



Frequently Asked Questions

Question: Do I have to sign a contract?

Yes. We will work out a comprehensive plan for you. The fees and hours will be explained in detail. You should be very leery of any agency that does not require a contract. They will have no obligation to you and can leave you unattended or just go home early leaving you stranded with no supervisor for you to call.

Question: What is the difference between an Agency and an Independent contractor?

This is a very important question. In Massachusetts, the law states that if you hire an independent contractor, you become the employer. You will be responsible for payroll taxes and liability insurance, workman's comp, etc. You will be liable if one of them gets hurt on the job. They have no obligation to you and can walk off the job at any time. All of our caregivers are employees. We are all bonded and insured. With **At Home Elder Care** you have a contract and the company takes all the responsibility. We carry workman's compensation and pay all appropriate taxes. Be very careful about hiring and independent contractor.

Question: Will I have one caregiver or a different one each day?

It depends on the number of days per week that you need assistance. You may only need one caregiver for 3 to 5 days a week. If you need care every day you will have a team of caregivers that will stay with you for as long as you need them. We match each client carefully with each caregiver. If you are not comfortable with a particular caregiver, you can request a change.

Question: What happens if the caregiver does not show up for their shift?

You will never be left unattended. We have standby caregivers to step in at a moment's notice.

Question: If my situation gets worse what will happen?

We will be able to accommodate any and all of your needs with round the clock care if you need it. We can work with your physicians and medical professionals to ensure you are getting all the care you require. Our goal is to make it possible for you to stay at home.

Question: Is there a minimum number of hours that I can sign up for?

Yes, we have a 4 hour minimum per day. There is no minimum number of days per week.

Question: Do I have to sign up for a set schedule?

Yes, a set schedule is more advantageous to you. That way you know the caregiver that is coming that day and you can schedule any appointments for the days that you have the caregiver with you. We are flexible and will try to accommodate any necessary changes you may want.

Question: How do I know my caregiver will be a nice person?

We thoroughly screen all of our caregivers. They are selected for their competence, compassion and personal integrity. Most of our caregivers are people we have known for many years. They have all passed a Criminal Offender Records Index {CORI} check. We take pride in placing the right caregiver for each client, however, if you are not happy with a particular caregiver we will make a change for you.

Question: How do you handle problems?

We are available 24 hours a day by phone. We will respond to emergency calls immediately. IF there is a non-emergency situation that you are not happy with, we will rectify it as soon as possible. We are here to make your life as easy as we possibly can.

Question: What does it take to get started?

A simple phone call or email to us and we will set up a personal interview at your convenience at your home or at your loved one's home. We will explain every detail of our services to you.

Question: What if it does not work out?

You are free to cancel at any time. We are here to help you, not complicate your life.

Office locations:

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