



# Ten Things to Ask Before Hiring a Home Care Agency

## 1. How long has your company been in business?

- with many new companies entering the marketplace, they often lack experience and expertise
- office staff can't be relied on because of such a high employee turnover rate
- they don't have extensive records of caregivers' past performances
- they often attract caregivers who can't get a job at a reputable place

## 2. Are your workers bonded and insured?

- all types of accidents can occur anytime and sometimes items from a client's home will get damaged or disappear
- extensive insurance protects against these incidents but many agencies don't have them

## 3. How extensive are your criminal and background checks?

- there are many unscrupulous people looking for work
- checking the last place the caregiver worked and where they lived for the past five years is important as is getting written reference check reports

## 4. Does your company have a Care Coordinator assessing cases and doing supervisory visits?

- a Care Coordinator completes a plan of care so the caregiver knows what is expected of them at the home
- they can also help caregivers identify safety hazards, recognize symptoms, observe special diets, familiarize them with infection control procedures and more

## 5. How do you select your employees?

- agencies should have minimum requirements for years of experience and levels of certification or have training available and continuing education

## 6. Can you send me information describing your services and fees?

- these materials can help you compare the agency with others and it demonstrates that they've gone the extra mile in other aspects of the business

## 7. What is your company's replacement policy or guarantee?

- a good agency will give you replacements when needed without limitations

## 8. What are your financial procedures? Are your rates negotiable?

- fixed costs are generally incorporated into quotes which vary depending on the number of hours the caregiver is needed and the type of care required

## 9. Would you mind providing me with references?

- testimonials from both recent and old jobs should be reviewed

## 10. Can we set up a time to meet to discuss the details of my needs?

- important for you to see the agency's office setting and for the agency to come to your home