FOOTHILLS
CARE MANAGEMENT SERVICES

# Caregiver Evaluation Checklist

Name of Company:_____ Date of meeting: _____

Contact person: _____ Telephone: _____

## 1. Caregiver Qualifications

How are caregivers screened before they are hired? _____

Are background checks completed? _____

Are caregivers employees or independent contractors? _____

Are they bonded and insured? _____

What certifications or training do they have?_____

How much experience do they have with clients like my loved one?

_____

Are they trained in dementia care? What training is provided?

_____

Are they trained in fall prevention?_____

Are the caregivers CPR and First Aid certified?

_____

## 2. Matching the Right Caregiver

How do you determine which caregiver is assigned?_____

Can we meet the caregiver before services begin?_____

Can we request a different caregiver if it isn't a good fit?_____

Will the same caregiver come consistently? Consistency is often one of the biggest predictors of a successful caregiving relationship.

_____

How many different caregivers can we expect?_____ _____

## 3. Care Services

Ask specifically what caregivers can—and cannot—do Make certain that the needs that you have are able to be provided.

Examples include:

- Personal care
- Bathing
- Dressing
- Toileting
- Meal preparation
- Medication reminders
- Transportation (please ask them whose vehicle is used for the transportation)
- Grocery shopping
- Housekeeping
- Laundry
- Companion care
- Exercise assistance
- Dementia support
- Overnight care
- End-of-life support

Also ask: “What services are specifically NOT allowed?” _____

## 4. Scheduling

What are your minimum visit lengths? _____
Can care be increased if needed? _____
Do you provide evening coverage? _____
Weekend coverage?_____
Holiday coverage?_____
Overnight care?_____
24-hour care?_____
Is there an increase in charges or fees for any of these?_____
How much notice is required to change the schedule?_____
How long does it take to begin services once the contract is signed?
_____

## 5. Reliability

One of the most important questions:

**“What happens if my caregiver calls in sick?”**

Do you guarantee coverage?_____
How quickly can someone else arrive?_____
What is your frequency of staff call outs?_____
How soon will we be notified?_____

## 6. Communication

How will I know how my loved one is doing? Will I have a caregiver’s cell phone number to call, if they are on an outing or if I am away from the home? _____
Do caregivers document every visit? Do I have access to that documentation?_____
Who do I call after hours?_____
Who supervises the caregiver?_____

## 7. Safety

How are emergencies handled?_____
When do caregivers call 911?_____
What happens after a fall?_____
Are your caregivers allowed to assist the client up off of the floor after a fall or do they have to call for assistance?_____

## 8. Medication

Many families misunderstand what caregivers may legally do.

Your loved one may not currently be on medications, but for the future, this may be important. For instance, if you are away from the home and he or she have been prescribed antibiotics for a recent infection, is the caregiver allowed to assist with the medication?

Can caregivers administer medications? _____
Can they organize pill boxes? _____
Can they remind clients to take medications? _____
What happens if medications are missed? _____

## 9. Care Planning

Is an assessment completed before care begins? _____
Who develops the care plan? _____
How often is it updated? _____
Are families involved? _____
Can the plan change as needs change? _____
Will I receive a printed copy of the care plan? _____

## 10. Supervision & Quality

How often does a supervisor visit? _____
How is caregiver performance evaluated? _____
How do you handle complaints? _____
How quickly are concerns addressed? _____
What is your caregiver turnover rate? _____

## 11. Costs

Never leave the interview without understanding:

Hourly rate _____
Weekend rates_____
Holiday rates_____
Mileage charges_____
Overnight fees_____
Minimum hours_____
Cancellation policy_____
Any hidden fees_____
How billing works_____
What is the process if you needed assistance as well?
_____

## 12. Questions That Reveal the Most

If you only had time to ask ten questions, these would be my priorities:

1. How do you hire and screen caregivers?
2. Will we have the same caregiver consistently?
3. What happens if our caregiver calls in sick?
4. How do you communicate with families?
5. How do you handle emergencies?
6. How do you supervise your caregivers?
7. What experience do you have with my loved one's condition?
8. How is the care plan developed and updated?
9. What are ALL of the costs and fees?
10. Why do families choose your agency over another?