



Questions to Ask a Home Care Agency Before You Hire Them

*****Our Training Program is State Approved, and Administered by Northern California Nursing Academy*****

	Caring Haven	#2	#3	#4
Does the agency conduct the following checks on all caregivers? It is important to know what due diligence has been completed on any person entering the home.				
Drug & Alcohol Policy	YES			
Sex Offender Registry	YES			
National AND Local Background Checks	YES			
Registered and Associated with the Agency on CDSS	YES			
TB Screening	YES			
Driving Records	YES			
Does the agency carry liability insurance and workers' compensation? Patients should be protected from any injuries, theft, & other caregiver-related issues.	YES			
Are Caregivers W2 employees? YES! 1099 (worker/contractors) cannot be actively directed by the agency. Agency can lose control of outcomes, and processes, and may not be properly insured.	W2			
Does the agency practice equality with Payor Types? Private Pay, Medi-Cal, VA, LTC, Workers Comp – this ensures all our community gets the care they deserve.	YES			
Does the agency provide 24/7 office support? Patients will always reach someone in the agency, on nights, weekends, and holidays.	YES			
Is there dedicated training time? Monthly, Quarterly, Yearly, Ad-Hoc to ensure consistent, professional, and empathetic care always for patients.	YES			
Do employees know SOC-341A, and signed it? We are legally mandated Reporters	YES			
Does the agency conduct supervisory visits to monitor caregiver performance? Conducting supervisory visits assures the agency, patient, and the patient's family members that services are being delivered at a high standard.	YES			
Does the agency have a support model in place to cover gaps in coverage in the event the caregiver is unable to work a shift? Quality agencies will have contingency plans in place to support the client and ensure all shifts are covered.	YES			
Does the agency provide specific training that covers important topics that can help prevent hospital admissions or readmissions? Caregivers should be able to identify early warning signs of possible health issues and bring them to the attention of the agency and families.	YES			

Personalized Services:

Dementia Care
Medical Appts.
Grooming
Dressing/Toileting
Social Engagement
Respite Care

Companion Care
Meal Preparation
Medication Reminders
Transfers
Transportation
Light Housekeeping

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