

Questions to Ask Before Hiring a Homecare Agency

We understand that finding, interviewing and hiring assistance for yourself or a loved one can be a daunting task. During the process, many questions will arise. It is difficult, especially for those with no medical background, to know what to ask or how to interpret the things which you are told. Hopefully, the following list will equip you with information to aid in the process and make the task a bit less daunting.

To obtain a license, a homecare agency must, by state law, meet certain requirements.

These requirements include:

- Criminal Background Checks
- BEAS registry check
- TB Testing
- Physical

However, in addition to the above, we recommend asking your prospective agency questions pertaining to things the state does not require of an agency, yet are important when considering care for a loved one.

These include:

- How long has the agency been in business?
- Are all caregivers employees or are they subcontracted?
- What are their **hiring standards**?
- What are the **qualifications** of the employees?
- What is the company **dress code**?
- How much **experience** do the employees have?
- What is the **training and continuing education** program for the employees?
- Does the agency provide **drug abuse testing** for employees?
- What is the **range of pay** provided to employees?
- Does the agency conduct **motor vehicle background checks**? (this is especially important if the caregiver will be providing transportation).
- Are your caregivers **insured and bonded**?
- Is there enough staff if at any time my loved one needs more hours of care (ie: 24 hour a day), or if a caregiver should call in sick do you have the staff for coverage?
- What is your policy regarding sending a caregiver to my parents home whom my parents have never met? It is not safe for an elderly person to be answering the door to total strangers. An agency should have a policy in place regarding the introduction of new caregivers.
- What are your **hours of operation**, how are phone calls handled during odd hours?
- What types of **pre-hire screening** do you conduct on your employees?

For more information see the article on pages 5-6 regarding hiring care at home.



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