



Agency vs. Registry: What's the Difference?

Reasons	Agency	Registry
Bonded, Liability, Insured, Workman's Compensation	Agency caregivers are bonded and insured with liability and workman's compensation insurance. Coverage for accidents in home.	None - registry leaves that in your hands - no coverage for accidents
Payroll, Taxes and IRS	Agency assumes all responsibility	You assume all the responsibility
Background Checks	Agency performs background check, requires negative TB test, drug screening and reference checks	You must perform background check and additional screening
Training & Education	Agency provides education & training: CPR, First Aid Certification and hands on training	How much experience do they actually have?
Employee vs. Independent Contractor	Caregivers hired as employees	Caregivers are independent contractors
Caregiver Satisfaction & Backup	Pre-match; personality match, similar interest/likes/dislikes. Illness or emergency - backup available	None, typically based on schedule and cost
Customization & Availability	No contract: can increase or decrease hours at any time. Skill-level match.	Varies
Quality Assurance	Care is monitored by Care Coordinator who provides family with updates	Your responsibility