



Tips for Hiring a Home Caregiving Agency

Here are several things to consider:

- How long has the agency been serving the community?
- Who is the owner, and what are their credentials?
- How affordable is the service and how do their rates compare to other agencies?
- How does the agency recruit and screen potential caregivers?
- Does my family get to pick our caregiver?
- Will my family have the same caregiver on a continuous basis?
- Are services available based on your need with no minimum requirement?
- Is the agency staff available directly 24 hours?
- Is the telephone answered by a “real person” 24/7?
- Does the agency offer a free in-person consultation to meet the customer and family?
- Is care management available?
- Is the caregiver provided with a written service plan and clear direction?
- Is the agency licensed or accredited?
- Does the agency specialize in any particular service?
- How are services billed?
- Does the company offer a discounted rate for 24/7 care?
- Will the company guarantee continued satisfaction?

