



EVALUATING
IN-HOME CARE OPTIONS

Making the Right Decisions for Your Loved One

Here's a checklist of questions you should ask when interviewing a potential care provider for in-home care. Please contact your local Comfort Keepers® office with any questions you may have during this selection process.

20 QUESTIONS TO ASK POTENTIAL CARE PROVIDERS

	COMFORT KEEPERS Yes / No	Agency A Yes / No	Agency B Yes / No
1. How many years has your agency been in business serving the community?	8 Years		
2. Does your agency carry liability coverage?	Yes		
3. Does your agency conduct national and local criminal background checks and driving records of all employees? Are personal and professional references required?	Yes Yes		
4. Are caregivers employees of your company (not contractors) and protected by workers' compensation?	Yes		
5. Are caregivers bonded and insured for theft?	Yes		
6. Does your agency have a systematic method for tracking caregiver arrival and departure times at the client's home?	Yes		
7. Does your agency provide 24/7 telephone service?	Yes		
8. Does your agency provide backup coverage in the event a caregiver cannot make it to work?	Yes		
9. Does your agency require a minimum number of hours per shift? If so, what is the minimum?	Yes, 3 Hours		
10. Does your agency's services include personal care such as bathing, incontinence care, and mobility assistance?	Yes		
11. Does your agency provide transportation services for clients?	Yes		
12. Does your agency maintain a business office where you can meet the office staff?	Yes		
13. Does your agency have an administrative staff you may contact for information?	Yes		
14. Does your agency provide in writing the plan for care services, and clearly describe all rates and fees?	Yes		
15. Does your agency make periodic supervisor visits to a client's home?	Yes		
16. Can your agency provide documentation explaining the client's rights, your code of ethics, workers' compensation and HIPAA compliance?	Yes		
17. Can your agency provide emergency monitoring systems, medication solutions and other safety technology?	Yes		
18. Will your agency provide a free in-home assessment prior to starting service?	Yes		
19. How quickly can your agency initiate service?	Today		
20. Is your agency certified or licensed by any government agency to provide homecare?	Yes		

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