

Checklist for hiring an In-Home Care Agency

How long has your organization been providing home care services locally?

Does the owner and management have a care-giving background? How many years?

Do the employees of the company you are talking with receive support, education and training?

Does the company bond/insure their caregivers to protect clients and their families from liability.

Are those providing the care actual employees of your company? Do they receive a W-2 from the company?

Does the company cover workman's compensation for those providing care?

Does the company do criminal background checks?

What training do the caregivers receive?

Do the caregivers have any special certifications?

Are drug tests administered to those providing care?

Do the caregivers maintain a log of their activities while providing care? Is this information available to family members?

Are back up caregivers provided by your agency if the primary caregiver is unavailable?

Are care plans developed for each individual client?

Who is the person to contact with questions regarding the care provided?

What process is used to match caregivers with the needs and wishes of the client?

Is a live phone contact person available 24 hours a day, 7 days a week?