



# Monarch Senior Care Comparison Shopping Guide

Senior Care Companies -->	Monarch Senior Care					
Phone Number	(888) 672-7060					
Date/Time of Call						
Was the phone answered?						
If you left a message, enter the date/time when the call was returned.						
What area do they serve?						
Are they licensed by the state?						
Will they provide proof?						
Are they insured and bonded?						
Will they provide proof?						
Do they have Certified Senior Advisor (CSA) on staff?						
Do they have Certified Companion Aides on staff?						
What services do they provide?						
What will they NOT do?						
Are the caregivers employees or contractors?						

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Will they do a free in-home assessment?						
Can you meet the caregiver before the contract starts?						
Ask about caregiver training.						
Do they background check their caregivers?						
Ask about their background check procedures.						
Will they show proof that the caregiver passed the check?						
Will they keep a care plan at the house?						
What will be recorded in the care plan?						
How often will supervisors visit?						
Did the person sound friendly, helpful & empathetic?						
How do they charge?						
How do you make changes to your plan of care?						
What can you do if you are unhappy?						
What's the minimum visit length?						
Does the rate change dependent on the nature of the care?						
Do weekends cost more?						