

## finding non-medical homecare

- Determine what type of agency it is:
  - Referral Agency
  - Employee-Based Agency
- Are employees screened?
- If so, what is the screening process?
- Does the screening process provide a background check?
- If so, what, specifically does the background check cover?
- Are references verified?
- Is there a criminal background screening?
- Is there drug testing?
- Does your agency pay for Life Span screening?
- Is the agency responsible for workers compensation insurance?
- Do you carry professional liability insurance or bond?
- Does the agency manage payroll and cover taxes?
- Does a licensed health care professional help the family with an individualized plan of care?
- What type of training, if any, does the agency provide for its staff?
- Is there a CNA (Certified Nursing Assistant) overseeing the staff?
- Is there a licensed clinical social worker on staff?
- Is there a LVN or RN who oversees the staff?
- How often do supervisors check on staff?
- How does your agency handle after-hours emergencies?
- Are supervisors available on an on-call basis 24 hours a day?
- Are caregivers available on an on-call basis 24 hours a day?
- If the caregiver is ill, how soon will a replacement be provided?
- Does this agency hire independent contractors?
- When is payment due? Do I pay the agency or the caregiver directly?
- How often have you raised your fees?
- If fees are raised, how much advance notice will I receive?
- How long have you been in business?
- Are you a member of your local chamber of commerce?
- What type of involvement does your agency have with the senior community?