



## Twenty questions to ask a prospective home care agency:

Engaging a home care agency to provide care and safety to a loved one is an important and very personal decision. When you interview personal care/private duty homecare agencies, there are a number of important questions to ask:

1. Are you licensed?
2. How long have you been in business?
3. What areas do you service?
4. What are the charges? How are the charges determined?
5. Do I have to sign a long-term contract?
6. How do you supervise and oversee the care provided by your caregivers?
7. Is the agency able to be reached after hours and on weekends?
8. Are your services covered by long-term care insurance and will you process the paperwork?
9. Are the caregivers your employees or are you a referral agency (a registry)?
10. What type of training do your employees receive when they're hired? Do you provide ongoing training? Please describe it.
11. Are your employees bonded?
12. How long have most of your employees worked for you?
13. What is the background of your average caregiver (i.e. homemaker, certified nurse aide, high school graduate, retiree)?
14. How do you ensure that the caregiver and the person receiving care will be compatible?
15. What happens if the caregiver doesn't show up?
16. Please describe how workers have been trained to communicate with people who have cognitive disabilities such as dementia.
17. If you provide transportation, have you checked out your caregivers' driving records?
18. What kind of communication will I receive?
19. Can you put me in touch with someone who has used your services?
20. Have you received any type of national accreditation or awards?