



Cambridge Caregivers

Call: 972-684-5630

Frequently Asked Questions

Q. What's the difference between contractors and full-time employees?

- A. Many companies utilize contractors, rather than employees, to fill caregiving assignments. They basically run an add or send a text looking for people in the general public to act as caregivers, and pay those people an agreed upon hourly fee. Oftentimes, these people little or no previous experience with the company. The company will either pay the individual directly, or ask the client to write one check to the caregiving company and one check directly to the caregiver. At Cambridge, every single one of our caregivers are full-time, W-2 employees, who often have hundreds if not thousands of hours of experience with our company. We offer them a full array of health benefits and we pay 80% their health care premiums. Fully-employed W2 employees are more committed and loyal to their employers and thus more committed to their clients.

Q. How quickly can you place a caregiver with us?

- A. We can schedule our caregivers on extremely short notice - usually same day if needed.

Q. Is there a minimum number of hours I must commit to?

- A. In our humble opinion, our caregivers are among the very best in the industry. Unlike most other care homes, ALL of our caregivers are certified nurse's aides ("CNAs"). In

addition to the many hours of training that they receive prior to taking their CNA exam, our staff has hundreds if not thousands of hours of hands-on experience and training in our homes and are provided with more than one hundred hours of additional training prepared by our staff physician. We encourage anyone interested in moving into a Manchester home to meet the staff during a house tour. We pride ourselves on staff longevity and recognize that our staff is our most important asset. With that in mind, we pay 80% of staff health benefits and we offer no-interest personal loans. All of our caregivers are full time W2 employees, CNA certified, trained by our in-house staff Doctor and director of care, and receive extensive training as well as hands-on experience working with residents with memory issues.

Q. What does it take to get started?

- A. Call us, and we will move quickly to set up new service with you. Required onboarding paperwork is available on this website, under the tab entitled "Onboarding documents."

Q. How qualified are your caregivers?

- A. Each of our caregivers are certified nurse's assistants (CNA's), meaning that they have received comprehensive instruction and passed a State Competency Test. In addition, we offer our employees up to 100 hours of additional training designed by our staff physician, and many hours of practical, hands-on experience and training. In addition, all of our caregivers must pass thorough criminal background checks.

Q. Do I have to sign a long-term contract?

- A. You are NOT committed to engage us for any specific amount of time. The document you sign simply requires you to pay for any hours of service received.

Q. Can I use my Long-Term Care policy?

- A. Long term care policies cover non-medical care services, while medicare and general health insurance policies do not. While Cambridge is happy to assist with any necessary paperwork, including care notes, we cannot file directly with the insurer. The policy

owner is required to pay Cambridge directly and then file with the insurer for reimbursement. It's important to note that many long-term care providers require a waiting or "elimination" period before coverage kicks in. We are happy to review your long-term care policy and advise you as to benefits and limitations, or you can call your insurer directly and ask for an explanation of benefits.

Q. Am I responsible to pay for overtime?

- A. By law, caregivers must be paid overtime if they work more than 40 hours/week. We strive to limit overtime by engaging several caregivers on an engagement so that overtime charges are not incurred. However, when a client insists on limiting caregivers or extending hours such that overtime is necessary, the client is responsible for additional charges of time and a half for each hour of overtime, as required by federal law.

Q. Do you help me to assess our needs?

Yes, we will spend time with you to understand your situation and to consider the right caregiver for your engagement.

Q. What is the process after the initiation form is completed and submitted?

Once onboarding documents are submitted, our scheduling manager works to customize the engagement using the information submitted by the client. It's much like a dating service. We match care plan, logistics and personalities to the best of our ability with specific caregivers from our staff. After this process is complete and the schedule is agreed upon, the engagement can commence.

Q. How are employees screened and what forms of training are mandatory?

Each caregiver goes through a national background check, drug screening, thorough interview with our COO and Scheduling Manager, and their references are checked. Also, each caregiver must pass an internal written test.

Q. Do I meet with you? Do I get to meet with the caregiver prior to the final "ok"? Can you meet with my parents?

Typically a Community Outreach Liaison will visit with the family via phone, then schedule a time to meet in person. Under the current circumstances we are using technology such as Zoom, FaceTime or phone to get to know each other. Our focus is on the safety of our staff and clients by minimizing contact. Regarding a meeting with a caregiver, we have learned that a meeting prior to an engagement does not offer meaningful insight for the client; while we have confidence in all of our staff, we appreciate that sometimes we may have to send out a different caregiver after the engagement begins. Should there be issues such as the caregiver wears too much perfume, talks too loud or sits in your favorite antique chair - feel free to communicate freely. If it's something you want management to address just let us know. If there we need to pivot and switch out caregivers, no problem. We have 100+ caregivers, and we have the right caregiver for you!

Q. How long does it take to have a caregiver in place at the residence?

There are lots of variables that go into this, but in emergency situations it could be as fast as a few hours. Typically we like to have at least 24 hours in order to get the family properly set up in the system and give our scheduling team adequate time to put their matchmaking skills to work.

Q. How does the caregiver typically get in the home if the patient is unable to answer the door?

We have used various tactics and tools to enter a home where the client is unable to answer the door, including: lockbox, spare key, garage door opener, hidden key, or garage combination.

Q. Is there a binder set up in the home with information about the patient's needs?

There will be a notebook with care plan notes, contact information and a pad for caregivers to take daily notes. These can be helpful for family, medical staff and long term care insurance.

Q. Can caregivers accept tips?

We compensate our staff very generously and we pay 80% of their health premiums. Clients are by no means obligated to tip our staff. We do allow gifts / tips for holidays, special occasions or at the end of an engagement.

Q. What is the minimum number of hours that we can engage caregivers?

We typically have a 4/hr. minimum per engagement. However, due to the COVID pandemic, we have modified our policy in an effort to protect our staff and to protect our clients. During the pandemic, we will not allow our caregivers to work for more than two clients. This means that each client must pay for 20 hours per week for services. By limiting the number of engagements, we limit exposure for our staff and we limit exposure for our clients.

Q. How are we invoiced and how often?

Invoices are generated every two weeks and sent electronically to the correct person on file who pays the bills. We use the Automated Clearing House (ACH) system to charge our client's checking account.

Q. What is the overtime policy?

By law we are required to pay our staff overtime (1.5x) for any hours accrued over 40 hours per week. We work with our clients to limit overtime, though we know that clients prefer fewer faces during the engagement.

Q. When trips are made (mom to nail salon, grocery run), which vehicle is used, yours or ours?

This is up to the client. If the caregivers drives the client's car, there is not an additional charge. If the caregiver uses their own car, we charge standard IRS rate of .57/mile.

Q. Would you be my point of contact or is there someone that is assigned to our file?

Our sales team will always be responsible to maintain contact with you during the entire engagement. They are committed to see that you are satisfied at all times. They will work with our scheduling department as necessary. Our team is available to you 24/7/365 so that you are never left hanging.

Q. If the caregiver is not a good fit, what is the process?

We know our individual staff and we use this knowledge to make good matches between our staff and our clients. If a match doesn't work, we will work to make it right. To begin, if the caregiver is wearing too much perfume, talks too loud or sits in your favorite antique chair - feel free to discuss directly. If not, we can have the conversation on your behalf. If we can't redirect a staff person for whatever reason, we will simply substitute another one of our caregivers. Usually we get it right, but we live by the motto that practice makes perfect.