

# 20 QUESTIONS TO ASK POTENTIAL CARE PROVIDERS



Yes / No

Agency A

Agency B

Agency C

	Yes / No	Agency A	Agency B	Agency C
1. Does your agency offer the opportunity to meet your caregiver prior to receiving their services?				
2. Does your agency carry liability coverage?				
3. Does your agency conduct national and local criminal background checks and driving records of all employees?				
4. Are caregivers employees of your company (not contractors) and protected by Workers' Compensation?				
5. Are caregivers bonded and insured for theft?				
6. Does your agency have a systematic method for tracking caregiver arrival and departure times at the client's home?				
7. Does your agency provide 24/7 telephone service?				
8. Does your agency provide backup coverage in the event a caregiver cannot make it to work?				
9. Does your agency require a minimum number of hours per shift? If so, what is the minimum?				
10. Does your agency's services include Personal Care such as bathing, incontinence care, and mobility assistance?				
11. Are your caregivers certified to provide personal care? Do you provide training to caregivers including orientation and ongoing education?				
12. Does your agency provide transportation services for clients?				
13. Does your agency maintain a business office where I can meet the office staff?				
14. Does your agency have office staff I may contact for information?				
15. Does your agency provide in writing the plan for care services, and clearly describe all rates and fees?				
16. Does your agency make periodic supervisory visits to a client's home?				
17. Can your agency provide documentation explaining the client's rights, your code of ethics, Workers' Compensation and PIPEDA compliance?				
18. Can your agency provide emergency monitoring systems, medication solutions and other safety technology?				
19. Will your agency provide a free in-home assesment prior to starting service?				
20. How quickly can your agency start service?				

## How To Determine When It's Time For In-Home Care



Before you can determine how to select the right care provider, you must first decide when it's time to introduce care. The following questions can help you make this important decision:

- Has there been a recent emotional or medical crisis?
- Does the individual bathe less often, or not at all?
- Are pills left over or running out too soon?
- Does the individual need help walking?
- Is he/she verbally or physically abusive?
- Is he/she becoming more forgetful?
- Have there been recent falls?
- Is your loved one having problems sleeping?
- Has there been recent weight loss?
- Is his/her hearing or vision affecting the ability to function?
- If he/she smokes, are there burn marks?
- Is your loved one able to do errands alone?
- Is clothing being changed daily?
- Are there scorch marks on the pot holders or dish towels?
- Are there signs of burnt pans on the stove?
- Is routine house cleaning not being done?
- Have social activities stopped or diminished?

If you checked even one of these questions, perhaps it is time to consider in-home care. But before you select your care provider, make sure you ask the right questions.