



YOUR SOURCE FOR POSITIVE LIVING

Frequently Asked Questions

Who do I contact to begin Connections services in my home?

BG Connections Director or Connections Coordinator are available to speak with you regarding your initial inquiry. We can be reached at 843.406.6379. Please allow 24 hours for a message to be returned.

How far in advance do I need to call before I can start services?

We ask for 48-hours of notice before services begin. This allows us ample time to get to know the client and formulate a service plan. In the event of a last minute request, every effort will be made to provide the services needed.

How are these services paid?

BG Connections is predominately paid for privately. Some long-term care insurance providers cover services, so be sure to check your policy. If services are provided to a current Bishop Gadsden resident, BG Connections will add a line item to your monthly service bill. For Non-Bishop Gadsden residents, billing will occur bi-monthly or monthly depending on the services offered by BG Connections.

BG Connections has an hourly rate of \$21 per hour, and services are provided with a 4 hour minimum for each visit off campus. These services can be provided 24 hours a day, 7 days a week.

Can I change my schedule if I have conflicting appointments?

Yes, schedules may be varied as needed. BG Connections strives to be as flexible as possible in meeting each unique need. Schedule changes can be directed to Director of BG Connections or Connections Coordinator at 843.406.6379.

What kind of screening do employees undergo?

Prospective employees are carefully screened. A drug test, physical, tuberculin skin test, and background check are conducted to determine eligibility for hire.

What if I change my mind and don't want to continue services?

There is no obligation to continue services. You may cancel at any time.

How are the Connections Caregivers hours worked tracked?

Connections Caregivers use a telephony system to clock-in and clock-out. When the Connections Caregiver arrives to your home, he or she will report directly to the client's telephone and dial a toll-free number in which they will enter their employee identification number. This system ensured employees are arriving to shifts on time.

What if my regular caregiver is not available for a shift?

If your regular Connections Caregiver is not available you will receive a call from the office asking if you would like a substitute for the particular shift. Sometimes clients choose to forgo services until their regular Connections Caregiver is available.

What are the office hours? How do I contact someone after hours?

BG Connections maintains office hours on Monday through Friday from 8:00 a.m. – 4:30 p.m. After-hours a Connections staff member can be reached. Please call the office for this number.

Can my Connections Caregiver provide transportation?

Yes, we are happy to provide transportation. Connections Caregivers may either drive the client's car or their own personal car. If the Connections Caregiver drives his or her own personal care, there is a mileage fee.

Do you provide services in the hospital or in an assisted or skilled nursing facility?

BG Connections is happy to provide services in a hospital setting, assisted living, skilled nursing, or home environment.

