

Non-Medical Home Care Agency Checklist

Visit Information

Name of Non-Medical Home Care Agency:

This is an unregulated industry and it is up to the consumer to determine suitability.

Address:

Phone Number:

Date of Visit:

Basic Questions	Yes	No	Comments
Proof of being bonded? Insured? Worker's compensation?			
References?			
State and national criminal background checks conducted on owners and all employees? What crimes disqualify?			
Personal and business reference screening for job applicants?			

Basic Questions	Yes	No	Comments
How are competencies assessed?			
Who meets clients for the first time to assess needs? What are their qualifications?			
Written personalized treatment plan? Specific caregiving tasks?			
Is job quality monitored? Unannounced visits?			
Process if unhappy with services?			
Do staff carry or present photo ID?			
Services 24/7 if necessary?			

Basic Questions	Yes	No	Comments
Is a substitute caregiver guaranteed?			

Terms and Conditions

Be sure that you know the terms and conditions for hours, costs, payments, and the procedures for an emergency plan.

Non-medical home care agencies are not required by state law to have potential employees drug tested or medically examined. Employees are not required by state law to have flu shots or other vaccinations. Some agencies may screen for a negative TB test.

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