



IMPORTANT QUESTIONS TO ASK and STEPS TO FOLLOW IN CHOOSING THE RIGHT HOME CARE AGENCY

- 1. Do some research! Review agency web sites. Consider at least 2 agencies to interview.**
- 2. Ask how long an agency has been in business locally. It is best to choose an agency that has been in business for at least 5 years in the San Diego community.**
- 3. Ask the agency if it directly employs its caregivers (or if they are just independent contractors). You want to insure that state and federal taxes are being withheld and that the agency provides workers compensation insurance.**
- 4. Ask the agency if they conduct criminal background checks and what is the process. Do they use a professional service? Are caregivers bonded and insured?**
- 5. Ask what professional associations the agency belongs to. State home care associations such as CAHSAH (California Association for Health Services at Home) will verify sound employer business practices.**
- 6. Ask about the agency's procedure for interviewing and hiring? What is the training level of the caregivers? How are they supervised?**
- 7. Ask if there are minimum hours of service per visit/week/month. Does the agency require a signed contract? Is there a service deposit?**
- 8. Ask if there is an assessment prior to service and development of a Care Plan?**
- 9. What is the agency's communication plan to keep you and your family informed?**
- 10. If at all possible, make a personal visit to the agency's office and meet their staff. Consider how professionally the agency has dealt with you and how comfortable you felt with the staff you met.**