

Top 10 Questions to Ask When Selecting In-Home Assistance:

1. Is the caregiver insured, bonded, and covered by worker's compensation? (in the event of injury or theft)
2. Is the agency licensed by the state?
3. Who performs the caregiver screening and what kind of screening is completed? (references, criminal background checks, health, driving records, legal employment verification, etc.)
4. Are the caregivers trained? (general vs. specific)
5. Who supervises the caregivers? Are they direct employees (agency is responsible) or independent contractors (family is responsible)?
6. What happens if the caregiver is ill or if there's a personality conflict (anyone on-call)?
7. How flexible is the scheduling?
8. What is the minimum number of hours of service?
9. What is the cost of service?
10. How are the payments made? (To the caregiver, to the agency, both) Who is legally responsible for payroll taxes or unemployment insurance?

