



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 us 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. Will your agency provide a Free in-home assessment prior to starting service?	YES		
2. Do you maintain a business office where I can meet you and the office staff?	YES		
3. Are you certified or licensed by any government agency to provide homecare?	YES		
4. Is there an administrative staff to contact for information, and a nurse on staff?	YES		
5. Do you provide 24/7 telephone service?	YES		
6. Does your agency carry liability coverage?	YES		
7. Are national and local criminal background checks conducted for all employees?	YES		
8. Are personal and professional references required before hiring a caregiver?	YES		
9. Are employees' driving records checked?	YES		
10. Are caregivers bonded and insured for theft?	YES		
11. Are caregivers employees (not contractors) and protected by Workers' Compensation?	YES		
12. Do you provide training to caregivers, including orientation and ongoing education?	YES		
13. Are care services provided in writing, and all rates and fees clearly explained?	YES		
14. Does your agency make periodic supervisory visits to a client's home?	YES		
15. Do you offer Personal Care (bathing, incontinence care, and dressing, etc.)?	YES		
16. Does your agency provide live-in care?	YES		
17. Does your agency provide transportation services for clients?	YES		
18. Is there a system to track caregiver arrival and departure times at the client's home?	YES		
19. Does your agency require a minimum of hours per visit? If so, what's the minimum?	YES 3 Hours		
20. New Jersey law requires all Health Care Service Firms to be accredited. Is your agency accredited?	YES (NIHCA)		

**Comfort Keepers®**