



## Free Guide to Choosing a Home Care Agency

	YES	NO	DHC
<p>1. <b>Is the provider a reputable, established home care provider?</b>  <i>DHC has been a trustworthy, local home care provider since 2007.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>2. <b>Is the agency bonded and insured?</b>  <i>DHC is fully bonded and insured to protect the interests of their clients.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>3. <b>Does the agency provide a free, no-commitment assessment?</b>  <i>A DHC Community Liaison will meet with your family to discuss care needs at the location and time of your choice, with no obligation of starting services.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>4. <b>Is a deposit, contract or pre-payment required?</b>  <i>DHC does not require a deposit, time commitment contract or pre-payment.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>5. <b>Does the agency directly employ their caregivers?</b>  <i>DHC personal attendant/caregivers are direct employees so that the liability of payroll taxes and workers compensation does not have to be personally covered by clients.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>6. <b>Do all employees undergo fingerprinting, background and full reference checks?</b>  <i>DHC applicants must undergo an extensive application process including fingerprinting, background &amp; reference checks, orientation and training prior to employment consideration.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>7. <b>Does the agency provide Quality Assurance visits?</b>  <i>One of the many ways DHC provides the highest level of care is by requiring drop in visits from our QA Coordinator who monitors personal attendant/caregiver performance and client health &amp; safety.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>8. <b>Are employees provided with ongoing training and education?</b>  <i>DHC requires annual care training and also provides ongoing educational classes.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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



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<b>9. Is the agency staff available 24 hours a day, 7 days a week?</b> <i>DHC Staffing Coordinators are available 24/7 for any scheduling changes and any day-to-day needs.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>10. Does the agency create a Plan of Care for each client?</b> <i>DHC Community Liaisons will create a Plan of Care to align your loved one's needs with our care services.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>11. Can client's schedules be easily viewed online?</b> <i>DHC provides secure online viewing of client care calendars, allowing family access at any time.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>12. Does the agency work with long-term care insurance?</b> <i>DHC communicates all necessary requirements to any long-term care company on an ongoing basis.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>13. Does the agency have additional resources to help with your loved one's needs?</b> <i>DHC has formed many relationships to provide our clients with a one-stop, full service care solution.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>14. Does the agency meet all of my requirements?</b> <i>DHC is available to answer any further questions regarding additional needs specific to your loved one.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

\*This material is provided for information only and is neither advice nor a substitute for proper medical care. Consult a qualified healthcare professional who understands your particular history for individual concerns.

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