

## **Frequently Asked Questions**

### **Q: What kind of services do you provide?**

A: We provide non-medical services such as homemaking, companionship, and help with the day-to-day living needs. Please see Services page for detailed listing.

### **Q: How do we begin services?**

A: We will meet with the client and any family members to assess your needs. There is no charge for this meeting. After a schedule is determined, service can be started within 24 hours.

### **Q: Is there a deposit required?**

A: No deposit is required and you are not locked in for any minimum period of time.

### **Q: Can I change my schedule?**

A: Yes, we can adjust your schedule as your needs change. A schedule change of an addition or reduction in hours can be done with a 24 hour notice.

### **Q: How are caregivers selected?**

A: All caregivers are interviewed by the owner or Branch Manager in the caregivers home. They are checked for criminal and adult abuse through the Florida Department of Law Enforcement and a 7 year driving record check is also done. Our caregivers are mature adults who can relate well to our senior clients. The company is State licensed, bonded and insured.

### **Q: Will I have the same caregiver?**

A: Once you are satisfied with the caregiver that will be helping you, Senior Home Companions will do everything possible to ensure that the same caregiver will be assigned to you. Providing continuity of care is of great importance to Senior Home Companions.

### **Q: What are your rates?**

A: Please refer to the [Competitive Rates](#) for a listing of our rates.

### **Q: Who do I contact if I have concerns or a question?**

A: Either the owner or Branch Manager is available round the clock to address any concerns or questions. We feel that this personal contact is so important in meeting the needs of our clients and their families.

**Q: Whose car will we take on appointments or errands?**

A: Caregivers may take you to appointments or errands in their car and be reimbursed for mileage or they may drive your car at no additional charge.

**Q: Are services limited to seniors?**

A: Services are not limited to seniors. We help people in many situations as they recover from illnesses or surgery.

**Q: Can you provide services in retirement centers or assisted living facilities?**

A: Yes, we can provide services in retirement centers, rehab facilities, or assisted living facilities as well as your home.

**Q: Do you cover holidays?**

A: Yes, services are provided on all major holidays at time and one half the normal rates.

**Q: Do you have references?**

A: Please see [What Our Customers Are Saying](#). In addition, a long list of references from satisfied clients is available upon request.