

# DEFINING the Differences



Some suggested questions to ask when looking for an in-home care provider.

## Compassionate Professionals

## ANSWERS

### **Are your care providers your employees?**

*Who obtains liability and workers' compensation insurance? Pays applicable payroll-related taxes? Handles scheduling and any performance issues?*

### **What type of screening do your care providers go through?**

*Criminal background checks? Drug screening? Reference checks?*

### **What type of training do your care providers receive?**

*Ongoing? Alzheimer's? Personal care?*

## Responsiveness

**How much notice do you need to set up services?**

**Do you offer 24/7 office support?**

**How do you communicate care plans with the family?**

## Quality Care

**What steps do you take to help ensure compatibility between your care providers and clients?**

**Do you have a quality assurance program? If so, please describe?**

## Community

**Are you locally owned?**

**Do you give back to any community non-profits that serve seniors or support senior causes?**

Learn more about how the local Home Instead Senior Care office is enhancing the lives of aging adults and their families in your community. Visit [HomeInstead.com/470](http://HomeInstead.com/470) or call (773) 463-3500.

