

Questions to ask a potential home care agency



Hiring someone to take care of your loved one is a decision that must be made with careful consideration. There are many questions you can ask to make sure the agency can meet your needs, as well as to help ensure that the agency and its employees are competent and have the proper training, licensing, and insurance.

Filled out by:	Date:
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Potential care provider/agency name:

Questions about services provided

Does your agency provide both clinical services (such as nursing, physiotherapy, occupational therapy, speech-language pathology, or social work) and non-medical services (such as bathing, mobility assistance, or meal preparation)?

☐ No ☐ Yes _____

Are any of your services eligible for coverage through provincial/territorial home care programs or extended health benefits?

☐ No ☐ Yes _____

Will you perform an in-home assessment prior to starting service?

☐ No ☐ Yes _____

Will you create a care plan?

☐ No ☐ Yes _____

Does your agency provide in writing the care services provided and clearly describe all rates and fees?

☐ No ☐ Yes _____

Is there a process for updating the services provided if our needs change?

☐ No ☐ Yes _____

Can your agency provide 24-hour care?

☐ No ☐ Yes _____

Does your agency provide transportation services for clients?

☐ No ☐ Yes _____

Can your agency provide emergency monitoring systems and other safety technology?

☐ No ☐ Yes _____

Questions about certifications and liability

What are your education and training requirements for care providers?

Is your agency licensed or accredited by any government agency to provide home care?

☐ No ☐ Yes _____

Is your agency accredited or certified by a recognized Canadian body (e.g., Accreditation Canada, provincial health authority)?

☐ No ☐ Yes _____

Do you carry liability insurance?

☐ No ☐ Yes _____

Are your employees bonded and insured for theft and client injury?

☐ No ☐ Yes _____

Do you perform background checks on employees?

☐ No ☐ Yes _____

Can your agency provide documentation explaining the client's rights, your code of ethics, workers' compensation, and client confidentiality compliance?

☐ No ☐ Yes _____

Do you handle all payroll deductions, Canada Pension Plan (CPP) contributions, Employment Insurance (EI), and income tax remittances for your employees so that families are not legally responsible?

☐ No ☐ Yes _____

Can you verify that all employees are legally entitled to work in Canada?

☐ No ☐ Yes _____

If your employee is injured at a client's residence, who is responsible? Are your employees covered under workers' compensation (WSIB/WCB) or another insurance program? (Many homeowner's insurance policies exclude injuries to "domestic employees.")

Questions about working with a paid care provider

Can we meet the person before receiving services?

☐ No ☐ Yes _____

Do you send the same person each time?

☐ No ☐ Yes _____

Do you provide back-up coverage in case your employee cannot make it to work?

☐ No ☐ Yes _____

How do you monitor/supervise employees?

How do you document that your services were indeed completed?

Questions about administration

Is there someone I can call with questions or complaints?

☐ No ☐ Yes _____

Can you provide a list of references?

☐ No ☐ Yes _____

What are the fees for your services (per hour, per day)?

What is the billing schedule for services?

Is there a payment plan option?

☐ No ☐ Yes _____

Do you require a minimum number of hours per shift? If so, what is it?

☐ No ☐ Yes _____

How quickly can you initiate service?

Adapted from Caring and Coping: A Caregiver's Guide to Parkinson's Disease, published by the Parkinson's Foundation, 2016.