

20 QUESTIONS TO ASK BEFORE HIRING A

*Home Care Agency*



This helpful guide provides a checklist of questions you should ask when interviewing a potential care provider. Please contact your local Comfort Keepers office with any questions you may have during this selection process.

QUESTIONS TO ASK POTENTIAL CARE PROVIDERS	COMFORT KEEPERS®	Other Agency	Other Agency
1. How many years has your agency been in business serving the community?	10 Years		
2. Does your agency carry liability coverage?	YES		
3. Do you conduct national and local criminal background checks and driving records of all employees? Are personal and professional references required?	YES		
4. Are caregivers employees of your company (not contractors) and protected by Workers' Compensation?	YES		
5. Are caregivers bonded and insured for theft?	YES		
6. Do you have a systematic method for tracking caregiver arrival and departure times at a client's home?	YES		
7. Do you provide 24/7 telephone service?	YES		
8. Do you provide backup coverage in the event a caregiver cannot make it to work?	YES		
9. Does your agency require a minimum number of hours per shift? If so, what is the minimum?	YES, 2 hours per client per visit		
10. Do your services include Personal Care such as bathing, incontinence care, and mobility assistance?	YES		
11. Does your agency provide transportation services for clients?	YES		
12. Does your agency maintain a business office where I can meet you and the office staff?	YES		
13. Do you have an administrative staff and nurse I may contact for information?	YES		
14. Do you provide in writing the care services provided, and clearly describe all rates and fees?	YES		
15. Does your agency make periodic supervisory visits to a client's home?	YES		
16. Can you provide documentation explaining the client's rights, your code of ethics, Workers' Compensation and HIPAA compliance?	YES		
17. Can you provide emergency monitoring systems, medication solutions and other safety technology?	YES		
18. Will your agency provide a free in-home assessment prior to starting service?	YES		
19. How quickly can your agency initiate service?	Today		
20. Are you certified or licensed by any government agency to provide homecare?	YES		

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