

10 QUESTIONS TO ASK WHEN SELECTING PRIVATE HOME CARE



1. Is the caregiver insured, bonded, and covered by worker's compensation?
2. Who does the caregiver screening and what kind of screening is done (references, criminal background checks, elder abuse checks, health checks example Covid-19, etc.)
3. Are the caregivers trained and what are they trained for (general vs. specific)?
4. Are the caregivers trained to work in both home and institutional setting?
5. Who supervises the caregivers? Are they direct employees (agency is responsible) or independent contractors (individual is on their own)?
6. What happens if the caregiver can't come or there is a conflict?
7. What happens if the client wants to change their schedule?
8. What is the cost and what is the minimum hours of service?
9. Is government funding available through this company?
10. How are payments made (to the caregiver, to the agency, both)? Follow up that question with "who is responsible for payroll taxes?"

You may want to ask for references from other client families who are using their services.