



# 6 Things to Know and Ask of Every Home Care Provider

## 1. Does the home care company belong to the AZNHA?



The State of Arizona does not regulate or require licensing for non-medical home care. Generations Home Care is a member of Arizona In-Home Care Association (AZNHA) whose focus is to establish and enhance the credibility of non-medical home care provider businesses for consumers by requiring Members of the Association to adhere to the Association's strict standards and code of business ethics.

## 2. Does the home care company offer programs for veterans?



We are contracted with Veterans Care Coordination and will assist any Veteran in applying for Aid and Attendance pension benefits through the Department of Veterans Affairs. The application process is 100% free.

## 3. Does the home care company offer ongoing training for both families and caregivers?



Generations Home Care is partnered with the Institute for Professional Care Education (IPCED). Through IPCED, we offer \*Free\* online access to our Family Learning Center training resource for family caregivers. There are over 50 video courses and articles to help family caregivers face challenges such as not knowing what to expect, what to do, or even how to react. Please go to <http://homecaregenerations.com/family-learning-center/> and register for your personal login credentials.

## 4. Does the home care company use their own employees or individual contractors?



At Generations Home Care, our CNA's and Caregivers are W-2 employees, not 1099 independent contractors. This is important because as a W-2 employee they are covered under our professional liability insurance and workers compensation policies.

## 5. Does the home care company require certifications and background checks?



All of our CNA's and Caregivers must have experience in Home Care to work with us. They must have a valid CPR and First Aid card and must pass a criminal background check prior to being hired.

## 6. Does the home care company provide the same caregiver each visit?



Generations Home Care believes it is important for families to build a rapport and trusting relationship with their caregiver. That is why we strive to assign one caregiver to each client for their tenure with us. Many other home care agencies do not do this.

### Looking for Home Care?

Contact Generations Home Care today for your FREE in-home consultation. 602-595-HOME (4663)