



NOT ALL HOME CARE IS ALIKE...

- From the very first contact, are they responsive, informative, and professional?
- Do they seem to understand the entire landscape of eldercare in order to recommend resources to the family, as needed?
- Do their caregivers and care managers (if they have them) use a personalized care plan?
- Do they supervise caregivers, and what is that process? (A New York times survey found that only 23% send someone to check on the status of care.)
- Is there an orientation, training, and ongoing education program in place?
- Is consistency of caregivers a primary goal?
- Are they willing to prove they conduct background checks on their caregivers? (It's easy to say "yes we do.")
- Are caregivers hired as employees so you won't have to worry about workers' comp or unpaid employment tax?
- Above all, use your instincts. And don't settle for anything less than your loved one deserves.

Home Care Assistance is the leading provider of in-home care for seniors. We work closely with family members to provide older adults with quality care that enables them to live healthier, more independent lives at home. Founded in 2002, our services are distinguished by the caliber of our caregivers, the responsiveness of our staff and our expertise in Live-In care. We embrace a positive, balanced approach to aging centered on the evolving needs of older adults.

When hiring home care help, ask tough questions up front and avoid surprises later. Below are quotes from families we serve and medical and senior care professionals with whom we work.

"I learned my lesson: You do get what you pay for. I chose the other company because they were \$4 less an hour. However, they sent 7 different people in the first 10 days. Every day was so stressful for my Mom not knowing who was going to knock at the door. This is not what I had in mind."

– *Chris P., whose mother has Alzheimer's*

"My Dad needs care 7 days a week, 5 hours a day. Right now, I'm looking at an entire weekend with open shifts that the other company told me they couldn't fill. I had plans for the weekend that I need to cancel. If you tell me you will never have open shifts, we're switching to you immediately."

– *Beth J., whose father lives with her family*

"The company we have now pays barely above minimum wage – and it shows by the people they are sending. I want professionals who have experience in this field, you pay well, so I'm sold."

– *Max L., whose wife has Parkinson's*

"Home Care Assistance raises exactly the right banner in promoting The Balanced Care Method™ as the foundation for all good care. In the rush of medical care systems that focus almost exclusively on problems, The Balanced Care Method encourages an approach which emphasizes creating strengths. For centuries we have known that better health in aging is tied to physical, emotional, social, and spiritual factors. Regardless of diseases, building on these basic of good health matters. Home Care Assistance is about foundation-building – for elders, families, supportive friends and, ultimately, for your health care team."

– *Dr. Dennis McCullough, MD, Author, "My Mother, Your Mother" and Founder, Slow Medicine Movement in Geriatrics*

