

IMPORTANT FACTORS IN CHOOSING A HOME CARE AGENCY

When Selecting a Provider:

- Be certain that the provider accepts your insurance or reimbursement
- Make sure that the provider offers the level of care that you require.
- When paying privately, be clear and specific about your needs so the provider can send the most appropriate worker.

Questions to Ask When Considering a Home Care Agency or Registry

- What licensing requirements do they meet?
- What training is provided to staff?
- Are references available?
- Are criminal background checks performed?
- How are the workers supervised?
- Are the employees bonded and insured?
- What are the complaint handling procedures?
- Are caregivers and care recipients included in developing the care plan?
- What are the policies for providing back-up staff should your worker be absent?

When Hiring an Independent Worker:

- Get referrals from people you know or reputable community organizations.
- Be sure to interview thoroughly and request and check references. Make certain that you are comfortable with the person, and that he or she has an open, honest communication style.
- Request a criminal background check if possible.

- Write out a contract and a care plan so that everyone involved understands what is to be accomplished, and the method and amount of payment.
- Communicate your wishes clearly, and know your rights and responsibilities as a home care consumer.
- Check with an accountant or the Internal Revenue Service (IRS) about your responsibility, if any, to pay Social Security taxes. This is especially important when hiring from a registry, or when paying an independent worker.
- Check to see that your homeowner's policy covers theft or if the worker gets injured on the job.