



Choosing a Home Care Agency That Fits Your Needs in West Texas

At Heritage Care Advocates of West Texas, we are committed to helping families make the best possible decision regarding care for their loved ones. Our checklist of the most important questions to ask a potential home care provider is meant to assist you in your evaluation process.

		Company #2	Company #3
Has the company been responsive, informative and professional?	✓ We are available 24/7 as a professional resource for you and your family		
Are the caregivers screened, bonded and insured?	✓ We hire only 1 in 25 applicants and conduct extensive screening and background checks		
Does the company employ its caregivers and take care of taxes, withholding and workers' compensation?	✓ Our caregivers are employees, not contractors, to protect our clients from liability		
Does the company conduct any caregiver training such as the Balanced Care Montessori Approach?	✓ Our Balanced Care Montessori Approach training emphasizes healthy mind, body, and spirit.		
Does the company guarantee a personality match and offer caregiver interviews?	✓ We ensure a personality match and will not change your caregiver as long as you're satisfied		
Does the company offer back-up caregivers in case of emergency?	✓ We have an extensive roster of trained employees available for all our clients' needs		
Is the care manager available on-call 24/7, including nights and weekends?	✓ We are available 24/7 for our clients' needs including evenings, holidays and weekends		
Does the company perform regular quality assurance visits, client satisfaction reviews and caregiver evaluations?	✓ We conduct regular quality assurance visits along with other tools to ensure client satisfaction		
Does the company offer a satisfaction guarantee without any long-term contracts or commitments?	✓ We require no long-term contracts so you can use our services for as long as you need them		
Is the company a recognized leader in West Texas that has published books available on senior wellness and caregiving?	✓ We are a recognized leader in West Texas. Ask us for more information on our books		

For more information on our services, visit www.hcawesttexas.com or call 432-695-6489

Our mission at Heritage Care Advocates is to "Provide Concierge Level Whole Person-Directed Care for Mind, Body, and Spirit". Our Heritage is always being able to offer the highest standard of care for our clients and we are proud to have made a difference in the lives of hundreds of West Texas seniors and their families in the last decade.



Kendall Warren



**Located Just North of
Midland Country Club!**



(432) 695 -6489



www.hcawesttexas.com



Houston Business Park
6415 North Hwy 349, Bldg 13
Midland TX, 79705

Liability Issues When You Hire Your Caregiver	Use an HCA Caregiver	Hire Your Own
<p>If you hire a caregiver directly as an “independent contractor” to save money, the caregiver is really an “employee.” That exposes you to all expenses, liabilities and risks of having an employee.</p> <p>Caregivers who work the hours you specify, follow your directions, and use your home and equipment (e.g., dishwasher, washer & dryer, vacuum, kitchen and household equipment) are legally your employees – not independent contractors.</p> <p>If the caregiver is injured on the job (for example, a back injury that won’t heal), who is liable?</p>	<p>HCA is Liable</p> <p>HCA caregivers are covered by Workers Compensation insurance. That is an expense we cover for you.</p> <p>The caregiver cannot make a claim against you or sue you for medical bills, loss of income, or pain & suffering damages. Workers Compensation insurance is the caregiver’s exclusive remedy for those things, by law.</p>	<p>You are legally Liable</p> <p>Without Workers Compensation insurance, you are liable for your injured caregiver’s damages.</p> <p>Even if you and the caregiver have an agreement that the caregiver won’t sue you, that “agreement” is not legally binding and you are <i>still</i> legally liable for \$10,000’s or \$100,000’s - even if the injury was not your fault.</p> <p>That’s the truth! Ask a Workers Compensation attorney.</p>
<p>Who has to withhold the caregiver’s income taxes (federal and state) and Social Security and Medicare taxes?</p>	<p>HCA is Liable</p> <p>The caregiver is our employee and we withhold these taxes from the caregiver’s paycheck and pay the money to the government.</p>	<p>You are Liable</p> <p>The caregiver is your employee. You must withhold the taxes from the caregiver’s pay and pay it to the government. The IRS and Texas hold you liable.</p> <p>Even if you and the caregiver have an agreement that you won’t be liable, you are still legally liable.</p>

Use a HCA Caregiver (or hire your own?)

When You Look At The Liabilities, Which Choice Really Costs More?

Over →

Liability Issues When You Hire Your Caregiver	Use an HCA Caregiver	Hire Your Own
What if a caregiver takes valuables from your home?	<p>HCA is Liable</p> <p>First of all, we carefully screen our caregivers and only hire 1 of every 25 applicants.</p> <p>Our caregivers have passed a nationwide criminal background check.</p> <p>If a caregiver takes something from your home, we are insured to make you whole.</p>	<p>You are Liable</p> <p>You would need to check with your insurance company to see if your loss is covered or excluded.</p>
Who is liable if a caregiver doesn't provide good care?	<p>HCA is Liable</p> <p>We have professional liability insurance to compensate our clients for injuries sustained as a result of caregiver negligence.</p> <p>We screen caregiver applicants thoroughly and conduct national criminal background checks, and we conduct a proprietary psychological screening test.</p> <p>We carefully select caregivers for each client who are trained and experienced in the specific needs of the client.</p> <p>Our caregivers receive ongoing monitoring from a Client Care Manager (CCM) who is responsible for the client's care.</p> <p>Through HCA Hiring Process our caregivers learn the latest in caregiving skills and methods:</p> <ol style="list-style-type: none"> 1. Nutrition via our Balanced Care Montessori Approach, 2. Dementia intervention via our Cognitive Therapeutics Montessori Approach, and 3. Care assistance with activities of daily living (ADLs). 	<p>You are Liable</p> <p>Your homeowner's insurance may not cover this since the caregiver is being paid to work in your home and is legally an employee. You would need to check with your insurance company to see what coverages are included or excluded.</p>

Call Us Today & Schedule Your
Free In-Home Assessment 432-695-6489

Meet The Warren Family

Thank you for considering Heritage Care Advocates of West Texas. Our Family is always ready to foster people helping people, caring for your loved ones. Thank you for your trust. As West Texas Locals, we understand the challenges families face when caring for an elderly loved one. It will be our pleasure to help you answer any questions or concerns.

~ Kendall L. Warren



We are a Senior Home Care Company serving West Texas. Our office in Midland Texas is locally Veteran Owned and Operated since September 1st, 2013 when we started their first case with the owner Kendall Warren's grandmother. Identifying this great need in West Texas, it was not take long to grow into our motto. "Home Care Is Our Heritage". We believe the difference between being in the Home Care Business and just being another home caring company is the caliber of our team of caregivers, our guiding HCA core principles and the management team of HCA of West Texas. It is the enthusiasm that our staff displays in providing quality and dependable home care to our clients that makes Heritage Care Advocates special. They are our most valued resource and we treat them like it.

Heritage Care Advocates of West Texas where "Home Care Is Our Heritage". Visit with us today at (432)695-6489 to set up a Free In-Home Care Consult and learn more about our services. Our mission at Heritage Care Advocates is to "Provide Concierge Level Whole Person-Directed Care for Mind, Body, and Spirit". Our Heritage is always being able to offer the highest standard of care for our clients and we are proud to have made a difference in the lives of hundreds of West Texas seniors and their families in the last decade. Our care managers are on call 24 hours a day for client needs and our caregivers are professionally trained and personally committed. The Heritage Care office is located just north of Midland Country Club at the Houston Business Park.

Our Services – We are proud of our reputation for high-caliber caregivers. Our caregivers take a holistic approach to our clients by encouraging independence and engaging them in physical, mental and social activities. Heritage Care help with meal preparation, personal hygiene, bathing, medication reminders, transportation and more on both a regularly scheduled basis.

24 Hour Care Specialists – Our caregivers are specifically trained in around-the-clock care. Clients and their families have peace of mind with caregivers who monitor safety, attend to any immediate or daily needs and provide companionship.

We Are Available 24/7 – Do not let the upcoming Holidays put stress on the family dynamics. Even during evenings and weekends, so you can always be comfortable that someone is here to help.

Our Caregivers – We only hire one out of every twenty five caregiver applicants. All caregivers must have at least two years of senior care experience. We check references, criminal backgrounds, driving records and work authorization documentation. Finally, we administer our exclusive Caregiver Screening developed by field experts. Once hired, our caregivers attend our exclusive Balanced Care Method training, learning to provide moderation and variety to our clients in the areas of nutrition, physical exercise, mental stimulation and sociability.

Flat Rate and No Long-Term Contract – We have a flat rate fee structure, which means that as the level of need increases, our rates do not. There are no hidden fees for last-minute, short-term or weekend care. We don't require long-term contracts or commitments, so clients stay with us only as long as they are 100% satisfied.

Our Network – We're honored to be Preferred West Texas Providers for professionals in both the medical and senior communities. We are the trusted provider of home care services to the clients of care managers, assisted living and nursing communities, hospitals and senior centers throughout the West Texas area.



WE UNDERSTAND: "THERE'S NO PLACE LIKE HOME"

WHY OUR COMPANY?

We provide a comprehensive **FREE** In-Home Care Consult to determine level of care.

We have a unique **wellness approach** to home care called the Balanced Care Montessori Approach.

We offer Cognitive Therapeutics Montessori Approach an **activities based** program for our Dementia clients.

We take great pride in the **experienced, quality** Caregivers we employ.

Continual **communication** from our office keeps the entire family informed.

We are on call **24/7**

We don't require a long-term contract, encouraging clients to **try us** to see if home care is the right fit for them.

It's not
"like home"...
it is home.



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