THE DUBIN CENTER

Where no one faces dementia alone.

Helpful questions to ask when choosing a Home Care Agency

1. What type of memory/Alzheimer's training does your staff complete outside of the state-mandated training?
    a. Do they learn communication techniques? What are those techniques?
    b. Are there refresher courses? How often?
    c. Who teaches the training? Are they online or in person?
2. How has your agency done on state surveys? Any deficiencies?
3. How many different staff members will be assigned to my loved one? Consistency is important to me.
4. Do you have two customers I can call for a reference?

    Name: _____ Phone Number: _____

    Name: _____ Phone Number: _____
5. What happens if someone does not show up?
6. How do you monitor staff arriving and leaving on time?
7. What happens if we want someone different?
8. What are the minimum hours needed to receive services?
9. What is the length of notice needed to cancel?
10. Is there a supervisor assigned to the staff that I may contact if needed?
11. Is there a written "shift report" or "visit report" that the staff members complete? Yes / No
12. May I see a blank report to understand what type of information is collected?
13. Can I request certain activities? For example, cards, walks, and limited television watching time?
14. Do you allow staff to carry cell phones? What happens if they are on their phones while working?
15. Will the staff member do household activities? Cleaning, laundry, meal preparation?
16. Do you have long-term employees? What % have been with you more than 2 years?
17. How do you evaluate staff member performance?
18. How do you respond to an emergency?