



12 Crucial Questions When Vetting A Home Care Agency

INSTRUCTIONS:

Research and asking questions is everything when it comes to finding the right home care provider. This guide will assist you in gathering vital information from any prospective home care provider. Any reputable home care company should be willing and able to answer these questions. It's important to critically evaluate the information you find to ensure its accuracy and reliability.

Question 1: Are you registered with the Department of Consumer Protection as a Homemaker & Companion Agency? What is the registry number?

Answer:

Question 2: What is your agency's process on vetting your caregiver? Do you conduct background checks?

Answer:

Question 3: Do you train your caregivers? What kind of training and how often?

Answer:

Question 4: Is your agency protected and insured?

Answer:

Question 5: How does your agency safe guard my personal information provided if I become a client?

Answer:

Question 6: What specific services do you provide and which services do you not provide?

Answer:

Question 7: What are all the payments and insurances you take for homecare services?

Answer:

Question 8: How do you follow up and continue to provide support/training to caregivers and your clients when care is always done at the home?

Answer:

Question 9: How often do you evaluate and update a client's written service plan?

Answer:

Question 10: Do you have 24/7 support if I receive 24 hour services?

Answer:

Question 11: If an emergency were to occur, how does the agency/caregiver handle this?

Answer:

Question 12: How do you handle complaints and/or if I want to modify services or I want a new caregiver?

Answer: