



# A Servant's Heart In-Home Care


TRUSTWORTHY CARE FOR ADULTS LIVING AT HOME

CARING • CONSISTENT • DEPENDABLE

## The Checklist: Comparison of Service Level Guarantees

*No Other Company Promises The Same Service, Protection and Peace of Mind*

Toll Free (800) 777-4750 - [www.TrustworthyCare.com](http://www.TrustworthyCare.com)

	 A Servant's Heart In-Home Care	Brand X	Brand Y
<b>What are the most important questions to ask a home care company?</b>			
When was your company founded?	March 2003 – In business for more than 12 years		
How many caregiver visits has your company already provided?	More than 60,000 in-home caregiving visits		
How many clients has your company served?	Nearly 1,000 clients		
Is your company accredited?	YES – Accredited A+ by the Better Business Bureau		
How do you select your caregivers? Do you have specific selection criteria?	YES - We use very specific selection and screening criteria, described in more detail below.		
Are you a <b>full-service home care company</b> or just a registry or a domestic referral agency? In other words, are your caregivers all <b>employees of your company</b> ?	YES - We are a full-service home care company. Our caregivers are all employees of our company.		

<b>Does your company provide care for both short visits and around-the-clock care?</b>			
Can you provide around-the-clock care? (i.e. 24 hours a day, 7 days a week)	YES		
For less than around-the-clock care, what are your minimums?	Four hours per visit in most areas		

<b>How do I know that my caregivers will be properly supervised and quality control will be maintained?</b>			
Does your company conduct recurring quality control visits by a company representative to ensure that all promised service is being prepared and all company standards are being maintained?	YES – Depending upon the level of service that we are providing, such visits are conducted as frequently as once a week.		

<b>What happens if my assigned caregiver gets sick or cannot come for some other reason?</b>			
Do you promise that your company will NEVER miss a scheduled shift?	YES		
Can I speak to a company representative at any hour of the day or night if I have an emergency?	YES – Our phones are answered at ALL times by a company representative		




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Do you have systems in place to send you alerts if a caregiver does not arrive on time for a scheduled shift?	<b>YES – A specific company representative is always “on duty” to respond to such alerts.</b>		

<b>How do you make sure that my caregiver will know where I live and what my needs are?</b>			
Do you conduct a complete assessment before beginning to provide service?	<b>YES</b>		
Do you maintain a complete plan of service binder at my home with complete instructions regarding my routine care needs?	<b>YES</b>		
Will I get to meet my caregiver before care begins? How can I be certain that my caregivers will know where I live?	<b>YES –A company representative personally leads the caregiver to the client’s home and introduces the client to the caregiver.</b>		
Are there complete instructions about what to do in the event of an emergency, including <b>evacuation plans</b> ?	<b>YES</b>		

<b>Am I protected against claims brought by my caregivers against me or my family?</b>			
Are your caregivers <b>EMPLOYEES</b> of your company so that I am not responsible for payroll taxes, workers compensation insurance and bonding?	<b>Yes – We are the EMPLOYER of our caregivers. We are responsible for all aspects of our caregivers’ supervision, employment, safety and protection.</b>		

<b>How do you select and hire your caregivers? How can I be certain that my caregivers will be competent and trustworthy?</b>			
Are formal training, certification or experience required?	<b>YES</b>		
Driver’s license required?	<b>YES</b>		
Proof of car insurance required?	<b>YES</b>		
Good driving record required?	<b>YES</b>		
Do you do a criminal background check on your caregivers, and if so, how?	<b>YES – We use Live Scan fingerprint checks with the California Department of Justice, including subsequent reporting of arrests, if any, that take place after the date of the Live Scan check.</b>		
Do you require that your caregivers have <b>CURRENT TB test clearance</b> ?	<b>YES - Our caregivers must renew their TB certification annually.</b>		



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Do you test new caregivers to ensure that they have the knowledge and skills required to provide competent care?	<b>YES – we test them during our interview process and we evaluate their knowledge, skills and performance at least annually.</b>		
Do you make sure that your caregivers renew their driver's license, auto insurance, auto registration, Certified Nurse license, TB clearance and other significant permits and documents before they expire?	<b>YES – We have a system that tracks these renewal dates. If caregivers fail to renew any of these items, they are immediately taken off their assignments and replacements are assigned to their clients.</b>		

### What benefits do you provide to your caregivers so that they continue to learn and grow professionally and personally?

Do you provide <b>sick leave</b> for your caregivers?	<b>YES</b>		
Do you provide <b>ongoing training and continuing education</b> ?	<b>YES</b>		
Do you have a California certificate authorizing you to provide continuing education credits for Certified Nurse Assistants?	<b>YES</b>		

### Are you an established, credible company with identity and history in North County?

Do you have real offices or do you operate from your home? (Some agencies operate from the owners' living room or garage.)	<b>YES – We have a professional office in San Marcos with office, training, and operations management space.</b>		
Do you carry professional liability insurance? If so, how much?	<b>YES – We carry a \$1 Million Professional Liability Insurance policy</b>		
Do you have a website where we can go for more information?	<b>YES – Our website is at <a href="http://www.TrustworthyCare.com">www.TrustworthyCare.com</a></b>		