

TOP 10 QUESTIONS TO ASK WHEN SELECTING IN-HOME HELP:

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, health, driving records, 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 minimum hours of service?
9. What is the cost?
10. Is government funding available through this company?
11. How are payments made (to the caregiver, to the agency, both)? Follow up with "who is responsible for payroll taxes."

You may want to ask if you can speak to other client families who are using their services.