

TEN QUESTIONS TO ASK A NON-MEDICAL HOME CARE AGENCY BEFORE HIRING THEM

Property of Aging Your Way

Name of Agency: _____

1. What is your hourly rate? _____
2. Does the hourly rate increase on weekends, evenings, or holidays? _____
3. Do you have a minimum number of hours per day or per week that I must commit to?

4. Do your caregivers have any special training based on what I/my loved one needs?

5. How much notice will I receive if you must send a different caregiver than the one I
planned on? _____
6. What do you do if my caregiver calls in sick at the last minute or doesn't show up at my
home? Will you be able to send a replacement? _____
7. What should I do if the caregiver you send me just isn't a good fit for me/my loved one?

8. Who owns the home care agency? Will I meet them? _____
9. Do you offer a free in-person consultation so you or a Manager can meet me, see my house,
and discuss what services I/my loved one need? _____
10. How much notice do you need if I need to change my caregiver hours? _____

BONUS QUESTION: Do you have active liability insurance and do background checks on your
staff? (If the answer is no, do NOT hire!) _____