

A WORKSHEET FOR YOUR CALLS

Twelve questions, asked of *every agency*.

Ask every agency the same twelve questions and write the answers down. Ours are filled in already, so you can compare.

ASK EVERY AGENCY	INTEGRACARE	AGENCY 2	AGENCY 3
What happens when the caregiver cannot come?	We keep a bench of more than 500 caregivers and always offer a replacement. A visit is missed only if you prefer to wait for your regular caregiver.		
How much notice do I give to cancel a visit?	4 hours.		
Is the caregiver your employee?	Yes. Each clears a vulnerable sector police check. We carry their liability insurance and WSIB.		
Who supervises the care?	A registered nurse who visits the home, writes the care plan and updates it.		
Who answers the phone at night?	A nurse, 24 hours a day, 7 days a week. Nurse-supervised coverage around the clock.		
How often do caregivers leave?	Leading caregiver retention in the industry: turnover under 20%, where the industry average is 79%.		
What training do the caregivers have?	Continuing education through the year, including dementia training.		
What makes you an expert in dementia care?	An exclusive agreement with the Alzheimer Society to educate all our caregivers in all 5 facets of dementia care. About 40% of our clients live with dementia. All our nurse care managers are dementia experts.		
What accreditation do you hold?	ISO 9001:2015, Great Place to Work six years running, and an Excellence Canada Business Excellence Award. Member of Home Care Ontario and the Canadian Home Care Association.		
What can I see between visits?	The Family Room, our online portal: the schedule, who is coming, and a note after every visit.		
What does it cost an hour?	The Elder Caring preferred rate: \$39.80 an hour (\$3 less than our posted rate) plus HST, day, night and weekend. No HST if you get Ontario Health atHome support and send us their letter.		
What is the shortest visit you will book?	4 hours. This minimum is what leads to industry-leading retention, better continuity and better care.		

Start with the nurse *visit*.

A registered nurse comes to the home, at no charge and with nothing to sign. Then you decide.

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SCAN TO BOOK