



Home Care Buyers Guide

10 Questions Every Family Should Ask Before Choosing a Provider

Selecting the right home care provider is an important decision.

We created this guide to help you find the provider that's best for you and your family.

Choosing a home care provider is one of the most important decisions a family can make. You're entrusting someone with the safety, comfort, and emotional well-being of a loved one—often during a vulnerable time.

The right provider can bring peace of mind and stability; the wrong one can cause unnecessary stress, disruption, and even harm.

At Tribute Home Care, we've worked with thousands of families over the past decade. We've seen firsthand how the right Caregiver can transform someone's life—and how the right agency can be a true partner to the family.

This guide was created to help you make an informed decision, even if you don't choose us. We believe an educated family makes better choices and ultimately gets better care.

10 Questions Every Family Should Ask Before Choosing a Provider

1. How do you hire your Caregivers?

What to Ask:

- What is your screening and interview process?
- Do you check references, licenses, and conduct background checks?

What to Listen For:

- Multi-step interviews, skills testing, behavioral assessments
- Nationwide background checks and verified references
- A clear philosophy on what makes someone an exceptional caregiver

We believe who you hire is everything. At Tribute, fewer than 2% of applicants meet our standards and are hired. We conduct multiple interviews, test their caregiving knowledge, assess emotional intelligence, and speak personally with references. We hire for skill and spirit, because compassion can't be taught.

2. What happens if I need help after hours or on weekends?

What to Ask:

- Who answers the phone if I call at 2 a.m. on a Saturday?
- How quickly can issues be resolved?

What to Listen For:

- A live person available 24/7
- Rapid response times and clear escalation protocols

Emergencies don't keep office hours, and neither do we. Tribute has a live team member on call 24/7. If something comes up at night or on the weekend, we respond within minutes—not hours. We take full ownership of the problem and fix it fast.

3. How do you match Caregivers to clients?

What to Ask:

- How do you ensure personality and skill fit?
- What happens if the match isn't right?

What to Listen For:

- A thoughtful, personalized matching process
- A willingness to make changes without hassle

We don't believe in random assignments. Tribute's team takes the time to understand your loved one's needs, routines, and personality preferences. Our first match is a great fit over 95% of the time. If it's not working, we'll make a change right away—and you won't be charged for the visit.

4. How do you support, develop and retain your Caregivers?

What to Ask:

- What do you pay and offer caregivers?
- How do you keep them motivated and happy?

What to Listen For:

- Fair wages, benefits, paid time off
- Ongoing recognition and support
- Low turnover rates and high satisfaction
- A detailed explanation of their development programs

Great care comes from great caregivers. Tribute was built to celebrate and support caregivers. We offer top-of-market pay, full benefits, PTO, and a culture that treats caregivers like the professionals they are. That's why so many say Tribute feels like family—and why they stay.

5. Do you customize the care plan to the client?

What to Ask:

- Who creates the care plan, and how?
- How often is it reviewed or updated?

What to Listen For:

- A registered nurse or care manager who meets with you
- Regular check-ins and updates as needs change

Every client begins with an in-depth, collaborative care planning process that captures not just tasks and diagnoses, but the full picture of the person: their goals, preferences, routines, behavioral cues, risks, and joys. These living care plans are built to guide every interaction and evolve with the client's changing needs.

6. How reliable is your team?

What to Ask:

- How do you ensure on-time arrivals and coverage?
- What happens if a caregiver calls out?

What to Listen For:

- A strong backup system and active monitoring
- A low rate of late arrivals or no-shows
- Transparency and accountability

Reliability is non-negotiable. We closely monitor every caregiver's schedule and performance. If someone is running late, we're already on it—and we'll keep you informed. If a caregiver can't make it, we'll offer a qualified replacement immediately. You'll never be left scrambling.

7. Can I get updates on my loved one's care?

What to Ask:

- How will I know how my loved one is doing day to day?
- Do you have a family portal or app?

What to Listen For:

- Secure, easy access to visit notes and updates
- Options to customize how and when you're contacted

You deserve to know what's happening. Our mobile app lets you check schedules, read visit summaries, and see notes from caregivers and nurses. Whether you're across town or across the country, you'll feel connected and informed—on your terms.

Our secure platform flags unusual trends or risk indicators automatically—but it's our team's clinical experience that turns these into action. We don't just notify you that something's changed, we interpret what it means, offer recommendations, and update the care plan accordingly.

8. Can you help me navigate other aspects of senior care?

What to Ask:

- Do you provide guidance on housing, medical services, or financial planning?
- Will you coordinate with other care professionals?

What to Listen For:

Deep experience with aging issues

A willingness to help beyond just hourly care

We've helped hundreds of families navigate senior care—not just the caregiving part. We'll gladly share our experience, connect you with resources, and support you in making tough decisions. We're here for the whole journey, not just a piece of it.

9. What makes your Caregivers special?

What to Ask:

- How do you define an exceptional caregiver?
- Can you share stories or examples?

What to Listen For:

- A focus on emotional connection, not just task completion
- Stories that show impact beyond basic care

Care isn't just what you do—it's how you do it. The best caregivers don't just meet needs; they lift spirits. They find ways to brighten someone's day, share a laugh, and build trust. This is the heart of what Tribute looks for and supports in every team member.

10. What do clients and professionals say about you?

What to Ask:

- Can you share reviews or testimonials?
- Do senior care professionals refer you?

- **What to Listen For:**

- Specific stories of positive outcomes
- A consistent track record of happy clients and partners

Our business has been built on word-of-mouth. We survey families and referral partners constantly to make sure we're exceeding expectations. Our Net Promoter Scores are among the best in the industry—and we proudly share our reviews and stories on our website and social media.

Tribute Home Care

Tribute Home Care provides the highest quality senior care with a team of remarkable caregivers who lift the spirit of everyone they touch. You won't find a better team in home care.

We're proud to serve families from our offices in Massachusetts, Maryland, Illinois and Virginia.

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