

20 QUESTIONS

TO ASK A HOMECARE AGENCY BEFORE HIRING THEM



1	Does the agency carry liability insurance, workers' compensation, and auto insurance? Client should be protected from any injuries, theft, & other care-giver related issues.	Yes			
2	Does the agency conduct the following checks of all caregivers? It is important to know what due diligence has been completed on any person entering the home.				
	Drug Testing	Yes			
	Sex offender registry	Yes			
	National background checks	Yes			
	Local background checks	Yes			
	Driving records	Yes			
	CPR/1st Aid certifications	Yes			
	TB screening	Yes			
3	Is the agency notified if anything changes negatively in the caregiver's background while working? Things can change during the course of employment. Clients should have peace of mind knowing their agency will be notified immediately of changes.	Yes			
4	Are the caregivers a W2 employee or a contractor using a 1099 model? 1099 (worker/contractors) cannot be actively directed by the agency. Agency can lose control of outcomes, process, and may not be properly insured.	W2			
5	Does the agency utilize cutting-edge technology to track caregiver attendance and compliance to agreed plan of care? GPS technology allows the agency to know caregivers are clocked in on time, in the proper location, and following the plan of care as agreed.	Yes			
6	Does the agency provide 24/7 office support? Clients should be able to reach someone in the agency at all times, nights, weekends, and holidays.	Yes			
7	What is the agency minimum required hours? It is important for clients to know their minimum costs for care services.	None			
8	Is the agency all-inclusive or a la carte? Some agencies quote low rates for minimum services and will add increased costs when client requires bathing or services that aren't included.	All included in price			
9	Are caregivers able to provide transportation services? It is a comfort for family members to know if the agency has the ability to take the client into the community safely with insurance coverage.	Yes			
10	Does the agency conduct supervisory visits to monitor caregiver performance? Conducting supervisory visits assures the agency and client family members that services are being delivered at a high standard.	Yes			
11	Is the agency approved to provide all Direct Care Worker State of Arizona certifications? It is important to know if the agency is approved & trusted by the State to conduct their own training & certifications.	Yes			
12	Does the agency have a support model in place to cover gaps in coverage in the event the caregiver is unable to work a shift? Quality agencies will have contingency plans in place to support the client and ensure all shifts are covered.	Yes - 4 On-Call			
13	Does the agency provide specific training that covers important topics that can help prevent hospital admissions? Caregivers should be able to identify early warning signs of possible health issues and bring them to the attention of the agency and families.	Yes			
14	Can the agency provide access to personal emergency response systems and medication management solutions? It is valuable to have an agency that has partnerships in place to integrate emergency response systems into the care process.	Yes			
15	Will the agency provide a free in-home assessment? An assessment is necessary in order to understand client's care needs and is informational in nature.	Yes			
16	Does the agency have an A+ rating from the Better Business Bureau (602 264-1721)? Great resource to check for any reported issues for any agency.	Yes			
17	Will the agency manage insurance billing for the client and family? Insurance billing is time consuming, confusing, and frustrating. It is valuable to have an agency that will manage this for the client/family.	Yes			
18	Does the agency have programs in place to assist the client in qualifying for VA and/or Medicaid paid services? Will the agency exhaust every avenue to help families receive paid services instead of paying out of pocket?	Yes			
19	Will the agency provide family assistance training? It is valuable when the agency is willing to provide family training for the times when the agency caregivers are not scheduled in the home.	Yes			
20	Is the agency a member of Arizona Non-Medical Homecare Association (AzNHA)? Members of AZNHA are held to a higher standard of operations and compliance than other non-membered agencies.	Yes			



Arizona Long Term Care Cost Averages

Type of Care	Average Rate	Average Yearly Rate
Nursing Home	\$248/day	\$90,520
Assisted Living Facility	\$3,550/month	\$42,600
Private In-Home Care	\$21/hour	\$21,840

**Information from MetLife*

Hiring a private in-home care agency can save you a lot of money and stress, knowing that your family member will be safe and secure while being monitored by professionals.

10 Warning Signs of Alzheimer's

It is difficult to discern the difference between the typical age-related changes and behaviors associated with Dementia and/or Alzheimer's. Below are the 10 signs identified by the Alzheimer's Association. "Early Detection does matter..."

1. Memory loss that disrupts daily life
2. Challenges in planning or problem solving
3. Difficulty completing familiar tasks
4. Confusion with time and place
5. Trouble understanding visual images and spatial relationships
6. New problems with words in speaking or writing
7. Misplacing things and losing ability to retrace steps
8. Decreased or poor judgment
9. Withdrawal from work or social situations
10. Changes in mood and personality

Devoted Guardian's Services



Devoted Guardians' personalized care plans provide the following services depending on the individual's needs:

- Personal Care
- Companion Care
- Respite Care
- Hygiene and Grooming
- Toileting/Incontinence Care
- Bathing
- Meal Preparation
- Medication reminders
- Safe Transfers (from bed to chair, chair to toilet, etc.)
- Transportation
- Housekeeping
- Errands and Shopping

AGENCY CONTACT INFORMATION: 480-999-3012 • www.DevotedGuardians.com • info@devotedguardians.com

Devoted Guardians covers the following areas: Phoenix, Scottsdale, Glendale, Peoria, Sun City area, Tempe, Mesa, Gilbert, Chandler, Gilbert, Sun Lakes, Apache Junction, San Tan Valley, Gold Canyon, Maricopa