

Questions for Residential Services Agencies

Does the Agency:

- Have full RSA licensure from MD Dept of Home Care Quality? Lic #?
- Require and provide ongoing training and education for their caregivers?
- Hire caregivers as employees and withhold/contribute taxes and FICA?
- Provide liability insurance coverage or require the caregiver to purchase their own?
- Provide worker's comp insurance?
- Fully vet their caregivers with complete State and Federal background checks?
- Mentor and evaluate their caregivers?
- Maintain membership with accrediting organizations such as the BBB, Home Care Association of America or the Caregiver Action Network?
- Record extensive care records for their clients, include the family, client and caregiver in ongoing feedback and suggestions for improvement?
- Take time to provide a "personality match" between client and caregiver?
- Provide transportation?
- Offer the same caregivers consistently so your loved one experiences familiarity and builds trust?
- Maintain the highest standards of satisfaction measured through an outside client/caregiver polling provider such as Home Care Pulse?
- Provide 24/7 access for emergency purposes?
- Provide access to an RN for questions concerning care, medications and diagnosis?
- * Wear uniforms, scrubs or dress appropriately for your needs?
- * Receive oversight and have access to an RN 24/7?
- * What services are NOT included in the hourly cost?
- * Provide a list of the rights and responsibilities of both the agency and the client?