

## Questions Frequently Asked Regarding Employer of Record (EOR):

---

### Accredited Nursing Care:

**Q: Does the EOR have local offices in Alameda and/or Contra Costa County?**

A: Accredited Nursing Care will arrange local meetings as necessary to meet the needs of clients and their respite workers. Please contact Accredited Nursing Care at 800-974-1234 for more information about local meetings.

**Q: How frequently will respite workers get paid?**

A: Accredited Nursing Care pays workers weekly.

**Q: What is the EOR agency going to pay my respite worker?**

A: Accredited Nursing Care will pay \$8.50 per hour before taxes.

**Q: Will the respite worker get unemployment benefits?**

A: Accredited Nursing Care pays into EDD/Unemployment for each worker.

**Q: Does the respite worker have to complete all of the CPR, First Aid and background check BEFORE they can start working on December 1, 2011? What happens if my worker cannot complete all of these trainings by December 1, 2011 but the training is in progress? Can my worker start providing services on December 1, 2011?**

A: Accredited Nursing Care will hire workers upon completion of the Trustpointe, Inc. background check. It takes 3-5 days to obtain results from Trustpointe, Inc. Workers have 90 days from date of hire to complete CPR and First Aid. If CPR and First Aid are not completed within 90 days of hire, worker will be suspended from providing services until the training is complete.

**Q: Will your agency cover or contribute towards the health insurance of the respite worker?**

A: Respite workers are eligible for health insurance when they average 32 hours per week or more for 13 weeks. We pick up a portion of their premium when they qualify.

**Q: For those families that will have more than one respite worker supporting their family member (i.e. working different shifts), will your agency pay for the background check, first aid/CPR for all of the workers?**

A: Yes. We don't have a formal limit for number of caregivers, but will address anything that is extraordinary. This rarely happens.

**Q: What is the process involved with timesheet submission/approval? Does a family member need to sign off on the form?**

A: Timesheets can be faxed, mailed, scanned and emailed to us. A timecard will only be processed for payment with the family member's signature.

---

### Arcadia Health Care:

**Q: Does the EOR have local offices in Alameda and/or Contra Costa County?**

A: Arcadia does have a local office in Emeryville. The website, [www.arcadiacare.com](http://www.arcadiacare.com) has the latest information on upcoming sign-up days and locations where they will be held. Please call to schedule an appointment for personalized service.

**Q: How frequently will respite workers get paid?**

A: Arcadia Health Care will pay workers weekly.

**Q: What is the EOR agency going to pay my respite worker?**

A: Arcadia Health Care will pay the worker \$8.25 per hour before taxes.

**Q: Will the respite worker get unemployment benefits?**

A: Arcadia Health Care pays into EDD/Unemployment for each worker.

**Q: Does the respite worker have to complete all of the CPR, First Aid and background check BEFORE they can start working on December 1, 2011? What happens if my worker cannot complete all of these trainings by December 1, 2011 but the training is in progress? Can my worker start providing services on December 1, 2011?**

A: The LiveScan must be completed before beginning to work. Workers are encouraged to complete First Aid and CPR as soon as possible. However, Arcadia Health Care offers up to a six month grace period to complete CPR and First Aid.

**Q: Will your agency cover or contribute towards the health insurance of the respite worker?**

A: No. We have a very low cost, very flexible medical/dental/vision plan that is 100% employee paid. The employee will be eligible to participate at day one of hire. Arcadia offers an employee funded 401K plan as well.

**Q: For those families that will have more than one respite worker supporting their family member (i.e. working different shifts), will your agency pay for the background check, first aid/CPR for all of the workers?**

A: Arcadia pays the cost for all background checks, first aid/CPR, regardless of how many workers the family has.

**Q: What is the process involved with timesheet submission/approval? Does a family member need to sign off on the form?**

A: Arcadia's time reporting is done telephonically. The employee will "sign in" by dialing an 800 (toll free) number at the start time and "sign out" by dialing the 800 number again. This takes place in the client's home, thereby ensuring its accuracy. Family members will observe the worker "signing in, and signing out" by using the family telephone on site. There is no need for a family member to sign off, Arcadia's system is paperless.

---

#### **Bay Respite:**

**Q: Does the EOR have local offices in Alameda and/or Contra Costa County?**

A: Bay Respite will have staff available locally at the following locations, dates and times to process EOR worker's paperwork.

In Concord at 906 Lee Lane, Concord, CA 94520  
November 10, 2011 from 5:00 p.m. to 7:00 p.m.

In Richmond at 2801 Robert Miller Drive, Richmond, CA 94806  
November 15, 2011 from 5:00 p.m. to 7:00 p.m.

In Brentwood at 1191 Central Blvd., Ste B. Brentwood, CA 94513  
November 17, 2011 from 5:00 pm to 7:00 pm

In Livermore at 2133 A Las Positas Ct., Livermore, CA 94551  
November 16, 2011 from 5:00 pm to 7:00 pm

Call Bay Respite at 1-888-644-4491 to RSVP and for more information.

**Q: How frequently will respite workers get paid?**

A: Bay Respite Care runs 2 payrolls per month. If the worker wishes to be paid 1x/month, then they submit monthly. If the worker wishes to be paid 2x/month, then they submit semi-monthly. The choice is theirs.

**Q: What is the EOR agency going to pay my respite worker?**

A: Bay Respite pays \$8.50 per hour before taxes.

**Q: Will the respite worker get unemployment benefits?**

A: Bay Respite pays into EDD/Unemployment for each worker.

**Q: Does the respite worker have to complete all of the CPR, First Aid and background check BEFORE they can start working on December 1, 2011? What happens if my worker cannot complete all of these trainings by December 1, 2011 but the training is in progress? Can my worker start providing services on December 1, 2011?**

A: The worker must complete the background check prior to beginning to work for Bay Respite. Bay Respite offers a 90 day grace period for the worker to complete CPR and First Aid. Bay Respite Care offers classes every month in Vallejo, Richmond, Concord, Brentwood and Livermore. All of our classes are free to our employees. We offer a discounted rate of \$25 to the parents of our clients. Our class schedules are on our website at [www.BayRespiteCare.org](http://www.BayRespiteCare.org) under "CPR/FA Schedules".

**Q: Will your agency cover or contribute towards the health insurance of the respite worker?**

A: No.

**Q: For those families that will have more than one respite worker supporting their family member (i.e. working different shifts), will your agency pay for the background check, first aid/CPR for all of the workers?**

A: Yes, we will hire as many respite care providers as the family needs, and we pay for LiveScan and CPR/FA.

**Q: What is the process involved with timesheet submission/approval? Does a family member need to sign off on the form?**

A: When a respite care provider (RCP) is hired, we send them a welcome letter with timesheets. When the RCP provides respite, they complete a line on the timesheet and the parent signs it. So, for every respite booking the parent signs the timesheet. The RCP mails it to BRC for payment. We have 2 pay periods per month. If the RCP wants to be paid twice, s/he needs to submit the timesheet semi-monthly. If the RCP wishes to be paid monthly, s/he needs to submit it monthly. The RCP can be mailed a live check or get Direct Deposit.

---

#### **Manos Home Care:**

**Q: Does the EOR have local offices in Alameda and/or Contra Costa County?**

A: Manos Home Care is located at 4173 MacArthur Boulevard, #15, Oakland, CA 94619. (510) 336-2900; Hayward/Fremont area (510) 690-0684; Richmond Area (510) 758-4044.

**Q: How frequently will respite workers get paid?**

A: Manos has a weekly payroll system. Workers may be paid weekly provided they have turned in a time sheet.

**Q: What will the EOR agency going to pay my respite worker?**

A: Manos will pay \$8.75 per hour to the worker before taxes.

**Q: Will the respite worker get unemployment benefits?**

A: Manos will pay into EDD/Unemployment for each worker.

**Q: Does the respite worker have to complete all of the CPR, First Aid and background check BEFORE they can start working on December 1, 2011? What happens if my worker cannot complete all of these trainings by December 1, 2011 but the training is in progress? Can my worker start providing services on December 1, 2011?**

A: The worker must be signed up for CPR and First Aid classes prior to providing respite services. The employee must have the background check completed prior to providing services.

**Q: Will your agency cover or contribute towards the health insurance of the respite worker?**

A: We are developing a personnel policy and parent handbook for EOR workers, which will be printed and distributed next week; in that personnel manual we will probably commit to paying 75% of our Kaiser health care benefit for the respite worker, provided that the worker average 35 hours per week for any given calendar quarter. In addition to health care, dental and paid time off will be offered.

**Q: For those families that will have more than one respite worker supporting their family member (i.e. working different shifts), will your agency pay for the background check, first aid/CPR for all of the workers?**

A: We currently pay for all background checks for multiple workers (after requests for more than three to a 30/month respite case, we try to talk to the parent/guardian--there may be a limit at three and they must all work on a regular basis). *CPR*: we will pay for the class for additional workers provided that the CPR training is done at our offices—workers should call to sign up for one of the many courses we hold each month; Spanish courses will also be held soon. For workers living in Richmond area and the Hayward/Fremont area, we will provide a \$10 gift card for gas if workers take our course at the office. Families will have to agree to retain each trainee for a minimum number of hours per quarter, although we haven't finalized that policy.

**Q: What is the process involved with timesheet submission/approval? Does a family member need to sign off on the form?**

A: There are several ways to submit a time sheet, and they are all listed in our EOR time sheets currently being printed: by fax, by scan & email, by drop off at a secured box in front of our Oakland office, by mail, or by walking in during our office hours. *Time sheet Approval*: A family member needs to sign off on the form—at least on the final work day prior to submission. We believe it is important to verify hours charged to a family's account by a signature. Signatures by employees and family members create records that truly document the hours charged to RCEB. Parents can obtain visit history lists for their account by calling us during our office hours or by submitting a request for their visit history and POS balances at the Parent and Guardian's page on our web site at <http://www.manoshomecare.com/parents.htm> .

---

**Pacific Home Care:**

**Q: Does the EOR have local offices in Alameda and/or Contra Costa County?**

A: Pacific Home Care has a local office located at: 580 Executive Center, 11501 Dublin Boulevard, Suite 200, Dublin, CA 94568. The phone number remains the same (510) 239-5506. Pacific Home Care will have staff available locally at the following locations, dates and times to process EOR worker's paperwork. Spanish speaking personnel will be available.

**In Dublin at 580 Executive Center, 11501 Dublin Boulevard, Suite 200, Dublin, CA 94568**

November 15, 2011 from 12:00 pm to 4:00 pm

November 17, 2011 from 12:00 pm to 4:00 pm

**In Concord at 906 Lee Lane, Concord, CA 94520**

November 10, 2011 from 5:00 p.m. to 7:00 p.m.

**In Richmond at 2801 Robert Miller Drive, Richmond, CA 94806**

November 15, 2011 from 5:00 p.m. to 7:00 p.m.

*Please call to confirm which day you would like to attend (510) 239-5506.*

**Q: How frequently will respite workers get paid?**

A: Pacific Home Care pays workers once a month.

**Q: What is the EOR agency going to pay my respite worker?**

A: Pacific Home Care will pay workers \$8.75 per hour to the worker, before taxes.

**Q: Will the respite worker get unemployment benefits?**

A: Pacific Home Care pays into EDD/Unemployment for each worker.

**Q: Does the respite worker have to complete all of the CPR, First Aid and background**

**check BEFORE they can start working on December 1, 2011? What happens if my worker cannot complete all of these trainings by December 1, 2011 but the training is in progress?**

A: Pacific Home Care allows workers to provide care upon completion of the Live Scan or Trustpointe, Inc. background check. Workers have 90 days from hire date to complete their CPR and First Aid requirements. Workers can sign up to attend one of our "One Stop Shops". At these shops, they can complete their Live Scan fingerprinting, receive cpr/1<sup>st</sup> aid training and complete their New Employee Orientation. Pacific will work directly with the worker to enroll them in these workshops and will manage the entire process.

**Q: Will your agency cover or contribute towards the health insurance of the respite worker?**

A: No.

**Q: For those families that will have more than one respite worker supporting their family member (i.e. working different shifts), will your agency pay for the background check, first aid/CPR for all of the workers?**

A: Pacific Home Care will cover the fees for the first two providers

**Q: What is the process involved with timesheet submission/approval? Does a family member need to sign off on the form?**

A: Timesheets are mailed to the family. Every month, parents must sign off on the timesheet, acknowledging that the hours of respite were provided.

---

### **Premier Health Care Services:**

**Q: Does the EOR have local offices in Alameda and/or Contra Costa County?**

A: Premier has a local address at 7901 Oakport Street, Suite 2500, Oakland, CA 94621, (408) 288-6701; new toll free number- **(855) 288 6701**.

**Q: How frequently will respite workers get paid?**

A: Workers can get paid twice a month on the 9<sup>th</sup> and 23<sup>rd</sup>, provided they have their time card submitted on time (time cards are due on the 1<sup>st</sup> and 16<sup>th</sup> of the month).

**Q: What is the EOR agency going to pay my respite worker?**

A: Premier will pay the worker \$8.78 per hour before taxes.

**Q: Will the respite worker get unemployment benefits?**

A: Premier will pay into EDD/Unemployment for each worker.

**Q: Does the respite worker have to complete all of the CPR, First Aid and background check BEFORE they can start working on December 1, 2011? What happens if my worker cannot complete all of these trainings by December 1, 2011 but the training is in progress? Can my worker start providing services on December 1, 2011?**

A: The background check must be completed prior to beginning to work. Premier has a 60 day grace period for the worker to complete First Aid and CPR after beginning to work. Please Note: **Premier will have a free CPR/FA classes coming up on 11/21/11 @ RCEB in San Leandro, but there will be alternatives for those who can't make this class. Time will be from 11 am to 3 pm**

**Q: Will your agency cover or contribute towards the health insurance of the respite worker?**

A: No.

**Q: For those families that will have more than one respite worker supporting their family member (i.e. working different shifts), will your agency pay for the background check, first aid/CPR for all of the workers?**

A: Up to 3 workers is our policy.

**Q: What is the process involved with timesheet submission/approval? Does a family member need to sign off on the form?**

A: Yes, family needs to sign our timecard.