



EVALUATING  
IN-HOME CARE OPTIONS

## Making The Right Decisions For Your Loved One

Here's a checklist of questions you should ask when interviewing a potential care provider for in-home care. Please contact your local Comfort Keepers® office with any questions you may have during this selection process.

### 20 QUESTIONS TO ASK POTENTIAL CARE PROVIDERS

	COMFORT KEEPERS Yes / No	Agency A Yes / No	Agency B Yes / No
1. Does your agency offer the opportunity to meet your caregiver prior to receiving their services?			
2. Does your agency carry liability coverage?			
3. Does your agency conduct national and local criminal background checks and driving records of all employees?			
4. Are caregivers employees of your company (not contractors) and protected by Workers' Compensation?			
5. Are caregivers bonded and insured for theft?			
6. Does your agency have a systematic method for tracking caregiver 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 caregiver 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 caregivers certified to provide personal care? Do you provide training to caregivers 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 assesment prior to starting service?			
20. How quickly can your agency start service?			

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