



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?



A HELPING HAND

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 will all your home care needs and questions.

a_helpinghand@att.net

www.a-helpinghand.net

(530) 647-0266

(530) 647-0278 Fax