

Questions to Ask a Home Care Agency

1. How will you work with us to develop a consistent caregiving schedule with consistent caregivers?	
2. We really want reliable caregivers. What did you do to screen and train caregivers?	
3. When a new caregiver is assigned, do you introduce this new caregiver to us before he or she starts?	
4. Do you randomly drug test your caregivers?	
5. Do you guarantee the quality of your home care services?	

<p>6. How much and by what process do you charge for your services? Can you provide for both short term and long term visits?</p>	
<p>7. Are you rated by an outside professional home care rating service such as Home Care Pulse, SeniorAdvisor or Care.com?</p>	
<p>8. What industry awards have you won?</p>	
<p>9. Can you provide us with at least four family references?</p>	
<p>10. Are assessments done only by registered nurses?</p>	
<p>11. Can you provide four medical (MD)</p>	

references for your nurses?	
12. Do the owners of the agency have a long history in the geriatric care industry?	
13. Can I speak directly to the owners of the agency?	