



## AGENCY: SUGGESTED QUESTIONS

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In the Larkin vetting process, we have already asked the recommended agencies 25 screening questions. The following questions are designed to help you hear firsthand about the agency's approach and policies so you can determine if the agency is a good fit for your family's needs and situation.

Name of In-Home Care Agency \_\_\_\_\_

1. What is unique about this agency that sets it apart from other agencies?
2. How soon can you place a caregiver?
3. If the caregiver is not a good fit, how do you find a replacement?
4. Who should I contact with questions about my caregiver?
5. How do I contact that person and what hours/days is a caregiver manager available?
6. What if the caregiver does not show up for a scheduled shift?
7. What specific services or caregiving tasks can your caregivers not provide?
8. What kind of prior experience do you require from your caregivers?
9. Are your caregivers trained to handle difficult behaviors? For example:
  - a. How would you expect them to handle someone who is angry, stubborn, or fearful?
  - b. How are they trained to handle someone who is refusing to take a shower or someone with dementia and incontinence who refuses the attempts to get cleaned up?
10. What is the payment process and contract commitment?
11. What else is important for us to know about working with this agency?