



What to look for in for in HOME CARE.

1. What areas are served and what services are performed?

- Transportation Housekeeping Laundry Bathing Medication reminders
 Incontinence care Errands Help with bill paying Mail sorting
 Meal preparation Help with other services

Bayside Home Care provides all of these services *and many more!* We create a personal care plan to fulfill your every need and are available from 4 hours weekly up to 24 hours daily. We serve all Mid-Michigan.

2. How will you determine who will come to the home and will you send the same aide each time?

- same aide different aides 2 or 3 of the same aides

Our goal is to have consistency, so we will develop a set schedule. We personally match our clients and caregivers based on client needs and caregiver strengths. We also try to match based on abilities, personalities, hobbies, etc.

3. What is your procedure if we are not happy with whom they send out?

- Will talk to them Will remove them from service

If at any time clients are not satisfied, FOR ANY REASON, we will immediately remove that caregiver from service and send someone else.

4. Are Caregivers employees or independent contractors? Are they bonded and insured? What pre-employment testing is done for your employees and what is done for training?

- Fingerprinting Criminal background check Motor Vehicle checks TB testing
 Personal and Business References Dementia Training Initial training (what's included)
 CPR Training On-going training Worker Comp Crime Bond Hired Auto Ins
 Non Owned Auto Ins Commercial Liability General Liability

At Bayside Home Care, all Caregivers are bonded and insured employees, which means we take out all necessary taxes (You are responsible for state and federal taxes to private pay caregivers). They are covered under our workers compensation. (Homeowners Insurance *does not* cover private pay caregivers.) Bayside Home Care caregivers are uniquely qualified because they all undergo initial training, CCA or CNA training and continuing education. We ensure that the Caregivers we send to your home are caring, qualified and reliable individuals.

5. What happens if the aide calls in late or doesn't show up? What if the aide gets sick, hurt, goes on vacation, has their own family emergency? What is your back-up procedure?

Find someone else Back-up plan in place

At Bayside Home Care all caregivers are required to log in on our automated system from the clients home. If the caregiver is late or a no show we know immediately and can respond accordingly. This also logs in actual time caregiver spends with client so client is assured they being billed properly.

6. Cost:

Cost? Are there any hidden costs? Is there an assessment fee? How do we pay?

Bayside Home Care prices are very competitive and are generally charged by the hour. We bill every 2 weeks. We offer free in-home assessments so give us a call! We'd be happy to speak with you.

7. How does the caregiver or other agency maintain high standards of providing the quality of care you deserve? Is the agency owned by a large corporation or a company providing more personalized service?

Franchise Local & Family Operated Large Corporation

Bayside Home Care is not a franchise and is local family owned and operated. We are a proud member of The Seniors Choice, a nationwide network with over 250 agencies. We have developed some of the highest benchmarks in the industry and have implemented the latest and most respected systems in the industry.

8. How do you supervise the aide?

The staff at Bayside Home Care is supervised by the owners. We perform random on site checks at the house while the caregiver is there to ensure that all services are being performed properly. We report this information back to the family. We also call the family or the client when caregivers are not there so they can speak freely of any concerns they may have.

9. How is communication maintained between the family and caregiver?

Telephone Documentation Book

Bayside Home Care not only keeps in contact with the family via phone, but we also have an exclusive "Care Plan Book" which is kept at the clients' home. This book serves as a communication tool for families and the caregiver. The family (or the client) can write notes to the caregiver. The Caregiver will document in the book daily what tasks are performed and observations during the shift. The book also serves as a reference for caregivers of whom to notify in emergency, location of important documents, care needed, likes and dislikes, medications etc.

10. What hours can I contact someone from the agency?

Monday through Friday All hours

Someone from Bayside Home Care is available 24 hours a day. If you receive a message we will promptly return your call.

Bayside Home Care is family helping families.

989-941-0555