

The San Francisco Bay Area is home to throngs of home care agencies. No company is one size fits all, and it can be overwhelming to take on the task of choosing which agency is best for your loved one. Here are 10 things to keep in mind when considering home care services:

| <b>Questions to Consider When Choosing a Home Care Agency</b>   |    | Agency #2 | Agency #3 |
|---|---|-----------|-----------|
| Has the agency been responsive and professional?  |   |           |           |
| Is the agency bonded, insured, and state licensed?  | Care for Seniors is state licensed by California's Department of Social Services, and all staff are registered with the state in their role. Additionally, all staff of our agency are bonded and insured.  |           |           |
| Are the caregivers direct employees of the agency?  | Care for Seniors caregivers are directly employed by the company, taking the burden of responsibility for payroll and injury liability off our clients.   |           |           |
| Is the agency providing training that is consistent with the training mandated by the California Department of Social Services? | As a licensed home care agency, we are required to comply with the State of California, ensuring our staff have been appropriately trained as mandated by the Department of Social Services. In addition to this requirement, Care for Seniors also offers continuous and diagnosis specific training to our caregivers to ensure best practices are always followed. |           |           |
| Will the agency provide another caregiver if the first one is not a good match?   | Absolutely. Client satisfaction is a primary goal. If a caregiver is not the right fit, we will make every effort to quickly resolve the matter, including replacing the caregiver.   |           |           |
| In case of emergency will the agency provide a backup caregiver?  | Care for Seniors is always willing to provide emergency caregiver support. If an urgent home care need should arise, clients can rest assured knowing we are only one phone call away, ready to serve. Our offices can be reached by simply dialing 1-866-929-9669, 24 hours a day.   |           |           |
| Is a member of management available 24/7?   | Care for Seniors' management can ALWAYS be reached. Simply dial 1-866-929-9669 to be connected with the manager on duty.  |           |           |
| Does the agency provide regular reassessments of a clients needs?   | Care for Seniors performs an initial assessment upon inquiry for services, as well as ongoing Quality Assurance visits. With information gathered from the QA visits and caregiver notes, Care for Seniors conducts reassessments as appropriate for each client's individual progression.  |           |           |
| How long has the agency been in business?   | Care for Seniors opened its doors in 1997, and has been proudly been serving the Bay Area for over 24 years.  |           |           |
| Will the agency provide a complimentary in person assessment?   | Complimentary In-Person Needs Assessments are available to all who are interested in Care for Seniors services. During this assessment, we gain an in-depth understanding of what care is needed to create an individualized plan of care to support our clients in their desire to age in place.   |           |           |

For more information on things to consider when choosing home care for a loved one, or information on Care for Seniors' services, we invite you to visit our website at [www.careforseniorsagency.com](http://www.careforseniorsagency.com), or call 1.866.929.9669, 24 hours a day.