




# Home Care Agency Checklist

At Home Care Assistance, we are committed to helping families make the best possible decision regarding care for their loved ones. Our checklist of the most important questions to ask a potential home care provider is meant to assist you in your evaluation process.

		Company #2	Company #3
Has the company been responsive, informative and professional?	✓ We are available 24/7 as a professional resource for you and your family.		
Are the caregivers screened, bonded and insured?	✓ We hire only 1 in 25 applicants and conduct extensive screening and background checks.		
Does the company employ its caregivers and take care of taxes, withholding and workers' compensation?	✓ Our caregivers are employees, not contractors, to protect our clients from liability.		
Are the care managers and caregivers trained in The Balanced Care Method™?	✓ Our Balanced Care Method™ training emphasizes healthy body, mind and spirit.		
Does the company administer a personality test, concierge level service and personally introduce all caregivers?	✓ We administer a personality test to all of our caregivers and our care managers or lead caregivers personally introduce all caregivers so that you will never have a caregiver who you have never met show up at your home.		
Does the company offer back-up caregivers in case of emergency?	✓ We have a full time recruiter and scheduler and lead caregivers on staff and we maintain an extensive roster of caregiver employees.		
Is the care manager available on-call 24/7, including nights and weekends?	✓ We are available 24/7 for our clients' needs including evenings, holidays and weekends.		
Does the company perform regular quality assurance visits, client satisfaction reviews and caregiver evaluations?	✓ We conduct regular quality assurance visits along with other tools to ensure client satisfaction.		
Is the company committed to service excellence?	✓ We do not require long term contracts. We are committed to service excellence and your satisfaction is our top priority.		
Is the company a recognized leader in the senior care industry with published books on senior wellness and caregiving?	✓ We are a recognized leader in the industry. We have published 7 books in our Health & Wellness series.		

For more information on our services, visit [DallasHomeCareAssistance.com](http://DallasHomeCareAssistance.com) or call 214-363-3400.

Our mission at Home Care Assistance is to change the way the world ages. We provide older adults with quality care that enables them live happier, healthier lives at home. Our services are distinguished by the caliber of our caregivers, the responsiveness of our staff and our expertise in home care. We embrace a positive, balanced approach to aging centered on the evolving needs of older adults.