

TITLE: Safety & Emergency

Version: v1

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Q: How does NestAid prioritize client safety?

A:

- Safety-first approach in all non-medical care services
 - Care delivered according to established care guidelines
 - Respect for client privacy, dignity, and home environment
 - Ongoing monitoring to ensure safe daily support
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Q: What safety practices do caregivers follow?

A:

- Safe mobility assistance and fall awareness
 - Proper use of household equipment and living spaces
 - Maintaining clean, hazard-free environments
 - Following client-specific safety instructions
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Q: How are emergencies handled?

A:

- Immediate response to urgent situations
 - Contacting emergency services when required
 - Prompt notification of family or designated contacts
 - Staying with the client until help arrives
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Q: Are caregivers trained for emergency situations?

A:

- Training on recognizing emergency situations

- Clear protocols for escalation and response
 - Guidance on staying calm and supportive
 - Focus on client safety and reassurance
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Q: How does NestAid communicate during safety incidents?

A:

- Timely communication with families
- Clear reporting of incidents or concerns
- Coordination with appropriate contacts
- Transparency throughout the response process