

# Home Care Checklist

Kemper Home Care

Other Service Provider

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Company & Employee Information			
What is the background and experience of the owner?	Owned and operated by the Kemper family, a leading provider of care and services to seniors in Northeast Ohio for more than 15 years.		
Do you screen your workers?	Yes.		
Are home care workers employees or independent contractors?	Staff are employed by Kemper Home Care, LLC.		
Are workers supervised?	Yes		
Will a supervisor visit or call the client's home?	Yes. Supervisors will make random site visits and calls to clients' home.		
Will I be able to indicate preferences for the type of caregiver I would like?	Yes		
Can a known worker be requested by	Yes		
Do employees receive a thorough orientation on safety issues and procedures, care goals, and standards before placement?	Yes		
Does your staff have Alzheimer's-specific training?	Yes		
Does the company have an automated telephone "time card" system to alert supervisors if a caregiver arrives late or leaves early?	Yes		
Can a replacement worker be called if the worker does not come or cannot complete a shift?	Our staff will make every effort to schedule a replacement worker.		
Is there always someone available at your office to take a call?	Yes		
To whom can the client or family ask questions or make complaints?	Michelle Paul, RN, at (216) 406-3550		
How does the company follow up on/resolve problems or complaints?	Open forms of communication directed by supervisor until problem is resolved.		



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<b>Assessment &amp; Care Plans</b>			
What are the qualifications of the person who will do my initial assessment?	A nurse or social worker will complete your initial assessment.		
Is a personalized plan of care developed with me during the assessment?	Yes		
Is the care plan reviewed and updated regularly?	Yes. Every 1-3 months or if an incident triggers a review.		
Is there a written care plan specifying the home care worker's routine duties? Can I have a copy?	Yes. A copy of the care plan will be kept at the client's home		
How do you ensure the client's confidentiality?	All employees must sign a confidentiality agreement		
<b>Services &amp; Availability</b>			
Do you accommodate a full range of home care needs?	Our services range from companionship to full care		
How many hours is a minimum shift?	No minimum		
How many hours is a maximum shift?	24 hours		
How soon can someone start?	48 hours		
Is assistance on the weekend available?	Yes		
Do you provide temporary as well as long term care assistance?	Yes		
How fast can your agency respond to an emergency need?	Depending on situation, from immediate to 24 hours		
Are there extra fees for some of the services I might require? If yes, what are they?	No. Fees are based on care plan. If care plan is changed a new cost may result.		
<b>Finances &amp; Payment</b>			
What is your initial registration or enrollment fee?	There is no registration or enrollment fee		
Do you charge a fee for the initial assessment?	There is no charge for the initial assessment		
What is the hourly charge for one person?	Our competitive rates vary depending on the level of care required.		
Do you assist in billing my insurance company for home care?	Yes		
Do you charge mileage to and from my home?	No		
What is the mileage charge for trips to the doctor or shopping?	The standard IRS mileage rate of \$0.55/mile		