

***Q: Why hire a Caregiver through an Agency?***

***A: Peace of Mind.***

Question	Care from the Heart Caregiver	Individual Caregiver
Caregiver backup for emergencies?	We are ready and able to fill that need. One simple phone call and we will have a replacement caregiver there should your regular caregiver be unable to work.	There is no backup plan. Lack of replacement will cause extra stress on you.
Caregiver replacement?	If you are not pleased with the caregiver that we sent to you, we handle dismissal & replacement	No replacement. You would have to dismiss your caregiver and start the hiring process over.
Bonding, Insurance and Licensing?	Our staff is bonded and insured, giving you peace of mind. Care from the Heart verifies all necessary licenses and certification for all staff.	Usually none. It's your responsibility to investigate any insurance or licensures held by these individuals.
Quality control and supervision of staff?	All cases are monitored and supervised by management staff. Caregiver daily notes are closely monitored. Family members are kept informed regularly.	These individuals are completely independent and supervise themselves.
Payroll, taxes and IRS?	Care from the Heart, Inc. is responsible.	You are responsible for reporting and remitting state, federal and FICA taxes to the proper tax authorities.
Criminal background checks?	Our staff is carefully screened at the time of hire with a nationwide criminal background check.	It is your responsibility to check the background of the individual, which can cost you up to \$100.
Workers' compensation and your liability?	All Care from the Heart staff is covered by workers' compensation insurance for accidents occurring on the job.	Private individuals can sue you if they are injured on the job.

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Flexibility of home care services?	Your personal care needs will rarely stay the same. With Care from the Heart, you are not locked into a certain schedule or caregiver. If at any time your needs change, we can change your schedule and your caregiver to fit your current needs.	Not much flexibility with a private caregiver. If you need to change your schedule, you are at the caregiver's mercy. If your needs change and this caregiver is not able to handle your care, then you would have to start the hiring process over.
Experience of caregiver?	Care from the Heart hires caregivers with at least 2 years of experience. We also verify and maintain their CPR & first aid cards and offer educational guest speakers at our staff meetings.	This varies widely and is hard to verify.
General availability?	Care from the Heart can offer services to you or your family, from 2 - 24 hours per day, 365 days per year. Your caregiver will not disappear on weekends & holidays.	You are responsible for finding a replacement for your private caregiver if she were ill or needed time off on the weekends or holidays.