Questions for a Home Care Agency

Comparing agencies before you hire

Agency name: _____ **Phone:** _____ **Date called:** _____

Copy this page for each agency you call.

About the agency

- Are you licensed by the state (if the state requires it)?
- Are the aides your employees, or do you refer workers we would employ ourselves?
- Do you do criminal background checks? Are workers bonded and insured?
- Do you provide Medicare home health, home care, or both?

About the aides

- What training do your aides have, including first aid, CPR and dementia care?
- Who supervises them, and how often does a supervisor visit?
- Are your aides certified or licensed where state law requires it?
- Can the aide give medicines, or only remind? What else won't they do?

About the schedule

- How soon can you start? Is there a minimum number of hours per visit or week?
- Will the same aide come each time? Can my parent meet the aide first and ask for someone else?
- If the aide is sick or away, who comes instead? Who do we call after hours?
- Do you offer overnight or live-in care?

About the care

- Will you write a care plan with my parent, and how often is it updated?
- What happens if my parent says no to care that day, or there's a fall or emergency?

About cost and contract

- What is the hourly rate, and is it different for nights, weekends or holidays? What costs extra?
- How much notice do you need to change or cancel visits?
- Do you accept Medicaid, long-term care insurance or veterans' benefits?
- How do we raise a concern or make a complaint?

Notes:

© 2026 Mark Duda. Free to print and copy for your own family's use.