

Caregiver - Phone Screening Interview

Hi, is this Mei?

Yes, this is Mei speaking.

Hi Mei, this is Sarah from Maple Home Care. Is now a good time for a quick phone interview?

Yes, of course. Thank you for calling.

Great. Can you tell me about your experience as a caregiver?

Sure. I've been working as a caregiver for about four years. I've helped seniors with daily tasks, medication reminders, and light housekeeping.

Do you have experience with clients who have mobility issues or dementia?

Yes, I've cared for two elderly clients with early-stage dementia. I also helped one client transfer from bed to wheelchair safely.

That's good to hear. What would you do if a client refuses to take their medication?

I would stay calm, speak gently, and try to explain why it's important. If they still refuse, I would report it to the nurse or supervisor.

Are you comfortable preparing meals and assisting with feeding if necessary?

Yes, I can cook simple meals and follow any dietary instructions. I've also helped with feeding before.

Do you have any formal training or certificates, like First Aid or CPR?

Yes, I completed both First Aid and CPR last year. I also did a caregiver training course online.

Would you be available to work evenings or weekends?

Yes, I'm flexible. I can work evenings and some weekends too.

When would you be available to start?

I'm available to start next week. I just need to confirm my schedule.

Great. Thank you for your time, Mei. We'll be in touch soon.

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Thank you very much. I look forward to hearing from you.