

# Researching home care options: what to look for

Provider Overview	Here To Help	Option 2	Option 3
Is the provider locally owned and operated?	Yes		
Does the provider answer the phone with a live team of specialists available 24/7?	Yes		
Does the provider offer medical and non-medical services?	Yes		
Does the provider have appropriate liability insurance?	Yes		
Are employees licensed, bonded and insured?	Yes		
Does the provider have an RN on staff?	Yes		

Caregiver Screening & Matching	Here To Help	Option 2	Option 3
Are all caregivers interviewed in person?	Yes		
Does the provider perform background checks, criminal record checks and medical screening?	Yes		
Does the provider perform reference checks on all caregivers?	Yes		
Are caregivers with cars available for transportation?	Yes		
Are caregiver arrival and departure times monitored remotely through an automated system?	Yes		
Does the provider replace a caregiver at a client's request at no additional fee?	Yes		
Do caregivers receive thorough orientation and on-going training?	Yes		

On-going Management & Supervision	Here To Help	Option 2	Option 3
Are free, in-person consultations with Care Designers or managers offered for families?	Yes		
Are free supervisory and follow up visits performed regularly by a Care Designer or manager?	Yes		

Happiness	Here To Help	Option 2	Option 3
In addition to clinical needs, are clients matched with caregivers who share the same passions, interests and hobbies?	Yes		
Is there a system to have clients get back to doing the things they love?	Yes		
Does the provider measure client happiness or enthusiasm?	Yes		



**905 251 2696**

Call for a **FREE** in-home assessment

**Home Care business serving the needs of the senior population in York Region & Uxbridge area**