

# Senior Care Counseling

## FREQUENTLY ASKED QUESTIONS



### 1 **Q: How can Care.com's Senior Care Counseling help me?**

**A:** We know that each family's situation is unique and that is why we approach everything in a highly personalized manner. Whether you need help adjusting to the new responsibility of caring for a parent who can no longer care for herself or you need a trusted expert to research and locate the right type of providers for your loved one, assisting families and seniors navigate the ever changing world of senior care is what we do. We do this through creating personalized roadmaps with clear steps and strategies to help you face the challenges so you can focus on what's most important – spending time with your loved one. And with our vast network of screened providers and resources on hand, we deliver solutions that will ensure your satisfaction.

### 2 **Q: How is Care.com different from other websites?**

**A:** Care.com provides you with objective caregiving options. Our senior care team is comprised of licensed social workers and elder care experts with significant expertise in the field, not sales or marketing people. Our sole purpose is to use our knowledge and training to meet your needs and the needs of the senior in your life. We are skilled at working with you to craft solutions that address the difficulties you are facing in the present, as well as helping you anticipate and plan for potential challenges down the road.

### 3 **Q: What is a Care Consultation?**

**A:** A Care Consultation includes an in depth consultation with a Care Counselor. It can be focused on any issues you are facing, caring for an aging loved one. We offer personalized, professional advice and support about how to plan for your short-term and long-term care needs. This service supports you by presenting you with information and guidance about types of service providers, associated costs and available benefits as well as caregiving tips and helpful resources. We can also do Care Consultations with multiple family members and facilitate a family meeting. It can be very helpful to bring in a third party to work with the entire family to develop the most appropriate plan to meet your loved one's needs while ensuring that every voice in the family is heard and valued.

#### **4 Q: What is a Customized Care Plan?**

**A:** A Customized Care Plan includes an in depth consultation with a Care Counselor experienced in the field of gerontology who provides you with personalized professional advice, support, and strategies about coordinating care as well as detailed information on 3 provider options. These providers are thoroughly researched, chosen from our screened provider network, and generally include preferred rates, which means savings for your family. You will also receive a written care plan including a complete summary with recommendations and additional resources specific to you and your loved one's needs. Your Care Counselor will have a follow up call to walk you through your Care Plan.

#### **5 Q: What types of providers are part of your network and how are they vetted?**

**A:** Depending on the kind of care you need, we have extensive relationships with Homecare Agencies (Skilled/Non-Skilled), Senior Housing Facilities (Assisted Living, Skilled Nursing, Alzheimer's, and Residential Care Facilities), Adult Day Programs and Transportation Companies. Our screening or credentialing process is extensive and we ask our providers to go through a multitude of check points to ensure quality, including furnishing current copies of Insurance and appropriate Licensures.

#### **6 Q: What obligation do I have to use the providers you list in my plan?**

**A:** There is no obligation to use the providers presented to you. We simply present the best options from our network that we feel meet your needs and high quality standards. If however, you find that they do not meet your needs, please let us know so that we can ensure your satisfaction.

#### **7 Q: What is the difference between a Geriatric Care Manager and your services?**

**A:** Our team of experts are able to help caregivers and their families nationwide, while Geriatric Care Managers typically work on a regional basis. Many family caregivers find it difficult to identify experienced, qualified geriatric care managers, who can provide in-home assessments and ongoing monitoring for their loved one. As part of your customized care plan, the Senior Care Counselors can identify geriatric care managers who are part of our approved network of providers.

#### **8 Q: What is your privacy policy?**

**A:** Your privacy is of the utmost importance to us and we do not sell your information to other companies. We pass the information about resources and providers to you so all of your family's information remains confidential.

\*All Senior Care Counseling services have a member satisfaction guarantee. If you are displeased with the service for any reason, please let us know.

**To learn more about our Senior Care Counseling Services:**

- 1. Sign up free at [care.com/group/SCU](https://care.com/group/SCU)**
- 2. Click on the "Seniors" tab**
- 3. Select "Senior Care Counseling"**

