



# Top questions to ask an agency.

Once you have determined the type of home care services your loved one needs and have a list of appropriate agencies, it's a good idea to interview and evaluate the agencies to compare them. Use the following checklist to help you choose the right home care agency for your loved one.

- Does the agency employ its caregivers or are they independent contractors?
- Does the agency have liability and worker's compensation coverage? Bonded?
- Does the agency require TB testing, medical physicals, and national background checks, including DMV, going back at least 7 years for its caregivers?
- Does the agency have caregivers trained in your areas of need? (i.e., Alzheimer's, Dementia, Stroke, Parkinson, Cancer, End of Life, etc.)
- Is the agency available 24 hours per day to assist with emergencies?
- Is the plan of care updated or changed based on the client's condition?

At Providence Home Care, we are experts in delivering exceptional care services at home, allowing your loved one to remain independent in their familiar, comfortable environment. Call us at (866)-279-9991 or visit [www.Providence.org/homecare](http://www.Providence.org/homecare) to get started.