

FAQs

If you're new to home care, or have been working with another agency, you probably have more than a few questions for us. We're here to help. Here are some of the most common questions we hear, but don't hesitate to contact us to discuss your questions in more detail.

There are many home care agencies. What makes Tribute different?

Simply stated, it's the quality of care and the outstanding customer service we provide our families. We do that by focusing on the caregiver more than any other agency. We hire the best and provide them with the support, compensation and growth opportunities to ensure their happiness and continued success.

Are you insured and bonded?

Yes, we are fully insured with the required licenses in the states we operate. Tribute is a private business. We do not franchise, so we can deliver to the same high-quality standards in every region, with every visit.

How do you select your caregivers?

Tribute hires only the most qualified caregivers that match our successful caregiver profile - we never hire to meet demand. Our standards are high. Only 3% of applicants are hired. All caregivers are Tribute employees who have passed a lengthy interview process with extensive background checks, and personal reference checks. There are 8 core qualities that every Caregiver must have: warmth, compassion, patience, trustworthiness, commitment, care skills, flexibility, and problem-solving ability.

Do you always have caregivers available?

Our caregiver availability can vary at any given time. To maintain our quality standards, we don't hire just to meet demand. That may mean there are times we won't be able to serve a new family. We only take on a new client when we can provide seamless, uninterrupted, high-quality care. Once a Tribute caregiver is placed, you will always have the care coverage you need.

Do you provide caregivers for overnight coverage?

Yes, our service is built to meet the needs of clients needing long-hour care. Our care plans incorporate activities that improve quality of life and keep clients mentally and physically well throughout the day. We hire caregivers experienced in overnight service to prevent incidents, like falls, and to provide any assistance needed. Tribute trains all caregivers in Alzheimer's and dementia care for those families with more advanced care needs.

Tribute

Home Care

Can I change caregivers if its not the right fit?

Yes. We carefully match caregivers to the skills and personalities of our clients so we're confident you'll be happy with your Tribute caregiver. We get the first match right 97% of the time. If you'd like someone new, we'll find a better match right away, and you won't pay for your most recent visit. This is our promise to you.

How can I monitor care for my loved one?

Your Client Solutions team will customize our communications to your needs, so the frequency of updates will be built into your care plan. We also have an mobile app where you can access Caregiver schedules, care records and activities at any time.

What are the costs of your service?

We'll develop a care plan for your needs and bill our services at an hourly rate. Contact us today and we'll give you a quick no-obligation consultation with a detailed cost estimate.

Why do some other agencies cost less?

Tribute focuses on quality care and outstanding customer service. Our caregivers set us apart from others in home care. We hire the best and surround them with a team of professionals to ensure their growth and happiness. Our caregivers receive excellent pay, bonuses and benefits that reflect the value they bring to our clients. Caregivers tell us they love working at Tribute and they stay with our families for the long-term.

How long does home care last?

The length of services depends on your needs. We can help for a few days or a few years. Our Client Solutions team will give you recommendations on the amount of care needed to start, and you can increase or decrease the amount of care at any time as your needs change.

How do I get started?

Give us a call. There's always a live person available to speak with you. We'll discuss your care needs, assess our caregiver availability, and walk you through the onboarding process. We have locations across the Northeast and the Midwest.

Annapolis, MD
443-354-4900

Baltimore, MD
410-946-8400

Bethesda, MD
240-393-4744

Boston, MA
617-517-5400

Boston, MA MetroWest
508-283-6600

Boston, MA North
978-296-7111

Boston, MA South
617-517-5400

Chicago, IL
773-840-7400

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