

Guests



EPAGA
HOME CARE

DOING IT BEST WITH ELDERCARE SUCCESS

Podcast Eipsode #9

QUESTIONS TO ASK A HOME CARE AGENCY



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*Tips shared by Julie Brubaker and
Inga Lake, EPAGA Home Care, Inc.*



As you begin to look for some care in the home, we encourage you to call around to different agencies. Ask the same questions to each and “get a feel” for how the discussion goes over the phone and the comfort level you have with this initial interview. Set home visits with those you feel comfortable with.

Potential questions:

- Tell me a little bit about your Agencies background.
- What services do you provide?
- What does “non-medical, in-home care” mean?
- How much do you charge and what programs do you work with?
- Are your Caregivers Insured?
- What background checks do you run on your Caregivers?
- What type of training do your caregivers have?
- How do you monitor your caregivers in the field?
- What is the next step to start having home care in my home?
- How soon can we get started?
- What happens if the caregiver can't come to work?

BIOS: JULIE BRUBAKER AND INGA LAKE

Co-CEOs and Founders, EPAGA Home Care, Inc., Kalispell, Montana.

Julie Brubaker and Inga Lake, first opened the doors of EPAGA Home Care, Inc, in December 2007 in Kalispell, Montana.

When EPAGA began serving clients, there were three employees, and now the company has grown to more than 80 employees with a client base of over 100 clients. The corporate name at that time was “Agapé Home Care, Inc.” and it was not picked randomly or without purpose. The Biblical definition of “agapé” exemplifies what Inga and Julie believed to be the key reason for their mission and service to others in the home care setting. Agapé is “love”, the highest form of love, especially brotherly love – the love of God for man and of man for God. They felt their choice of such an agency name was essential to convey to the world the true meaning and mission of their business. The title of “Agapé Home Care” mandated that they rise up to the expectations of exceptional quality care as a Christian organization. Their business grew rapidly because there was such an unmet need for home care in small cities, towns, and rural areas that was being unmet.

As they received more and more requests from outside their locale that they couldn't handle, they realized that they could share their business success with others who could give care and service to far more people who needed it. They decided to franchise and began developing the necessary systems, marketing, and legal requirements. In doing so, they found that they were unable to trademark the name “Agapé” so they turned the letters around and developed their own unique name of EPAGA. The Agapé Home Care (now EPAGA) story starts in 2007 when acquaintances turned into business partners and within two short months hatched a plan, jumped off the cliff, and started a home care business in rural North West Montana... and they haven't looked back since!

Kevin and Inga Lake (left) owned a motorcycle repair shop. Mike and Julie Brubaker owned a motocross track. When shopping one day Julie stopped at the Lake's shop and said, "Do I have a deal for you! You should hang a sign at our track for advertising." Little did they all know that this casual visit would be the catalyst for a long-time business partnership that is still going strong to this day.

Inga's interest in owning a home care business was sparked by her own experience of taking care of her beloved grandfather. Her hands-on knowledge of how difficult this can be for the entire family prompted her to offer this valuable service to others who are in the same difficult situation. Kevin owned and operated Superior Sled & Cycle until 2017, when he joined EPAGA. His solid belief in EPAGA Home Care and his business expertise has helped push the company's growth forward. Inga and Kevin have two beautiful daughters, Sam who works in the office and Bailey who keeps them busy raising and showing sheep from their family sheep operation, Lost Lake Show Lambs Farm.

Mike and Julie Brubaker operate a motocross track in northwest Montana. Mike's hobby turned into a family affair where their children race and help with races as well. Julie's experience within the medical and homecare industry drove her interest in providing quality care for those in need of in-home services. From past experiences she understands the desires of her clients wanting to stay independent and comfortable in their own homes. Mike blessed Julie with three children when she married him in 1991 and then they added two, Bailey and Kali to the family. Their other interests in life include their MX- cattle ranch where they raise and sell cattle.

