



## **A HELPING HAND**

### **Questions to ask when shopping around for in-home care services:**

**Is your agency a registry?**

**Do you hire private contractors?**

**Is this a Medical agency or a custodial agency?**

**If care professionals are your employees are they fully bonded and insured with the agency?**

**How do you match up care professionals to clients?**

**If I notice something missing from my home, what is your policy on lost or theft items?**

**Is your organization available to the community and clients after standard business hours?**

**If I choose to use your agency, how long till my case is staffed?**

**Do I have to sign a contract binding myself for any length of time to your agency?**

**Can I personally interview your care professional in the privacy of my own home?**

**How does your agency screen all potential care professionals?**

**What happens if my care professional through your agency calls in sick, what steps do you take to make sure the client still receives services?**

**How do you over see your care professionals while in a client's home?**

**Does your agency request a deposit? If so how much is the deposit and what is the duration the deposit is kept?**

**Do I have a voice as far as who I want in my private home?**

**How do I know the person knocking at my door is your care professional?**

**How do you pay your care professionals and is there any perks for them?**

**Do you charge your clients mileage and if so when does this apply?**



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**If the agency did not make a good match between client and care professional, what is your policy about not wanting that particular care professional back in my home?**

**What type of payments does your agency accept?**

**If I have long term home care insurance will your agency bill directly to them?**

**What if there was a natural disaster, do your care professionals know what to do and how to deal with this type of situation?**

**Are your care professionals trained in house?**

**What type of continued education do you supply to your care professional if any?**

**Are your care professionals required to keep track of activities while in my home?**

**Can your agency supply letter of reference from current and past clients?**

**If transportation is involved and there has been an accident, who is liable?**

**Does your agency have a resource of referrals in case I'm in need of something your agency does not supply?**

I hope this list is helpful when shopping around for In-Home Care.

If A Helping Hand is here to assist you with all your home care needs and questions.

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