

Choosing a Home Care Agency

At TheKey, we are committed to helping families make the best possible decision regarding care for their loved ones. Our checklist of the most important questions to ask a potential home care provider is meant to assist you in your evaluation process.

	 THEKEY	Company #2	Company #3
What type of senior care resources can you connect me with if needed?	We are available 24/7 as a professional resource for you and your family.		
Are the caregivers screened, bonded and insured?	Our caregivers pass a rigorous background check, including driving records and employment authorization verification.		
Do you employ your caregivers and take care of taxes, withholding, and workers' compensation?	All of our caregivers are employees, not contractors, to protect our clients from liability.		
Do you conduct any caregiver training around client wellness and nutrition?	Our holistic approach called The Balanced Care Method emphasizes a healthy mind, body, and spirit and focuses on nutrition and wellness so our clients can live happier, healthier lives.		
Do you consider personality when matching the caregiver and the client?	Pairing the right caregiver with each client is equal parts skill, science, and insight. We combine best-practice staffing principles with a rich understanding of our caregivers' personalities, skills, and strengths.		
Do you offer back-up caregivers in case of emergency?	We have an extensive roster of trained employees available for all our clients' needs.		
Do you have a care manager available on-call 24/7, including nights and weekends?	We are available 24/7 for our clients' needs, including evenings, holidays and weekends.		
Do you perform quality assurance visits, client satisfaction reviews and caregiver evaluations?	We conduct regular quality assurance visits and survey our clients and caregivers to ensure client satisfaction.		
Do you offer a satisfaction guarantee without any long-term contracts or commitments?	We don't require long-term contracts, so you can use our services for as long as you need them.		