




**A Servant's Heart Senior Care**  
**Trustworthy Care For Seniors Living at Home**

**The Checklist: Comparison of Service Level Guarantees**

*No Other Company Promises The Same Service, Protection and Peace of Mind*


**Toll Free (800) 777-4750 - San Marcos (760) 744-8200 - Carlsbad (760) 729-5992 - [www.TrustworthyCare.com](http://www.TrustworthyCare.com)**

|  |  <b>A Servant's Heart Senior Care</b>   | Brand X | Brand Y |
|--|--|---------|---------|
| <b>What are the most important questions to ask a home care company?</b>   |  |         |         |
| How do you select your caregivers? Do you have specific selection criteria?  | <b>YES</b><br>We use ten very specific selection and screening criteria, described in more detail below.   |         |         |
| Are your caregivers all employees of your company or are they independent contractors?   | <b>YES</b><br>Our caregivers are all company employees.  |         |         |
| Do you promise that you will NEVER miss a scheduled shift? If so, what structure do you have in place to keep that promise?  | <b>YES</b><br>We always have backup caregivers on call and we have special technology in place to make sure that OUR caregivers are truly on the job when and where they are supposed to be. |         |         |
| Have you EVER placed any caregivers who were later proven to be guilty of dishonest acts or client abuse?  | <b>NO</b><br>We have never had such incidents. We attribute this to our stringent caregiver screening and selection criteria and to our frequent, close supervision of our caregivers.       |         |         |
| <b>Does your company provide care for both short visits and around-the-clock care?</b>   |  |         |         |
| Can you provide around-the-clock care? (i.e. 24 hours a day, 7 days a week)  | <b>YES</b><br>We offer both hourly care and live-in care for clients who require around-the-clock care   |         |         |
| For less than around-the-clock care, what are your minimums?   | <b>Four to Eight Hours per Visit (in most areas), depending upon availability of caregivers</b>  |         |         |
| <b>How do I know that my caregivers will be properly supervised and quality control will be maintained?</b>  |  |         |         |
| Does your agency conduct recurring quality control visits by an agency representative to ensure that all promised service is being prepared and all agency standards are being maintained? | <b>YES – Depending upon the level of service that we are providing, such visits are conducted as frequently as once a week.</b>  |         |         |



**A Servant's Heart Senior Care**  
**Trustworthy Care For Seniors Living at Home**


**The Checklist: Comparison of Service Level Guarantees**

|   |  <b>A Servant's Heart Senior Care</b>   | Brand X | Brand Y |
|---|--|---------|---------|
| <b>What happens if my assigned caregiver gets sick or cannot come for some other reason?</b>  |  |         |         |
| Do you promise that your agency will NEVER miss a scheduled shift?  | <b>YES</b>   |         |         |
| Has your agency EVER missed a scheduled shift?  | <b>NO</b>  |         |         |
| Can I speak to an agency representative at any hour of the day or night if I have an emergency?   | <b>YES – Our phones are answered at ALL times by an agency representative</b>  |         |         |
| Do you have systems in place to alert you if a caregiver does not arrive on time for a scheduled shift?   | <b>YES – An alert message is sent to designated agency representatives if a caregiver does not clock in when a visit is scheduled to start. A specific company representative is always “on d” to respond to such alerts and to ensure that service is provided.</b> |         |         |
| <b>How do you make sure that my caregiver will know where I live and what my needs are?</b>   |  |         |         |
| Do you conduct a complete assessment before beginning to provide service?   | <b>YES</b>   |         |         |
| Do you maintain a complete plan of service binder at my home with complete instructions regarding my routine care needs?  | <b>YES</b>   |         |         |
| In the plan of service binder at my home are there also complete instructions regarding what to do in the event of an emergency, including <b>evacuation plans</b> ?                      | <b>YES</b>   |         |         |
| Will I get to meet my caregiver before care begins?<br>How can I be certain that my caregiver will know where I live?   | <b>YES – Whenever a caregiver and a client are going to meet for the first time, an agency representative personally leads the caregiver to the client's home and introduces the client to the caregiver.</b>  |         |         |
| <b>Am I protected against claims brought by my caregivers against me or my family?</b>  |  |         |         |
| Are your caregivers EMPLOYEES of your agency so that I am not responsible for payroll taxes, workers compensation insurance and bonding? (If not, who IS the employer of the caregivers?) | <b>Yes – We are the EMPLOYER of our caregivers. We are responsible for all aspects of our caregivers' supervision, employment, safety and protection.</b>  |         |         |



**A Servant's Heart Senior Care**  
**Trustworthy Care For Seniors Living at Home**


**The Checklist: Comparison of Service Level Guarantees**

|   |  <b>A Servant's Heart Senior Care</b>  | Brand X | Brand Y |
|---|---|---------|---------|
| <b>How do you select and hire your caregivers? How can I be certain that my caregivers will be competent and trustworthy?</b>   |   |         |         |
| Are formal training, certification or experience required?  | <p><b>To work for our agency as a Home Care Aide, each Home Care Aide must either:</b></p> <p><b>1) Be a Certified Nurse Assistants, or</b></p> <p><b>2) Have significant prior caregiving experience</b></p> <p><b>To work for our agency as a Companion, each Companion must demonstrate competency in all Companion tasks before working with our clients.</b></p> |         |         |
| Driver's license required?  | <b>YES for caregivers working with clients who require transportation</b>   |         |         |
| Proof of car insurance required?  | <b>YES for caregivers working with clients who require transportation</b>   |         |         |
| Good driving record required?   | <b>YES for caregivers working with clients who require transportation</b>   |         |         |
| Do you do a criminal background check on your caregivers, and if so, how?   | <b>YES – We use a detective agency that checks for ANY convictions in the criminal court records in ALL the counties for the past 7 years (the maximum period permitted by California labor law).</b>   |         |         |
| Do you require that all employees be United States residents for at least the past seven years? This is relevant for the sake of performing a meaningful criminal background check – if someone has lived outside the USA a complete criminal records check really cannot be conducted. | <b>YES – to ensure that they have no criminal history – otherwise, they have to work for some other agency</b>  |         |         |
| Do you require that your caregivers have CURRENT TB test clearance?   | <b>YES – Our caregivers must renew their TB certification annually.</b>   |         |         |
| Do you test new caregivers to ensure that they have the knowledge and skills required to provide competent care?  | <b>YES – we test them during our interview process and we evaluate their knowledge, skills and performance at least annually.</b>   |         |         |



**A Servant's Heart Senior Care**  
**Trustworthy Care For Seniors Living at Home**

**The Checklist: Comparison of Service Level Guarantees**

|  |  <b>A Servant's Heart Senior Care</b>  | Brand X | Brand Y |
|--|---|---------|---------|
| <b>How do you select and hire your caregivers? How can I be certain that my caregivers will be competent and trustworthy? (Continued)</b>  |   |         |         |
| Do you make sure that your caregivers renew their driver's license, auto insurance, auto registration, Certified Nurse license, TB clearance and other significant permits and documents before they expire? | <b>YES – We have a computer system that tracks these renewal dates and we work with the caregivers to ensure that they know when these renewals are due. If caregivers fail to renew any of these items, they are immediately taken off their assignments and replacements are assigned to their clients.</b> |         |         |


| <b>What benefits do you provide to your caregivers so that they continue to learn and grow professionally and personally?</b> |            |  |  |
|---|------------|--|--|
| Do you provide <b>health benefits</b> to your caregivers?   | <b>YES</b> |  |  |
| Do you provide paid "vacation" or other types of <b>paid time off</b> ?   | <b>YES</b> |  |  |
| Do you provide <b>ongoing training and continuing education</b> ?   | <b>YES</b> |  |  |
| Do you have a California certificate authorizing you to provide continuing education credits for Certified Nurse Assistants?  | <b>YES</b> |  |  |

| <b>Are you an established, credible company with identity and history in North County?</b>                                    |  |  |  |
|---|--|--|--|
| Do you have real offices or do you operate from your home?<br>(Some agencies operate from the owners' living room or garage.) | <b>YES – We have offices in San Marcos with over 2000 feet of office, training, and operations management space.</b> |  |  |
| Do you carry professional liability insurance? If so, how much?   | <b>YES – We carry a \$1 Million Professional Liability Insurance policy</b>  |  |  |
| Do you have a website where we can go for more information?   | <b>YES – Our website is at <a href="http://www.TrustworthyCare.com">www.TrustworthyCare.com</a></b>                  |  |  |



**A Servant's Heart Senior Care**  
**Trustworthy Care For Seniors Living at Home**

**The Checklist: Comparison of Service Level Guarantees**

|  |  <b>A Servant's Heart Senior Care</b>   | Brand X | Brand Y |
|--|--|---------|---------|
| <b>Is your agency accredited or licensed?</b>  |  |         |         |
| Is your agency a member of any organizations that set and maintain standards of conduct for their members? | <p><b>YES – We are members of the following organizations, all of which set such standards of conduct for their members:</b></p> <p><b>BBB - Better Business Bureau of San Diego</b><br/> <b>CAHSAH –California Association for Health Services at Home</b><br/> <b>SDCRHCC - San Diego County Regional Home Care Council</b></p>  |         |         |
| Is your agency licensed by the state?  | <p><b>California does not require licensing for non-medical in-home care, and does not regulate non-medical in-home care agencies. Therefore each agency sets its own standards and criteria for hiring and delivering care. Clients and their families must find competent, trustworthy agencies to work with by considering the factors described in this document.</b></p> <p><b>When non-medical home care agencies claim to be “licensed” they really only have a city business license, which is nothing special.</b></p> <p><b>We believe that the state <u>should</u> regulate and supervise non-medical home care!</b><br/> <b>Our founders played a key role in the drafting and introduction of AB 853, the Home Care Services Act of 2007, which will remedy this situation.</b></p> |         |         |
| Is your agency accredited?   | <p><b>NO – There are no relevant, meaningful accreditation authorities for non-medical, home care aide / companion agencies at this time.</b></p>  |         |         |