

Arlington Neighborhood Village
'Non-Skilled' Home Care Info

There are two types of personal home care services:

- *Non-skilled* home care (supportive, *non-medical*, home-based personal care)
- Skilled home care (home healthcare provided by a nurse or nursing assistant)

What are *non-skilled* home care services, and who provides them?

- *Non-skilled* (non-medical) services are typically provided by Home Health Aides (HHA), Certified Nurse Assistants (CNA), and/or Home Companions.
- The personal care services they provide include: 1) Meal preparation and Feeding, 2) Medication reminders, 3) Transportation and Errand help, 4) Light Housekeeping, 5) Laundry & Bedding Changes, 6) Bathing support, 7) Dressing support, 8) Toileting support and Incontinence care, 9) Transfers between surfaces, 10) Companionship and Socialization.

What are the differences among these three types of *non-skilled* caregivers in Virginia?

- **Home Health Aides (HHA's)** have completed 120 hours of CNA training but have not taken the state exam and are therefore not licensed as CNA's.
- **Certified Nurse Assistants (CNA's)** have completed 120 hours of CNA training, have passed a state CNA exam, and are licensed in Virginia.
- **Both HHA and CNA** are qualified to provide home-based, personal care services.
- **Companions** are not required to have formal training and do not provide hands-on care. The range of services they provide includes 1) Meal Preparation, 2) Errand help, 3) Light housekeeping and 4) Companionship and Socialization.

How does one access the services of a *Non-Skilled* Caregiver?

- **Home Care Agencies** (such as those on the attached list) employ a range of *non-skilled* caregivers (HHA, CNA, Companions). Each agency should screen each employee (such as with a background check using SSN, driver's license and citizenship status) and pay social security and workman's compensation for its employees. It is best to select an agency that is licensed by the State and bonded.
- **Referral agencies** can also be helpful. They do the background checks and provide a list of potential caregivers. The individual needing the caregiver then interviews and hires the caregiver independent of the agency; the hiring individual is then also responsible for paying social security and workman's compensation for his/her employee.

Selecting a *Non-Skilled* Caregiver

- ‘Non-Skilled’ caregivers include Companions, Home Health Aides and Certified Nursing Assistants. The term ‘non-skilled’ distinguishes this personal, non-medical care from ‘skilled’ personal, medical care that is provided by nurses and nursing assistants.
- After deciding that non-skilled home care is needed, you will contact a home care agency, a referral agency, and/or an individual caregiver (as described above) to make the selection. When you choose a caregiver, you are inviting someone into your home. A little precaution and research can go a long way to give you peace of mind and help to avoid problems.
- Use your social, medical, professional and other networks to obtain caregiver recommendations and tips. This includes friends, neighbors, relatives, healthcare providers (including primary care physician, hospital discharge planner, social worker).

Questions to ask when interviewing Home Care Agencies & Caregivers:

1. Is the agency licensed in VA?
2. Is the agency locally owned and operated? Are the owners on-site and actively managing?
3. If the agency is part of a franchise, what ‘watchdog’ organization are they members of?
4. Are the agency’s caregivers employees or independent contractors? (It is often best to use an agency whose caregivers are employees.)
5. Are caregivers bonded and insured? (They should be.)
6. How are caregivers screened? (Agency should run background/criminal screening, both local and national, and potentially additional screening such as credit checks.)
7. What sort of training do the employees receive? Is training ongoing?
8. Will an agency supervisor evaluate the quality of care you receive? How often?
9. What is the scope of services the agency/caregiver provides? (Be sure it matches your need.)
10. What is the caregiver shift? (Days, times, hours per visit)
11. How is billing handled? Will the agency bill your private insurance, if applicable?
12. If you have a family member or friend involved in your care, how does the agency ensure that they stay informed/included? What if your family lives in a different state?
13. What provisions are there for backup care, on occasions that your caregiver is sick or otherwise not available, and/or during a disaster? Who do you call and what is the after-hours process?
14. How will you report problems, and how will they be addressed/resolved?
15. What is the contract period/length? Are you committed to a long-term contract with the agency?
16. How soon will service begin?
17. Will service be provided in a facility (hospital, nursing home, assisted living, etc)?

ANV PREFERRED PROVIDER CONTACT INFORMATION

Company	Address	Contact Information	Ownership	Website
SYNERGY Home Care	3101 Wilson Blvd Ste 500 Arlington, VA 22201	703-558-3435 Mitch@shcarlington.com info@shcarlington.com	Mitch Opalski	https://synergyhomecare.com
ACC Family	3033 Wilson Blvd Ste 700 Arlington, VA 22201	703-517-9576 703-549-7894 877-549-7894 sales@accfamily.com jl@accfamily.com	Jim Lindsay	https://www.accfamily.com
Home Instead	803 W Broad St Ste 710 Falls Church, VA 22046	703-533-7368 Service512@homeinstead.com Stanley.Dubiel@homeinstead.com	Stanley Dubie	https://www.homeinstead.com
Assisting Hands Home Care	5315 Langston Blvd Arlington, VA 22207	703-988-1800 703-997-5657	Brett Sanders	https://assistinghandsarlingtonva.com