



What to Ask Before Hiring a Caregiver

Practical questions to ask any home care agency or caregiver, so you can compare options and know what to expect.

For: Anyone comparing home care agencies or caregivers

Licensing and accountability

- ☐ Is the agency licensed in Washington? Ask for the license number and check it with the Washington State Department of Health.
- ☐ Is the agency bonded and insured?
- ☐ How does the agency handle concerns or complaints?

Caregivers

- ☐ How are caregivers screened before they are hired?
- ☐ What training do caregivers receive, and is ongoing training provided?
- ☐ Who employs and supervises the caregiver?

Matching and continuity

- ☐ What is considered when matching a caregiver: skills, experience, schedule, personality, language?
- ☐ Can we meet or speak with the caregiver before care begins?
- ☐ What happens if the caregiver is sick or on vacation?
- ☐ How do we ask for a change if the match is not working?

The care plan

- ☐ Is there a written care plan? Who prepares it, and how often is it reviewed?
- ☐ Which tasks can the caregiver help with, and which are outside the service?
- ☐ How are medication reminders handled?

Scheduling and costs

- ☐ Is there a minimum visit length or number of hours?
- ☐ How are schedule changes and cancellations handled?
- ☐ How are costs explained, and what does the arrangement cover?
- ☐ Where are the full terms written down?

Communication

- ☐ Who is our main contact at the agency?
- ☐ How will we receive updates, and how often?
- ☐ Who in the family is authorized to receive information?

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.