



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. Do you provide 24/7 telephone service?	Yes		
4. Is there an administrative staff to contact for information, and a nurse on staff?	Yes		
5. Does your agency carry liability coverage?	Yes		
6. Are national and local criminal background checks conducted for all employees?	Yes		
7. Are employees' driving records checked?	Yes		
8. Are caregivers employees (not contractors) and protected by Workers' Compensation?	Yes		
9. Are caregivers bonded and insured for theft?	Yes		
10. Do you provide training to caregivers, including orientation and ongoing education?	Yes		
11. Are caregivers trained to provide an interactive care solution?	Yes		
12. Are care services provided in writing, and all rates and fees clearly explained?	Yes		
13. Is there documentation explaining the client's rights, and your code of ethics?	Yes		
14. Do you offer Personal Care (bathing, incontinence care, and dressing, etc.)?	Yes		
15. How many years has your agency been in business serving the community?	11 Years		
16. Does your agency require a minimum of hours per shift? If so, what's the minimum?	Yes, 3 Hours		
17. Is there a system to track caregiver arrival and departure times at the client's home?	Yes		
18. Does your agency make periodic supervisory visits to a client's home?	Yes		
19. Does your agency have a Health Care Service Firm license as required in New Jersey?	Yes		
20. New Jersey law requires all Health Care Service Firms to be accredited. Is your agency accredited?	Yes (NIHCA)		

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