



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 long has the company been in the in-home care services business?	18+ Years		
2. Does your agency carry liability coverage?	Yes		
3. Does your agency conduct national and local criminal background and driving record checks on all employees? Are personal and professional references required?	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?	TBD		
10. Are caregivers trained to provide an interactive care solution?	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 that clearly describes all rates and fees?	Yes		
15. Does your agency make periodic supervisory 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 an in-home assessment prior to starting service?	Yes		
19. How quickly can your agency initiate service?	Same Day		
20. Does your agency provide training to caregivers, including orientation and ongoing education?	Yes		

Serving the 5 Boroughs of New York City

Let our *Comfort Keepers*® assist you today!

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