

### **Potential Questions to Ask Home Care Providers**

- What, if any, training do caregivers have? Dementia-related training? Are you able to manage our specific health and behavioral care needs? Do caregivers receive continuous training?
- Do you conduct background checks on all employees?
- What processes do you use to hire and assess your caregivers? What does the pre-employment screen look like?
- Do you have experience working with dementia?
- Are caregivers trained in first aid and CPR?
- Are you able to provide back-up if a caregiver is sick?
- Are caregivers available at the time(s) needed?
- How soon could a caregiver visit my loved one?
- Will my loved one have the same caregiver every time?
- My loved one prefers to have someone with similar interests as they do, can I make special requests?
- Are your caregivers insured?
- Are you bonded (protects clients from potential losses caused by the employee)?
- Can I interview multiple caregivers prior to starting services with a homecare provider?
- What types of services are provided by the home care agency?
- How do you respond to emergencies?