

Tips on Choosing Home Support and Home Care Services

Contacting your local Regional Health Authority (RHA) is a good place to start (see page XX). The RHA will undertake an assessment of the individual's needs, provide advice as to whether the person's needs can be safely met at home and ascertain eligibility for government funded services based on those needs, regardless of the person's financial circumstances. If eligible, a Case Manager will arrange for the necessary services through an approved service agency.

If not eligible for funded services through the RHA, you may choose to contact the various service providers in your area directly. Here are some questions to ask when speaking to a provider of interest:

- What services are offered? Will these services meet all of the individual's needs now and over time? (You can also find details of services offered by providers at **TheCareGuide.com**)
- Are there any costs associated with the services offered and if so what are the costs? Are any subsidies available?
- When are the services available – weekdays or weekends, morning, afternoon or evening? What are the hours of operation? Is there someone available to answer questions or respond to a crisis?
- How often are the needs of the individual assessed and their care plan evaluated?
- Will the same person be providing services to your loved one? What qualifications does the person have? What happens if the person providing the services becomes ill or does not show up?
- Is the provider a member of any industry associations or organizations which strive to ensure its members provide quality services? Is the provider bondable?

It's also a good idea to visit the offices of the service provider – is the office professional in appearance, clean and well organized? You can tell a great deal about a provider by the condition of their premises. Also, ask for client references so you can contact them to ask about their level of satisfaction with the provider.

Feel free to contact us at 1-800-311-CARE (2273) or info@thecareguide.com should you have any questions or require further assistance.

Source: The Care Guide (www.thecareguide.com)