



First-Time Home Care Checklist

A step-by-step list for families exploring home care for the first time: what to think about, what to gather, and what to ask.

For: Families and individuals arranging home care for the first time

Before the first conversation

- ☐ Who needs support, and who will be the main contact?
- ☐ Which daily tasks are difficult right now (for example bathing, meals, housework, getting out)?
- ☐ What does the person still enjoy doing independently?
- ☐ Which days and times would support help most?
- ☐ Is support needed soon, or are you planning ahead?
- ☐ Where will care take place (city or ZIP code)?

Information to gather

- ☐ A short description of a typical day and routines that matter
- ☐ Names and phone numbers of family members or others to keep informed
- ☐ A list of current medications, for reference only (home care caregivers give reminders, not medical care)
- ☐ Any instructions from doctors or a hospital that affect daily routines
- ☐ How the caregiver will get into the home (keys, lockbox, or someone at home)

Questions to ask the agency

- ☐ How are caregivers screened and trained?
- ☐ How is a caregiver matched to the person, and what happens if the match is not right?
- ☐ What happens if the regular caregiver is unavailable?
- ☐ How are costs discussed, and what is included in the arrangement?
- ☐ Who do we contact with questions, changes, or concerns?

Preparing for the first visit

- ☐ Write down the routine you would like the caregiver to follow
- ☐ Clear walkways and make sure entrances are well lit
- ☐ Show where cleaning supplies, linens, and kitchen items are kept
- ☐ Agree how and when you would like updates

After care begins

- ☐ Share feedback early: what is working and what is not
- ☐ Tell the coordinator about changes in health, routine, or schedule
- ☐ Ask for a review if needs change

Prepared by Frontline Aide from the information on our website about how non-medical home care is arranged. This guide is general information to help you plan. It is not medical, legal, or financial advice and has not been reviewed by a clinician. For health questions, speak with the person's own doctor or care team.