











# Choosing a Home Care Agency

At Yamba Care, 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 will assist you to evaluate and select the right Home Care Agency.

What to ask...		Company #2	Company #3
Has the company been responsive, informative and professional?	 <p>We are available 24/7 as a professional resource for you and your family</p>		
Are the Caregivers screened and insured?	 <p>We hire only 1 in 25 applicants and conduct extensive screening and background checks</p>		
Does the company employ its Caregivers and take care of tax and workers' compensation?	 <p>Our Caregiver are employees, not contractors, to protect you from liability</p>		
Does the company conduct any Caregiver training such as The Balanced Care Method™?	 <p>Our Balanced Care Method™ training emphasizes healthy body, mind and spirit</p>		
Does the company guarantee a personality match and offer Caregiver interviews?	 <p>We ensure a personality match and will not change your Caregiver so long as you're satisfied</p>		
Does the company offer back-up Caregivers in case of emergency?	 <p>We have an extensive roster of trained employees available to suit all care needs</p>		
Is the Care Manager available on-call 24/7, including nights and weekends?	 <p>We are available 24/7, including evenings, public holidays and weekends</p>		
Does the company perform regular quality assurance visits, satisfaction reviews and Caregiver evaluations?	 <p>We conduct regular quality assurance visits along with other tools to ensure your satisfaction</p>		
Does the company offer a satisfaction guarantee without any long-term contracts or commitments?	 <p>We require no long-term contracts so you can use our services for as long or as little as you need</p>		

**For more information on our services, visit [www.yambacare.com](http://www.yambacare.com)**

Our mission at Yamba Care is to change the way the world ages. We provide older adults with quality care that enables them live happier, healthier lives at home. Our services are distinguished by the caliber of our Caregivers, the responsiveness of our staff and our expertise in Live-In care. We embrace a positive, balanced approach to ageing centered on the evolving needs of older adults.