

Questions you should always ask when choosing a non-medical in-home care agency:

- 1. Is the agency licensed with the State of your residence, Health Department, and Medicaid?

- 2. How long has the agency been in business?

- 3. Who are the owners of the agency? Are the owners involved?

- 4. What experience, training, and certificates does the agency require their employees to have?

- 5. Does the agency screen their potential employees and complete a criminal background check?

- 6. Does the agency drug test employees; physical or screening?

- 7. Are all of the employees insured and bonded? Do they use independent contractors?

- 8. How does the agency supervised and manage their staff? Do they have a nurse on staff?



- 9.** Check to see if the agency sends a registered nurse to assess the client and the client's home before beginning service. If so, is that person a responsible for generating a care plan?

- 10.** Does the agency provide care around the clock?

- 11.** Does the agency answer calls 24 hours a day and can I talk to someone evenings and weekends?

- 12.** Will the agency give you a copy of a care plan?

- 13.** Is there a minimum number of hours required to employ one of their caregivers?

- 14.** Have the agency provide you with a list of references.

- 15.** Ask; what are the agency rates? Do the rates change depending on services and times needed?

