

	Victorian Home Care	Other Home Care Service Provider	Other Home Care Service Provider
CAREGIVERS			
May I interview the caregiver before starting service?	Yes		
Are your employees screened and monitored?	Yes		
Are caregivers bonded and insured?	Yes		
Are caregivers assigned by an assessment process?	Yes		
Is USA work authorization verified?	Yes		
Do you negotiate and pay the salary and benefits?	Yes		
Do you withhold payroll taxes?	Yes		
Do you have worker's compensation insurance?	Yes		
Can I change the caregiver?	Yes		
SCHEDULING			
Do I get a personalized plan of care?	Yes		
Is my plan of care regularly reviewed and updated?	Yes		
Is care coordinated with other healthcare services?	Yes		
Are you flexible if my needs change each week?	Yes		
Is there a phoned-in "time card" process for caregivers?	Yes		
Are you automatically alerted if someone is late?	Yes		
Do you manage the work schedule, days off, holidays?	Yes		
Do you offer temporary as well as long term service?	Yes		
Is assistance available on weekends?	Yes		
Do you offer 24-hour live in care?	Yes		
Can care begin quickly - the same day or next?	Yes		
Can I contact the agency after business hours?	Yes		
Can I get transportation assistance outside the home?	Yes		
TRAINING & SUPERVISION			
Are caregivers trained before start of care?	Yes		
Are employees required to renew state licenses?	Yes		
Are continued education units required for CNAs?	Yes		
Do RNs and PTs conduct training for all caregivers?	Yes		
Is on-site supervision provided?	Yes		
Is confidentiality enforced?	Yes		
Are complaints and problems quickly addressed?	Yes		
SERVICES - Do you provide...			
Home Chores and other Non-Medical Care?	Yes		
Home Health Aides?	Yes		
Medication Reminders?	Yes		
Nursing Care?	No		
Personal Care Assistants?	Yes		
Physical Therapy?	No		
Speech Therapy?	No		
Wound Care?	No		