

11 Questions to Ask a Home Care Agency

Start with the public assessment: call Ontario Health atHome at 1-833-515-1234.
Private care should top up public care, not replace it.

Ask the agency

- ☐ Are your caregivers employees or contractors?
- ☐ What screening do you do: a vulnerable sector police check, references, and checking certificates?
- ☐ Will we have the same caregiver each time, and what happens when they're sick?
- ☐ What is the minimum shift, and the true hourly rate for evenings, weekends and holidays?
- ☐ Who supervises the caregiver, and how often?
- ☐ If the personality isn't a fit, how fast can we change caregivers?
- ☐ What is the cancellation policy, for one shift and for the contract?
- ☐ Can hours go up quickly after a hospital stay?
- ☐ Is there a written care plan, and how often is it reviewed with the family?
- ☐ Are you insured and bonded, and can we see proof?
- ☐ Can we call two families you work with?

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(continued)

Four red flags

- ☐ Cash only, or not wanting to put rates in writing.
- ☐ No supervision: a caregiver is simply sent.
- ☐ Pressure to sign a long contract on the first call.
- ☐ Vague answers about screening or insurance.

Any one red flag is reason enough to politely end the conversation. Ask for the all-in monthly figure for your actual schedule, in writing.

Agencies I called

Agency	Phone	Hourly rate	Minimum shift	Notes