

Questions for Home Care Providers

Ask every agency or independent caregiver these questions before you hire

Use the checkbox to mark each question as asked. Use the lines to record the answer. Compare answers across providers using the Home Care Provider Comparison sheet.

Licensing and Standing

How long have you been operating, and are you licensed, registered, or accredited in this region?

Are you a member of any home care industry or professional associations? Which ones?

Do you carry general liability insurance? Are your workers covered by workplace safety insurance?

Have you ever had a complaint upheld against you by a regulatory body or licensing authority?

Worker Screening and Training

Are your caregivers your employees, or are they independent contractors? What is the difference in practice?

What background checks do you conduct? Do you do criminal record checks and vulnerable sector checks?

What training is required before a worker is assigned to a client? Is training ongoing?

What credentials or certifications do the workers hold?

How do you supervise workers once they are in a client's home?

Services and Scope

What exactly is included in your service? What are you not able to do?

Do you provide personal care, nursing, companionship, or a combination? Which workers are trained and regulated for which tasks?

Can you provide care inside a retirement residence or long-term care facility if needed?

Can the level of care be increased or reduced as needs change over time?

Pricing and Contracts

How is pricing structured? Hourly, by visit, or by care package?

Is there a minimum number of hours per visit or per week?

Are there extra charges for evenings, weekends, or public holidays?

Are there fees for assessments, care plans, or administration?

Can I see a written service agreement before signing? What is the cancellation policy?

Reliability and Fit

What happens if my regular caregiver is sick or unavailable? How far in advance will you notify us?

Will we have the same caregiver consistently, or does it rotate?

How do we raise concerns or give feedback? Who do we contact if something goes wrong?

Is there someone available after hours or on weekends for urgent concerns?

How do you match caregivers to clients? Can we meet the caregiver before the first visit?

What happens if the match is not working? Can we request a different caregiver?

Can I speak with references from current or past clients or families?
