



Frequently Asked Questions about A Caring Choice, Inc. (Available at www.acaringchoice.com)

What kind of care do you provide?

We provide Companion, Homemaker, and Personal Care services, and we are capable of most care situations as long as the client is able to support themselves while standing. Usually, we do not accept cases that require a “total lift”; this requires moving clients between locations by manually lifting them from one place to the next. We can provide “total lift” care if a Hoyer Lift is used; however as required in most long term care facilities, for safety reasons, this requires two caregivers.

How do I get started?

The first step before a Caregiver can be scheduled is to have an Assessment of the client and their situation done by one of our Professional Care Managers. To schedule the assessment, call us at 513-574-4148 or use our online form <http://acaringchoice.com/assessment-request.asp>

When should the Assessment take place?

You should schedule the Assessment as soon as possible. You will find that we are very flexible. The Assessment is done at no charge to you and there is no requirement to use our services if you are not 100% satisfied. If we do the Assessment as soon as possible, this will allow us time to react to your particular needs.

Where should the Assessment take place?

We prefer to conduct the Assessment at your home, but sometimes if the client is being discharged from a hospital or a facility, a faster solution is needed. In those cases, we visit the client at their present location.

How soon can you start after the Assessment?

We will do our very best to start when you need us to. Unfortunately, due to the flexibility that we offer our clients, and the fact that their needs are constantly changing, we can not offer any guarantees. However, A Caring Choice has a history of being extremely responsive.

<http://acaringchoice.com>

513-574-4148

5547 Cheviot Road - Cincinnati, OH. 45247

Are your Caregivers experienced?

Yes, all of our Caregivers have a minimum of 6 months to 1 year of experience. We do not consider them for hire with less. All are highly qualified and most have years of experience in home care or local facilities and hospitals. Many have attained a “Certified Nursing Assistant” certificate or are working towards it.

Are your Caregivers Bonded and Insured?

Yes, each Caregiver is Bonded and Insured, and is thoroughly screened through a fingerprinting process required by the State of Ohio. It is our experience that not all companies follow this law – BEWARE.

What kind of Caregiver coverage do you provide?

We provide services for a minimum of 2 hours per visit to 24 hours a day, 7 days per week, and 365 days per year. We will be there for you everyday including weekends and holidays if needed.

Can you provide transportation?

Yes, we provide transportation for many of our clients. This is just 1 of many services that allow our clients to remain in their homes. Every Caregiver must provide a copy of their driver’s license, auto insurance, and BMV check before being considered to help you.

But what if it doesn’t take two hours to get to and from my destination?

Your Caregiver is at your assistance for the entire two hours. If you return before your two hour appointment is complete, ask your Caregiver to help out with a household task: do a load of laundry, run the sweeper, etc. This always works out very well.

Can I have the same caregiver every visit?

This request is very typical and understandable. With a fairly regular schedule, we can almost always accommodate this desire.

What if I don’t like the caregiver that is first sent?

We always take action regarding our client’s wishes. One of the purposes of the assessment is to determine the right caregiver for the client and their needs. If for an unforeseen reason our initial choice was not the best one for the client, a change is made immediately. Occasionally a client or family likes to meet a caregiver before the first paid visit; this is done as well.

Can you handle bedridden or hospice clients?

Yes, but each case is different and your personal needs will be determined during the assessment by one of our experienced Professional Care Managers.

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