



Choosing the Right Care Agency: *10 Questions to Ask*



When your senior loved one begins to experience challenges with daily routines, it's time to make some important decisions about long-term care.

But those decisions aren't easy. You want to be confident that the care provider you choose can assist your family member while also maintaining his or her independence and dignity.

Home care is an excellent way to provide assistance with tasks like meal preparation, transportation, medication reminders, and mobility. It's also a good way to gain peace of mind that your loved one will receive compassionate care while continuing to enjoy the comfort of home.

It can be difficult to choose the right home care agency from among the many options available to you in Ohio. Agencies differ widely in the quality of services, pricing structure, and professionalism they offer. Will the caregiver be reliable during Ohio's snowy winters? Will your loved one be able to call during the night if he or she needs help? Can you depend on the caregiver to treat your Mom or Dad with kindness and respect?

These are important questions, and they aren't the only ones you should ask before you choose a home care agency. To help you make the best possible decision, we've put together the following list of ten questions to ask each care agency representative you speak with.



Before You Call a Care Agency:

- Make a list of the services you think your loved one will need.
- Consider how you prefer to be updated on your family member's care plan: online, by telephone or email, or in person.
- Think about the pros and cons of choosing a home care agency as compared with an assisted living facility or skilled nursing facility.
- Check to see if you qualify for any financial assistance programs in Ohio such as Medicaid's PASSPORT Waiver.

Choosing the Right Care Agency:

10 QUESTIONS TO ASK



1

What specific services do you provide?



2

Are services available 24 hours per day, 7 days per week?



3

How do you ensure and measure quality of care?



4

How long have you operated in Ohio?



5

How do you monitor and document the care each patient receives?



6

How do you select and screen your caregivers? Are they employees?



7

What training do you require for caregivers?



8

How do you match caregivers with clients?



9

What should I do if I'm unhappy with the service or caregiver?



10

What is your rate and billing structure, including any extra fees or deposits?



About Cherished Companions Homecare

Cherished Companions Home Care was founded by Douglas Wilber to meet the growing need for care in our community. During his 21 years in the Health Care and Pharmaceutical Division of Procter and Gamble, Doug developed a special understanding of the needs of medical patients, particularly seniors. Having experienced the effects of aging in his own family, he decided to apply his unique knowledge and concern professionally, in order to help those in need of non-medical care at home. Doug's goal was to create a company that provides unsurpassed compassionate care at an outstanding value, thus allowing more people to enjoy independence in the comfort of home. Cherishing people, and their need for independence, is at the very heart of Cherished Companions.