



In-Home Care Interview Questions

- ☀ What is the range of services provided by the agency?
- ☀ Is the agency licensed by the state?
- ☀ Are the caregivers bonded?
- ☀ Are the nurses and home health aides certified or licensed?
- ☀ Is each caregiver covered for liability issues in the home?
- ☀ What are the hourly rates?
- ☀ Is there a minimum number of hours for services?
- ☀ Does the agency accept Medicare or other insurance?
- ☀ How often will we receive a bill?
- ☀ How quickly can the agency respond to an emergency situation?
- ☀ Is there a 24/7 contact?
- ☀ What happens if we're not happy with the person the agency sends? For example, is it a problem to change caregivers?
- ☀ When hiring people, does your agency perform background checks and reference checks? What kind of training does the agency provide?
- ☀ How many people does the agency employ? How long do the employees generally stay with the agency?

Notes: Ask for caregiver references. Make sure the agency is equipped to handle the specifics of your situation. Describe the type of person you want to work with. Your situation is undoubtedly stressful – you need someone who will make your parents feel comfortable and safe.

Agency Name:

Contact Info: