



Selecting a quality home care worker can be a daunting task for you in asking all these questions.

Even after your assigned worker has been screened by the homecare agency, you may wish to individually evaluate your particular homecare worker(s).

A **GERIATRIC CARE MANAGER** can help you in this process.

Feel free to call upon the **Professional Geriatric Care Management Network of S.E. Michigan** for help.

These care managers have highly skilled and diverse backgrounds, such as psychiatric RNs, social workers, elder law, RNs with decades of experience.

Guidelines for In-Home Care Agency Search

No one can guarantee problem-free results; this brochure is designed to help you screen prospective homecare agencies.



National Association of Professional Geriatric Care Managers

Consumers may locate geriatric care managers throughout the United States by visiting **www.caremanager.org** or calling **(520) 881-8008** today!

Ageing Answers LLC / Axis Case Management
(Tri-County, call for other areas)
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National Association of Professional Geriatric Care Managers

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How do I find a good homecare agency?

The State of Michigan does not license non-medical homecare agencies. Therefore, it is critical to ask a lot of questions!

Here's a Checklist of Some Questions to Ask:

- What services do you offer?
- Are your workers employees (W2) or independent contractors (1099)?
- Are the caregivers covered by Workers Compensation?
- What do you do to assure coverage if my worker is ill, has transportation problems, etc?
- Tell me about the history of your company (years in business, any lawsuits in past 5 years, philosophy, owner's background, professional memberships, certifications and accreditations.)
- Are you bonded? If so, and something is stolen, what evidence (E.G. POLICE REPORT) is required to pay the bond? What is the bond amount?
- Do you have liability insurance as a company and does it cover all caregiver tasks/property damage, Or does your contract waive responsibility for errors/negligence and unsecured valuables/ financial documents?
- What are your contingency plans in case of power failures, a natural disaster or widespread flu?
- Describe the number/type of clients you serve.
- Will you supply agency references?
- Do you offer discounted rates for 24/7 or other care, if provided?
- Do you require advance payment?
- How do you match a worker with a client?



Regarding Employee Screening:

- Tell me about your background check procedures, and your employees' training and experience.
- What infractions do you screen out and which do you permit?
- Is your criminal background check done on local, county-wide, state-wide, or national level?
- What other databases do you check to screen applicants? (driver's license, credit, etc.)
- Do you fingerprint applicants?
- How do you find applicants?
- What is your drug and alcohol testing policy?
- How many prior employer and personal references do you check in the employment screening process?
- Is there a minimum amount of training and caregiver experience that any employee is required to have?

Regarding Monitoring/Supervision:

- Do you require and check client signatures on worker's time logs?
- How do you verify services rendered?
- What performance is subject to reprimand?
- Are employees required to have training in CPR? First Aid? Other training?
- Tell me about your management team and how long they've been with your company.
- How often do supervisors make home visits?
- What are your supervisors' qualifications?
- If an employee is suspected of improprieties, what policies do you follow?
How do you interact with law enforcement and county prosecutors?
- What incentives do you have to retain good employees?
- How do you document what happens during a visit and how often?
- What is your customer satisfaction follow up?

Contact a National Association of Professional Geriatric Care Management Member Listed in this Brochure for Further Geriatric Care Management Info.