



Questions to Ask When Looking for a Home Care Agency

Is in-home care affordable?

Rates for in-home care vary depending on each client's needs. To determine the rate for your specific care needs, contact a Compassionate Care office near you.

Do you have anyone who can visit the family, free of charge, to explain the services before we start?

Yes. Compassionate Care will schedule a visit, at your convenience to introduce the client and their family to the company. During this meeting we will explore the options the client has for services and payment. Compassionate Care will research and contact different resources that may assist you with financial and other concerns.

Do you have a minimum amount of hours that I must use daily?

Yes. Many agencies require their clients to have at least 4 hours per shift. Compassionate Care only requires a 3 hour minimum per shift.

If there is bad weather will someone make it out to check on the safety of the client?

Yes. Compassionate Care will make phone calls to the homes of each client if bad weather prohibits an aide from providing services. If necessary, we will send someone to check on the well-being of the client.

Can your staff do cleaning, laundry and cooking?

Yes. Compassionate Care will do everything we can to make the client's stay at home as comfortable as possible.

Can the employee take the client to appointments, get groceries or run errands?

Compassionate Care caregivers are able to assist clients with personal care, supervision, and companionship outside of the home.

Can medications be set up by a nurse weekly or monthly to know the client is taking them correctly?

Yes. If a medication setup is requested, Compassionate Care will send a nurse to the client's home to set up the medications and make sure they are being taken properly. A nurse will also be available to answer any questions you may have.

Do you provide a nurse to monitor the staff and client? Can they medically manage the client?

Yes. All Compassionate Care offices have a nurse available 24 hours a day for medical questions or concerns. This nurse will also assist the client and their family in setting a care plan that works for the client.

Do you have a nurse and scheduling person on call 24 hours a day, 7 days a week for emergencies?

Yes. Compassionate Care utilizes a phone system that forwards all after-hours calls to a scheduling staff member.

Am I allowed to change the staff if I wish?

Yes. Compassionate Care strives to match employee personalities with client personalities. When conflicts arise we will send another aide as quickly as possible.

Am I allowed to change the schedule on short notice?

Yes. Private Pay clients are allowed to adjust their scheduled hours whenever needed. Giving Compassionate Care as much notice as possible ensures that we will be able to make the necessary changes.

Can I start or stop services at any time?

Yes. Compassionate Care will only provide services for as long as the client wishes.

What happens if my worker is injured at work?

Compassionate Care provides workers' compensation for all employees. Some agencies act as a "middleman." They may not provide insurances for that aide in the event they are injured. In some unfortunate situations, the client may be liable for caregiver injuries received while working.

Do you do background checks on the employees?

Yes. Background checks are completed on all Compassionate Care employees.

Can the employee meet the client first?

Yes. Compassionate Care encourages its employees to introduce themselves to the client, whether it be a face-to-face visit or a telephone call.

What type of training does the staff have?

Compassionate Care employs people with all sorts of training backgrounds. If your case requires an aide trained in a specialty area we will make arrangements for such training.

Are visits made to the home to check up on the employee?

Yes. Compassionate Care makes supervisory visits to client's homes, as well as phone calls.

What happens if my aide doesn't show up?

Compassionate Care will make every effort to replace your scheduled caregiver if they are unable to provide care on a given day. If an aide does not show up we ask our clients to call our toll free number so we may send replacement staff as soon as possible. If the caregiver you hired privately becomes ill, is not able to provide care, or is injured on the job, problems may arise.

Even if I use the agency part of the time can I call if friends or family can't come?

Yes. Private Pay clients are allowed to set their schedules in such a way that care is provided when needed. In the event that a friend or family member is unable to provide care during a time which Compassionate Care is not there, we will make every effort to send an aide to care for the client. Remember, giving Compassionate Care as much notice as possible will make it easier for us to provide the care you need.

Let us send someone from Compassionate Care to meet with you and your loved one to discuss all your options when home care is needed. Let us provide Compassionate Care for you and your loved one. Call us with any questions you may have and to set up a free, no obligation consultation.

A Legacy of Caring for Michigan Families

1-877-308-1212 • www.CompassionateCareMi.com