

careforce

PROVIDING CARE BEYOND THE BASICS

Which home care agency is right for me?

Choosing a home 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.



Hiring a home care agency? Ask these questions and compare:	Careforce Home Care Agency (www.careforce.ca)	Agency 2	Agency 3
How long has your agency been in business?	Since 1988		
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?	Yes		
How many hours is a minimum shift?	2 hours		
Are there a minimum number of shifts each week/month?	No – As many or as few as you would like		
If I wish to discontinue service at any time, how much notice is required	24 hours (there are no 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?	That will depend on how often we are in your home each week or month		
When I call for help, do I talk to someone local?	Yes, we answer our phones either in New Glasgow NS or Kentville NS		
What do you charge for an initial assessment?	Nothing at all – it is complimentary		
Who will actually conduct my initial assessment?	You will be assessed by a Nurse		
Are your caregivers protected by the Workers' Compensation Board of Nova Scotia?	Yes		
How much notice do I need to provide to cancel a shift?	We ask that you provide us with 24 hours' notice.		

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Are there any taxes, fees, or hidden surcharges for telephone consultations, quality assurance visits, or referrals that you make on my behalf?	No, 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?	You pay mileage for outings in a caregiver's vehicle.		
How are my caregiver(s) chosen?	We assign caregivers with the experience to meet your health and personal needs.		
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 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 (LPN)	LTD	Non-med care (CCA/HSW/PSW)	Yes	Insurance/WCB approved	Yes	Medical assistance	Yes
Home Maintenance	LTD	Companionship	Yes	Laundry/ironing	Yes	Personal care	Yes	Meal preparation	Yes
Overnight care	Yes	Liaison services	LTD	24 hour care	Yes	Light gardening with client	Yes	Patient care aides/hospital sitters	Yes
Respite care	Yes	Palliative care	Yes	Medication reminders	Yes	Weekends and holidays	Yes	Dementia Education	Yes
Pet care assistance	Yes	Care of the disabled	Yes	Care of all ages	Yes	In-home blood collection	No		
Ambulation and exercise assistance	Yes	Transportation to med appointments	Yes	Transportation (shopping, other)	Yes	Veterans Affairs Canada approved	Yes		
Running errands (with or without client)	Yes	Light housekeeping, vacuum/dusting	Yes	Homemaker/ home helper	Yes	Alzheimer and dementia care	Yes		