possible fee	\$ 0.50
Total per visit	\$ 10.50
Total	\$ 21.00
\$ 10.50 x 2.00 visits	

2 visits	\$ 49.50
Mileage costs	\$ 15.33
Other expenses	\$ 21.00
Total	\$85.83
This is the amount you will have to pay today.	



If it's the first time you're booking a Care Provider, the agreement is made as you book your first visit, and the final step will be to send the agreement to your Care Provider.

You'll see all booked and completed visits for the week on the visit page, calendar page and dashboard.

How do I cancel or reschedule a visit

Your booked visits can be edited or removed by selecting any visit you'd like to change. You can then reschedule or cancel a visit by selecting the buttons in the bottom righthand corner.

We encourage you to operate in good faith and always provide at least 24 hours notice of a visit being cancelled.

Your payment this week: \$115.50 ?

< Today > 26 September - 2 October 2022 Copy week Create visit

All

Scheduled

Monday 26 Sep

Amy	FROM 8:00 PM	TO 10:00 PM	TOTAL HRS 2H	\$50.67 Fixed rate
-----	-----------------	----------------	-----------------	------------------------------

Tuesday 27 Sep

Amy	FROM 2:00 PM	TO 6:00 PM	TOTAL HRS 4H	\$83.66 Fixed rate
Amy	FROM 8:00 PM	TO 9:00 PM	TOTAL HRS 1H	\$34.17 Fixed rate

Your payment this week: \$115.50 ?

< Today > 26 September - 2 October 2022

Copy week

Create visit

All

Scheduled

Monday 26 Sep

 Amy

FROM 8:00 PM TO 10:00 PM TOTAL HRS 2H

\$33.00 ^
Fixed rate

SCHEDULED Monday, 26 September 2022

Visit ID #53 [Visit history](#)

Travel and expenses

Choose whether your worker can claim travel and/or other expenses.

[Add travel and other expenses](#)

Activities

Choose the activities for your worker to complete this visit. Only worker can check the activities

- Make bed
- Change bed linen
- Wash, dry and put away dishes
- Clean kitchen sink, counters and appliances

[Add activities](#)

Visit details

\$15.00 x 2.00 hr visit	\$30.00
Care Possible fee ?	\$3.00
Visit cost	\$33.00

Add notes

Report incident

Cancel

Reschedule

Bookings and Visits

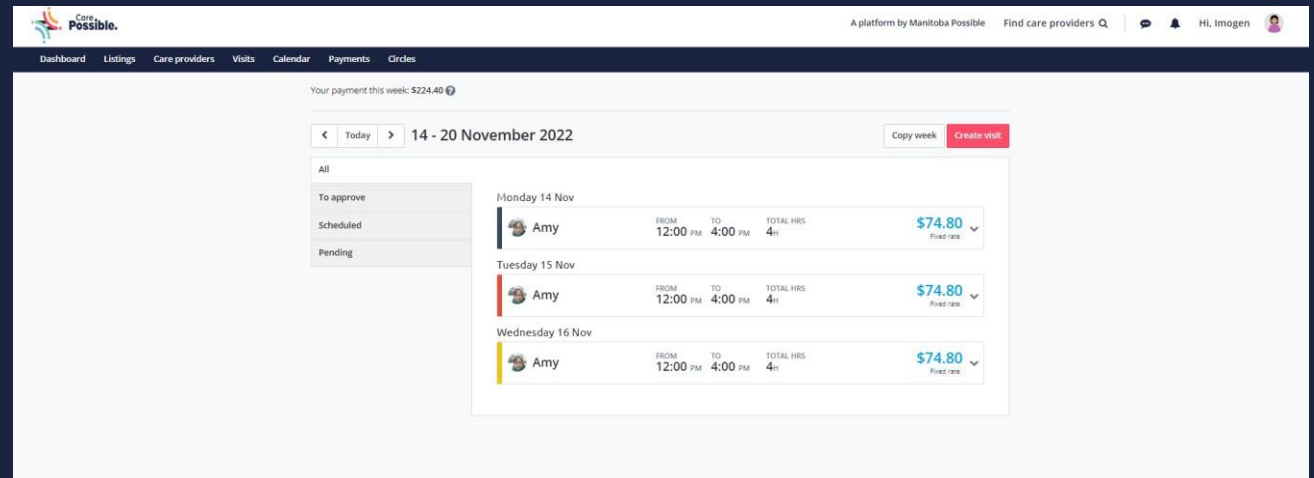
You can view visits and create bookings on:

- Your visits page
- Your dashboard

You will receive a notification when you have visits to approve, or when you need to review visits.

There is an automatic approval rule: If a visit is submitted by a Care Provider and matches the original booking details, it can be automatically approved after 24 hours.

If a Care Provider is working the same days and hours each week, you can use the Copy week function on the top right-hand side of the booking page to just copy the schedule for up to five weeks.



The screenshot shows the 'Care Possible' dashboard for a user named Imogen. The top navigation bar includes 'Dashboard', 'Listings', 'Care providers', 'Visits', 'Calendar', 'Payments', and 'Circles'. A notification indicates 'Your payment this week: \$224.40'. The main content area displays a calendar for the week of 14-20 November 2022. A sidebar on the left allows filtering by 'All', 'To approve', 'Scheduled', and 'Pending'. The calendar shows three visits for 'Amy' on Monday 14 Nov, Tuesday 15 Nov, and Wednesday 16 Nov. Each visit is from 12:00 PM to 4:00 PM, lasting 4 hours, with a total cost of \$74.80. A 'Copy week' button is visible in the top right of the calendar view.

Day	From	To	Total Hrs	Total Cost
Monday 14 Nov	12:00 PM	4:00 PM	4h	\$74.80
Tuesday 15 Nov	12:00 PM	4:00 PM	4h	\$74.80
Wednesday 16 Nov	12:00 PM	4:00 PM	4h	\$74.80

Approval of Pending Visits

Once the visit is submitted by your careprovider, you need to approve it after going through the details submitted by your care provider

Payments Circle

Your payment this week: \$49.50

< Today > 21 - 27 November 2022 Copy week Create visit

All

To approve

Monday 21 Nov

Sam FROM 12:00 PM TO 3:00 PM TOTAL HRS 3h \$49.50 Fixed rate

PENDING APPROVAL Monday, 21 November 2022 Visit ID #477 Visit history

Activities
Choose the activities for your care provider to complete this visit. Only care provider can check the activities

- Take bed

[Add activities](#)

Visit details

\$15.00 x 3.00 hr visit	\$45.00
Care Possible fee	\$4.50
Visit cost	\$49.50

Add notes Report incident Query Approve

Approved Visit

This is how your approved visit looks like. You can see the invoice

The screenshot displays a user interface for managing care visits. At the top, there are navigation tabs for 'Calendar', 'Payments', and 'Circles'. Below this, a summary shows 'Your payment this week: \$49.50'. A date selector is set to '21 - 27 November 2022', with 'Today' highlighted. To the right of the date selector are buttons for 'Copy week' and 'Create visit'. A sidebar on the left shows a filter menu with 'All' and 'Approved' options, with 'Approved' selected. The main content area displays details for a visit on 'Monday 21 Nov' for a person named 'Sam'. The visit is marked as 'APPROVED' and occurred on 'Monday, 21 November 2022'. The visit duration is from 12:00 PM to 3:00 PM, totaling 3 hours, with a cost of \$49.50. Below the visit details, there is a section for 'Activities' with a note: 'Choose the activities for your care provider to complete this visit. Only care provider can check the activities'. One activity, 'Make bed', is listed with a checkmark. A 'Visit details' table shows the following costs: '\$15.00 x 3.00 hr visit' for \$45.00, 'Care Possible fee' for \$4.50, and a total 'Visit cost' of \$49.50. A 'View invoice' button is located at the bottom of the visit details section.

Calendar Payments Circles

Your payment this week: \$49.50

< Today > 21 - 27 November 2022 Copy week Create visit

All Approved

Monday 21 Nov

Sam FROM 12:00 PM TO 3:00 PM TOTAL HRS 3hr \$49.50 Paid rate

APPROVED Monday, 21 November 2022 Visit ID #477 Visit History

Activities

Choose the activities for your care provider to complete this visit. Only care provider can check the activities

Make bed

Visit details

\$15.00 x 3.00 hr visit	\$45.00
Care Possible fee	\$4.50
Visit cost	\$49.50

View invoice