

Choosing The Right In-Home Care Provider



KNOW THE DIFFERENCE: Agency, Registry, or Private Caregiver

Choosing care for your loved one can be an overwhelming task. For many families, understanding the difference between a home care agency, nurse registry, or hiring a private caregiver can be very difficult and confusing at times.

Golden Care believes that the process of hiring care for your loved one should be simple and less complex. It should be comfortable transition for the person receiving care and for your family. Every step of the way we believe you should be part of your loved one's care, but not have to actively manage all aspects of their care.

The Gold Standard in Home Care starts with our team. We take pride in hiring qualified, compassionate employees who can provide excellent health care to all of our clients. As employees of Golden Care they are:

- Bonded and insured
- Covered by worker's compensation
- CPR certified
- Required to participate in Continuing Education/In Service Training and Skills Assessments
- Demonstrate competencies
- Are monitored with performance evaluations regularly

| Description |  | Nurse Registry | Private Caregiver |
|---|---|----------------|-------------------|
| Is Caregiver Employee? | ✓ | ✗ | ✗ |
| Level II Background Check? | ✓ | Maybe | ✗ |
| Drug Screening? | ✓ | Maybe | ✗ |
| CPR Certified? | ✓ | Maybe | Maybe |
| License Verification? | ✓ | Maybe | ✗ |
| Provides Caregiver Training? | ✓ | ✗ | ✗ |
| Provides CEU Opportunities? | ✓ | ✗ | ✗ |
| Company handles Federal and State tax withholding? | ✓ | ✗ | ✗ |
| Handles FICA and Medicare withholding? | ✓ | ✗ | ✗ |
| Handles Unemployment Insurance? | ✓ | ✗ | ✗ |
| Provides workers' compensation insurance? | ✓ | ✗ | ✗ |
| Company carries professional liability insurance for the caregiver? | ✓ | ✗ | ✗ |
| Bonded and insured for theft? | ✓ | ✗ | ✗ |
| Creates a written plan of care? | ✓ | ✗ | ✗ |
| Conducts random supervisory visits? | ✓ | Maybe | ✗ |
| Monitored care by office staff? | ✓ | ✗ | ✗ |
| Provide replacement staff if caregiver cannot made the shift? | ✓ | Maybe | ✗ |
| Answer phones 24/7? | ✓ | Maybe | Maybe |

See Reverse side for:
"Questions you should ask your home care provider"

QUESTIONS YOU SHOULD ASK YOUR HOME CARE PROVIDER

We know that finding quality home care services isn't always easy. Once you have determined the type of home care services your loved one needs it's a good idea to interview and evaluate the companies to compare them. Use the following checklist to help you ask the right questions when hiring help at home.

| Questions to ask while interviewing your home care provider |  | Company B |
|--|---|-----------|
| Is your company licensed by the state? | Yes, Golden Care is a licensed agency, HHA license number 299994207 | |
| Will you provide a complimentary in-home consultation prior to starting services. | Yes, our no-pressure consultations are free of charge. To schedule, call (239) 440-2900. | |
| What range of home care services do you provide? | We provide a wide range of non-medical services from personal care, custodial care, and companionship. | |
| Can you meet any special needs I may have? | Golden Care takes a personalized caregiving approach and are able to meet specific needs of our clients. | |
| How do you hire your staff? | To provide excellent care, we must hire quality employees that go through a rigorous process to join our team. Each employee is drug screened, background check, reference checks, demonstrate competencies, and must communicate well. | |
| Is there a formal care plan? Do you include the client and his or her family members in developing the plan of care? | Yes, each client goes through a comprehensive care plan consultation. At this meeting family can assist with identifying the tasks necessary for the care plan. | |
| How soon can you provide care to me or my loved one? | Golden Care is available 24 hours a day, 7 days a week. Our staff answers our phones around the clock to be able to start care as soon as possible. | |
| Does your company provide coverage in the event that the scheduled employee cannot make the shift? | Yes, we are dedicated to ensuring you or a loved one does not go without services. Our full time staff will be able to support in the absence of the scheduled caregiver. | |
| Does your company have a minimum of hours per shift? | No, we do NOT have any minimums. We believe that you should be able to get exactly the amount of care you need, whether it is a lot or a little. | |
| Do I have to sign a long term contract with your company? Do I have to pre-pay for services? | No, with Golden Care there are NO long term contracts. We ask our clients for a courtesy of 24 hour cancellation period. Unlike other companies, we do not require pre-payment or security deposit to start services. Our clients pay for services AFTER they are provided. | |
| Do you accept long term care insurance? | Yes, we work with most long term care insurance companies in order for our clients to get reimbursed for the money spent on services. | |
| What if there was a change in condition and the care plan need to be updated? | We understand that care needs can change regularly. You would call our office 24/7 and speak with our operations staff to update the care plan. Our staff will communicate all information to our caregivers immediately. | |

HOME CARE CHECKLIST

- Personal Care
- Companionship
- Meal Preparation
- Medication Reminders
- Transportation Services
- Ambulation Support
- Grocery Shopping & Errands
- Light Housekeeping and Laundry
- Assist with Exercise Regimens
- Safe transfers and injury prevention
- Respite Care
- 24/7 Care

If you or a loved one can benefit from any of the home care services listed on the checklist feel free to schedule your **FREE**, no pressure, in-home consultation.

Schedule your visit today!
(239) 440-2900