

Care and Services (non-medical) Checklist

Services

- Do you offer the services I need (household chores, meal preparation, grocery shopping, laundry, transportation)?
- Do you offer the personal services I need (bathing, dressing and toileting)?
- Do you have staff available at night and on weekends for emergencies?
- What happens if there is inclement weather or your employee is sick?
- Will you provide me with a document that explains my responsibilities and your responsibilities?
- Will you help me find other community services that might be helpful to me?

Care plan

- Will you develop a plan that outlines my needs and the services you will provide?
- Will you include my family and me in designing the plan?

Staffing

- Do you perform criminal background checks on staff members who will come into my home?
- Will the same caregiver visit my home each time?
- Are you bonded or insured in the event of theft or injury?
- Do you assign supervisors to oversee the quality of care?
- If so, how often do they visit?
- How do you document that your services were completed?
- Do you pay federal and state taxes on your staff members' wages so I will not be liable for any taxes?
- Who is responsible if your employee is injured in my home?

Care and Services (non-medical) Checklist

Payment

- _____ How much money will I have to pay out of my pocket?
- _____ Will I receive a document that explains the method of payment and when I have to pay?
- _____ Do you offer payment-plan options?

Inspections

- _____ Does any outside organization inspect your organization?
- _____ May I see the results of the last inspection?
- _____ Do you perform customer-satisfaction surveys?
- _____ May I see the results of the last survey?

References

- _____ How long have you provided services in the community?
- _____ Who owns the agency?
- _____ Will you provide me a list of references of doctors, patients and their families who are familiar with the quality of your services?

Complaints

- _____ Whom should I call with questions or complaints?