

Make the Best Home Care Choice

Get the answers you need to find the right care for your family.



When setting up in-home care, it's easy to focus just on the cost of care. But many factors can affect the quality of your loved one's care—and your family's overall care experience. Who handles issues—small or large—when they arise? What if a caregiver cancels or gets sick? Who determines safety protocols? Is there a process for tracking the care plan and keeping family members informed?

Be sure you're getting all the information you need to make the right home care choice for you and your loved one.

Important questions to ask when considering your options:

- ✓ **Quality.** How do you verify the skills, reliability, and quality of your caregivers?
- ✓ **Backup.** What happens if a caregiver gets sick or can't make a scheduled visit?
- ✓ **Performance.** Who manages your caregivers day-to-day? And what if there's a problem with performance or caregiving style?
- ✓ **Insurance.** Who's legally responsible if a caregiver gets sick or injured?
- ✓ **Communication.** How do you know what happens during each visit—and how your loved one is doing?

Caring for your loved one is a big responsibility. Let us help.



**Private
Caregiver or
Staffing Agency**

Cost and Responsibility

Hourly cost of care	\$	\$\$
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Insurance and Workers' Compensation	Family	Yes
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Hiring, payroll, and tax withholding	Family	Yes
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Caregiver Quality

Comprehensive state and federal background check, including multi-panel drug screen	Family	Yes
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Screening interview	Family	Yes
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Minimum 6 months paid caregiving experience required		Yes
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In-person training	Family	Yes
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Caregiver Performance

Backup when caregiver is sick or cancels	Family	99% reliability
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24/7 caregiver phone support	Family	Yes
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Support and Communication

Protective equipment procurement	Family	Yes
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Documented Care Plans		Yes
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Digital notes and safety checks for caregivers		Yes
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Care Notes and Wellness Checks at each visit		Yes
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24/7 phone support for care recipient	Family	Yes
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(210) 342-2273
rivercityhomecare.com

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