



FAQ's

What services does Divine Home Care provide?

- ✓ Hourly Care
- ✓ 24-hour Care
- ✓ Respite Care
- ✓ Hospice Support Care
- ✓ Rise & Shine Care (a.m.)
- ✓ Tuck-in Care (p.m.)
- ✓ Surgery Recovery Care
- ✓ Spa Day Services (at home)
- ✓ Split Shifts
- ✓ Sitter Care (in facility/hospital)
- ✓ Cleaning Services/Home Preparation
- ✓ Weekly Online Grocery Shopping
- ✓ Transportation
- ✓ If you don't see it here, just ask...

What type of care needs will Divine Home Care caregivers/personal attendants provide?

- ✓ Bathing
- ✓ Light Housekeeping
- ✓ Personal Grooming
- ✓ Meal Preparation
- ✓ Dressing
- ✓ Feeding
- ✓ Incontinence Care
- ✓ Medication Supervision
- ✓ Assistance with Exercises
- ✓ Client's Laundry
- ✓ Escort to Medical Appointments
- ✓ Assistance with Shopping & Errands
- ✓ Transportation Services

What type of caregivers/personal attendants does Divine Home Care provide?

- ✓ Experienced Companions & Personal Attendants/Caregiver
- ✓ Certified Nurses Assistants
- ✓ Certified Home Health Aides

What exactly is Divine Home Care's complimentary assessment?

Our complimentary assessment is comprised of our Community Liaison meeting you at the hospital, your home, or a place of your choice to review the care needs of you or your loved one. Our in-home assessment will also provide information to you about Divine Home Care and our services, and will allow us to match the right caregiver/personal attendant with your loved ones needs. The assessment is an important part of helping us to develop a personalized Plan of Care. This is a no-commitment assessment and is a service provided to our clients at no cost. If you are interested in a complimentary assessment, call us today. East Bay (510) 639-9088 Peninsula (650) 931-2299.

Does DHC require a time-commitment contract?

No, Divine Home Care does not require a time-commitment contract, and you can cancel services at any time.



FAQ's

What requirements are completed before a caregiver becomes part of the DHC Care Team?

- ✓ Background Check and Fingerprinting
- ✓ Social Security Verification
- ✓ Professional Reference Check
- ✓ DMV Record Check
- ✓ Work History Verification
- ✓ Certification Verification
- ✓ Internal Orientation Internal Orientation

Is Divine Home Care insured & bonded?

YES. DHC meets all Federal and California requirements for insurance and bonding.

Does hiring Divine Home Care protect me from liability for unemployment, employment taxes or workers' compensation?

YES. DHC provides you protection from these types of liabilities and/or penalties, and in-turn peace of mind.

Does Divine Home Care have direct employees versus contracted caregivers?

YES. DHC's Care Team is our family, and we pride ourselves in providing direct employment, including benefits.

Does Divine Home Care have staffing personnel available 24 hours/day, 7 days/week?

YES.

East Bay: Monday through Friday 9am-5pm (510) 639-9088 After Hours/On Call (510) 816-3891

Peninsula: Monday through Friday 9am-5pm (650) 931-2299 After Hours/On Call (650) 504-5077

How does in-home care differ from institutional care?

- ✓ Home care provides one-on-one attention, which is not typical in an institutional setting. Caregivers/personal attendants provide care that attends to specific personal needs, such as preventing falls, wandering, bed sores, at-home injuries, and monitors the status of you or your loved one's health and wellbeing.
- ✓ Home care prolongs independence allowing individuals to continue their activities of daily living at home versus on the schedule of an institution. Home care serves individuals that want to remain at home as long as possible, and helps make that wish a reality.
- ✓ Home care can improve the quality of life by allowing individuals to remain in their home, while maintaining a lifestyle that they are familiar with and enjoy. Home care clients can continue living with their belongings, and in an environment that is familiar, at HOME.

for more information go to: divinehomecareCA.com
East Bay (510) 639-9088 Peninsula (650) 931-2299
info@divinehomecareCA.com



FAQ's

Does Divine Home Care provide respite care?

YES. DHC provides respite care, which is relief for a family member or primary caregiver that is providing care for your loved one. Primary caregivers sometimes need a mental, physical or emotional break from caregiving to avoid burnout. DHC is your respite care resource.

How does DHC ensure quality care?

DHC goes above and beyond to ensure that you or your loved one is receiving personalized, quality care through our Quality Assurance Program. Our Quality Assurance Coordinator executes drop-in visits to assess the performance of our caregivers and monitor the client and their home. In addition, we provide ongoing visits to clients that have specialized care needs, have recently restarted service, or have had a recent change in health condition. All DHC clients receive a Plan of Care and are provided DHC's "Your Life – A Guide and Care Journal for Divine Health", which allows families and caregivers to communicate and document daily activities, and monitor the client's care and daily activities.

Why should I use Divine Home Care services instead of hiring a caregiver privately?

- ✓ DHC saves you time, stress and legal/financial exposures of hiring a caregiver directly. Recruiting, interviewing, reference checking, background screening, legally employing, scheduling, monitoring and obtaining caregiver replacements takes substantial time and financial resources, which is a major benefit of using our services.
- ✓ DHC's services shields you from liabilities connected to back taxes, workers compensation insurance fees and other related private hire requirements, which can be an additional financial burden for you or your loved one.
- ✓ Our clients sometimes need additional services that Divine Home Care does not directly provide, such as: hospice, home health care, and financial and legal assistance (trusts, Veteran Assistance, etc.). DHC is your community resource to connect you with the correct services that will benefit your individual situation, no matter what it is.

Can Divine Home Care personal attendants/caregivers provide transportation?

Approved driving caregivers/personal attendants can provide transportation for errands such as doctors' appointments, shopping, recreational activities, etc. DHC also provides transportation for periodic appointments.

Does DHC provide services in other locations, such as: nursing homes, assisted living facilities, and hospitals?

Yes. DHC provide services at any location that fits you or your loved one's needs.



FAQ's

Will my DHC caregiver assist with medications, injections, medical advice/duties?

Due to our observance of the law, your personal attendant/caregiver cannot physically dispense any medications, which includes injections and related medical treatments. Your personal attendant/caregiver can provide medication reminders and assistance, but is not permitted to administer or manage medications.

What happens if my personal attendant/caregiver is ill or requests a day off?

If your caregiver reports an illness or other conflict, DHC will notify you and provide a replacement caregiver.

What happens if I want to change my caregiver/personal attendant?

If your DHC personal attendant/caregiver is not the right match for you, we will provide a replacement per your request.