

Why choose a Home Care Agency to deliver care?

When individuals and families choose home care, many consider the option of self managed care, hiring individuals instead of a reputable agency. It has been shown that many people who have chosen this option were unaware or unsure of the risks and responsibilities that accompany the decision to self manage. By choosing an agency to manage care, these issues are eliminated, allowing peace of mind for both the client and their family .

Agencies belonging to the HCANL recognize the importance of high quality care within Newfoundland and Labrador. Together we strive to increase the level of service through operational standards, practice standards, and education.

Members of the HCANL have many measures in place to benefit both clients and employees. These include:

- **Staff Selection:** All staff are carefully chosen and references are checked thoroughly. All staff are also required to have a Certificate of Conduct and First Aid training.
- **Supervision and Education:** Agencies provide the necessary education and training to meet the client's care needs, working with them and their families to deliver a satisfactory care plan. Supervised home visits are also provided to monitor client placement.
- **Labour Standards:** It is the responsibility of the employer to ensure that staff are protected under the labour standards as required by law.
- **Compensation:** The employer takes full responsibility for paying of staff and deducting all necessary taxes and dues.
- **Liability:** Staff are protected under Worker's Compensation Insurance should an injury occur. They are also covered under the agency's insurance.
- **Reliability:** Agencies have a list of skilled employees at their disposal to help ensure all shifts are covered in the case a worker is unavailable or an emergency occurs and extra care is required. This in combination with year round 24/7 on call support and the availability of nursing staff ensures the care of the client care is paramount and quality service is maintained.

Deciding which route to take when it comes to home care can be intimidating and confusing. For those seeking service, it is wise to choose a reputable organization which can meet their needs, guarantee a high level of service, and ease the unneeded burdens of self managed care. The HCANL can assist by offering a geographical listing of members.

About the Home Care Association of Newfoundland and Labrador (HCANL)

HCANL is a non-for profit organization whose primary goal is to maintain a unified voice and preserve the service and educational standards necessary to deliver cost effective, high quality home and community health services to the people of Newfoundland and Labrador. It is dedicated to advancing the sector and quality of Home Care services being provided by ensuring high standard member representation, communication and leadership.