

Frequently Asked Questions

About Evergreen At Home - Home Care

1. How are Evergreen At Home (EAH) caregivers selected?

Caregivers are carefully screened through a personal interview, criminal background check, driving record check, insurance verification, and reference check. All caregivers receive training with Evergreen's staff nurse educator, EAH manager and EAH Specialist.

2. Will I have the same caregiver for each visit?

If you prefer an individual caregiver, EAH will strive to fulfill your request. When your caregiver is ill or on vacation, another will be provided based on your specific needs.

3. What is the difference between Homemaker Services and Personal Care Services?

Homemaker services provide assistance with tasks around the house such as housekeeping, laundry, errands, grocery shopping, meal preparation, and pet care. Personal Care services provides assistance with activities of daily living such as dressing, bathing, grooming, hygiene, incontinence care, and medication reminders (but not administering medications). Personal care services can also include a spa bath at Evergreen.

4. Why should I choose EAH?

Together we will develop an individualized plan of service designed specifically to meet your needs. You may also decide to take advantage of the many unique opportunities that exist for EAH clients on the Evergreen campus.

5. Will I need to sign a contract or agreement for services?

Yes, you will need to sign a service agreement. The agreement states: the service(s) you will receive; the cost of service(s); how and when to provide a cancellation notice; payment terms; non-solicitation/substitution policy; and other additional terms and conditions.

6. Are gift certificates available for EAH services?

Yes, gift certificates are available for current EAH clients. Contact the EAH manager at (920) 237-2155.

7. Is becoming a client of EAH going to guarantee my admission to Evergreen if I desire?

No, being a client of EAH does not guarantee admission to Evergreen. A comprehensive assessment would be needed to approve residency on the Evergreen campus.

8. What services does EAH provide?

EAH provides homemaker services such as housekeeping, laundry and transportation, as well as personal care services such as bathing, dressing, grooming, incontinence care, and medication reminders. Select home maintenance services, medication reviews and set-ups by an RN, and a 24-hour emergency response system are also available.

9. Whom do I contact to request services?

To schedule EAH services, contact EAH manager Amy MacKenzie at (920) 237-2155.