



Frequently Asked Questions

How will you find the right caregiver for our family?

During the initial assessment, we take detailed notes about your loved one's hobbies, interests and needs. We then review our caregiver pool to find the person with the matching personality and skills. A member of our team will also be present on the first day of home care for the caregiver introduction and to ensure a smooth start.

Do you train your caregivers?

Yes, extensively. We start by hiring caregivers who have experience working in senior care, then we provide education on Senior Helpers' processes, standards and core values. New caregivers complete a 6-hour orientation training that includes topics such as rights of clients, infection control, client care tips and more. All caregivers have access to dozens of training topics about health care and senior care.

Do I pay the caregiver directly?

No, you should never pay a caregiver directly. One designated family member will receive an invoice every other week, and payment should be remitted directly to our office.

What can I expect in a typical day with my caregiver?

It depends on the type of service you have requested. It might include grocery shopping and running errands in the morning, preparing and eating lunch, preparing dinner for later, and going for a walk and playing games in the afternoon. We also have many activities available for our caregivers to check out from our Client Resource Library, including mind-stimulating programs for our clients with Alzheimer's or dementia.

Will we have the same caregiver every time?

We can't guarantee your caregiver will always be available, but we'll make every effort to have the same caregiver for every visit. We may occasionally introduce a new caregiver so that you'll always have an available "substitute" who is familiar with your loved one's needs and with whom you feel comfortable.

What do I do if I don't like my caregiver?

If you or your senior family member is uncomfortable for any reason, please let us know – you won't hurt anyone's feelings. The most important thing is that you are happy and feel comfortable with your caregiver. If you would like us to find a new caregiver, call our office and we will assist you.

What happens if our caregiver gets sick or can't come that day?

On days when your caregiver is unavailable, we make every effort to find a substitute who is also a great match for your loved one. We will call to notify you of the situation, and if you have not previously met the substitute caregiver, a member of our team will typically come to your home to make introductions.

What types of specialty services do you provide?

Senior Helpers locations provide a full range of senior services that may include Wellness Watch, Sitter Services, Care Management, Relocation Assistance, and much more. Please contact your local office to find out more.

Can Senior Helpers help with medication?

When provided with a schedule, our caregivers can remind their clients to take medication at appropriate times, but they cannot assist or administer the medication.

What do you mean by "light housekeeping"?

It's those everyday chores our caregivers offer to help keep the home tidy, including doing the dishes and laundry, ironing, changing the linens and vacuuming.

What happens if our loved one goes into the hospital?

Senior Helpers is here for you as much or as little as you need us during this stressful and difficult time. As soon as you can, call our office to let us know the specific situation and an estimated length of hospital stay. We can help by providing our Sitter Services, during which a caregiver will stay with your loved one so you can get some rest. We can also assist with the transition to home, and making sure they are following the steps recommended by their doctor.

How quickly can service start?

Right away. Senior Helpers is known for our quick-start home care approach, which provides the care you need, when you need it.

Do I have to sign a contract or keep services for a specified period of time?

We do have a standard service agreement that outlines the services that we will provide, which protects you and us. However, you can cancel our service at any time with at least two weeks notice.

Can I make changes to the schedule if I have an appointment?

Absolutely! We just ask that you give us as much notice as possible by calling our office. Any cancellations with less than 24 hours notice may be subject to fees.

If I have a problem or question, whom should I contact?

If you have any concerns or questions, please don't hesitate to contact our office and speak with a member of our team.