

Twenty Questions to Ask Potential Care Providers

Yes / No / Comments

1. Does your agency offer the opportunity to meet your home care worker prior to receiving their services?
2. Does your agency carry liability?
3. Does your agency conduct national and local criminal background checks and driving records of all employees?
4. Are home care workers employees of your company (not contractors) and protected by Workers' Compensation?
5. Are the home care workers bonded and insured for theft?
6. Does your agency have a systematic method for tracking home care worker 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 home care worker 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 home care workers certified to provide personal care? Do you provide training to home care workers 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 assessment prior to starting service?
20. How quickly can your agency start service?

This list was adapted by Caregivers Nova Scotia from:

www.comfortkeepers.ca/information-centre-3/20-questions-brochure