

Frequently Asked Questions

Frequently Asked Questions about the services we provide.

Q: What makes Attentive Home Companion services better than other companion companies?

A: we are a locally owned and operated Home Companion Service with 30 years of experience in not only companion services but Licensed Home Care Services as well. We have provided services ranging from non-hands on general household duties to skilled nursing care. We know seniors and their daily challenges. Our staff and caregivers are part of the community. Our companions come to us for the opportunity to serve others. They are caring and proud of the work they do.

Q: What hours of service can be provided?

A: We can provide any number of hours of service from a visit to Live-in, with a minimum of 4 hours. We can provide mornings, afternoons, weekends, or Live-in; one day to seven.

Q: How do you select Companions?

A: Companions are screened, bonded and extensively reference checked. They come into our office for a one on one interview and screening process. They are required to attend our Companion Orientation Training Course. They are then evaluated by our coordinator to be the right fit. We are careful to send a companion who can provide the services you need. We do not just send anyone who is available. Then we orient the companion to your specific needs and requirements. Further, upon request the companion can meet the client to assure that they will get along well together. In addition, we provide additional instruction on an ongoing basis as needed to be sure things are going well.

Q: What Does the Orientation Training Course include?

A: Our Companion Training course includes instruction on all of the non-medical services our companions are allowed to do. This includes instruction on medication reminders, monitoring diet, emergencies, laundry, shopping, conversations with the client, care of pets and plants and much more.

Q: Do I pay the Companion?

A: No. We pay the companion. There should be no exchange of money with the companion. Tipping is not permitted. Gifts are not permitted. As the employer we pay the companion on a weekly basis. As the employer we take care of all the payroll taxes, insurances and alike.

Q: When do I pay for the companion service?

A: When we do our initial evaluation you will be asked to provide an advance payment for the services to be provided. Thereafter you would provide payment for services to be provided. When services end any unused part of an advance payment will be refunded.

Q: What if someone needs a companion but does not live at home?

A: Services are available at the client's home, in a nursing home, at the hospital, and at assisted living facilities.

Q: What happens if my loved one begins to need help with hands on service like bathing or dressing, etc.?

A: Each client is assigned a service supervisor, upon a change in the client's condition such that hands-on health care is now required we will work with the client to provide hands on services as prescribed by a family physician. Depending on the location the client may stay with us and receive services through our affiliate company Attentive Care, which is licensed to provide hands on care.

Q: Do you only serve seniors?

A: No. We serve all ages of clients from mothers with a new born, those recovering from illness or injuries or people with long term needs.

Q: Does the companion help with activities of daily living?

A: Yes. Companions provide support to the client's activities of daily living such as preparing light meals, preparing cloths for dressing, reminding of meals and medications and appointments, laundry, organizing the home and so forth.

Q: What don't you provide?

A: Our Companions do not provide hands on care required by a medical condition. They also do not provide home repair of any kind, maid services, landscaping services, window washing, full heavy house cleaning or work that involves ladders or dangerous situations. We do not provide services for other than the client. We can, however, arrange for these services to be provided by those that do provide those services.

Q: Is it better to hire a Companion directly?

A: Safety is a main concern here. We interview, screen, and thoroughly reference check our companions. We have had many years of experience in choosing those applicants who will work well. In addition if the companion becomes ill or goes on vacation we provide a substitute. If you hire directly you are required by law to pay payroll taxes and provide employment insurances. We are there to take care of any discrepancies in performance. We have many years of experience providing services to seniors and supervising companions to ensure that the client is satisfied.