



**Comfort  
Keepers.**



QUESTIONS TO ASK  
BEFORE HIRING A  
*Home Care Agency*

YOUR RESOURCE GUIDE FOR  
EVALUATING CARE OPTIONS



QUESTIONS TO ASK POTENTIAL CARE PROVIDERS		COMFORT KEEPERS	Other Agency	Other Agency
1	How many years has your agency been in business serving the community?			
2	Does your agency have liability cover?			
3	Do you conduct national police checks and driver's licence checks on all employees? Are reference checks required?			
4	Are caregivers, employees of your company and protected by Worker's Compensation and insurance?			
5	Do you have systematic method for tracking caregivers arrival and departure times at the client's home?			
6	Do you provide 24/7 telephone services?			
7	Do you provide backup coverage in the event a caregiver cannot make it to work?			
8	Does your agency require a minimum number of hours per shift? If so, what is the minimum?			
9	Do your services include Personal Care such as bathing, incontinence care and mobility assistance?			
10	Does your agency provide transportation services for clients?			
11	Does your agency maintain a business office where I can meet you and the office staff?			
12	Do you have administrative staff I may contact for information?			
13	Do you provide in writing the care services provided and clearly describe all rates and fees?			
14	Does your agency make periodic supervisory visits to a client's home?			
15	Can you provide documentation explaining the client's rights, your code of ethics, Worker's Compensation and confidentiality?			
16	Will your agency provide a free in-home assessment prior to starting service?			
17	How quickly can your agency initiate service?			