

## *Which home care agency is right for me?*

Choosing a home health care agency is a very important decision in your life (or the life of your loved one). There are many different things to consider, all of which can affect your happiness, security, and quality of life. Use this helpful tool to compare different agencies, and be sure not to settle until you get all the answers you're looking for.





Are you or your loved ones considering in-home care? Use this helpful tool to compare agencies.

Questions you should ask before hiring a home care agency	Careforce Home Health Services ( <a href="http://www.careforce.ca">www.careforce.ca</a> )	Agency 2	Agency 3
How long has your agency been in business?	Since 1990		
What is your rating with the Better Business Bureau?	A+ (the highest possible rating)		
Are all caregivers fully insured to protect me against liability?	Yes		
Are all caregivers bonded and insured against theft?	Yes		
Do all caregivers possess current CPR/First Aid certification?	Yes		
Have all caregivers successfully passed a criminal record and vulnerable sectors check?	Yes		
Do you have a 'no smoking on the job' policy?	Absolutely		
How many hours is a minimum shift?	2 hours		
Are there a minimum number of shifts each week/month?	No		
If I wish to discontinue service at any time, how much notice is required	24 hours (there are never any long term contracts with Careforce)		
How soon can care begin?	Within 24-48 hours in most cases		
When is care available to me?	24 hours a day, 7 days a week, 365 days per year. We literally <i>never</i> close		
How many different caregivers will be coming to my home?	Between 3-6, in most cases		
When I call for help, do I talk to someone local?	Yes, we answer our phones locally 24 hours a day		
What do you charge for an initial assessment?	Nothing at all		
What are the qualifications of the person who will do my initial assessment?	You will be assessed by a Registered Nurse or a Licensed Practical Nurse		
How are your caregivers monitored?	All of our caregivers are monitored by a team of Nurses		
Are your caregivers protected by the Workers' Compensation Board of Nova Scotia?	Yes		

Are there any taxes, fees, or hidden surcharges for telephone consultations, quality assurance visits, or referrals that you make on my behalf?	Absolutely not. You will always know exactly what you will be paying when you choose Careforce.		
Will I pay an additional mileage fee for your caregivers to get to my home?	No. The only time you would ever pay for mileage is when a caregiver transports you using his/her own vehicle at your request.		
How are my caregiver(s) chosen?	We assign caregivers who are right for both your health needs and your personality.		
What if I don't bond with my caregiver?	Let us know. We will never send a caregiver back to your home if you are uncomfortable with them.		
How much notice do I need to provide to cancel a shift?	We ask that you provide us with 24 hours notice.		
How are your caregivers trained?	Many of our caregivers possess the CCA, HSW, or PCW designation. All of our caregivers receive regular training and on-the-job orientation.		

**What services do your potential agencies provide? Here are Careforce's answers (Yes = always; LTD = limited; No = never)**

Free in-home assessments	Yes	Medical/nursing care (RN, LPN)	LTD	Non-med care (CCA/HSW/PSW)	Yes	Homemaker/ home helper	Yes	Veterans Affairs Canada approved	Yes
Nurse on call 24 hours	Yes	Companionship	Yes	Laundry/ironing	Yes	Insurance/WCB approved	Yes	Alzheimer and dementia care	Yes
Overnight care	Yes	Liaison services	LTD	24 hour care	Yes	Personal care	Yes	Medical assistance	Yes
Respite care	Yes	Palliative care	Yes	Medication reminders	Yes	Light gardening	Yes	Home maintenance	LTD
Pet care assistance	Yes	Care of the disabled	Yes	Care of all ages	Yes	Weekends and holidays	Yes	Meal preparation	Yes
Ambulation and exercise assistance	Yes	Transportation to med appointments	Yes	Transportation (shopping, other)	Yes	In-home blood collection	No	Patient care aides/ hospital sitters	Yes
Running errands (without client)	Yes	Light housekeeping, vacuum/dusting	Yes						