

There are many choices for in-home caregiving agencies and not all are the same. Subtle, but important differences between agencies exist and this checklist provides a thorough review of important questions to ask when choosing or recommending an in-home caregiving agency. Two requirements of every in-home caregiving agency licensed by Texas Department of Aging & Disability Services (DADS) are the following: 1. **Nurse Aide Registry & Employee Misconduct Registry** (*initial and yearly checks*) and 2. **Texas Department of Public Safety (DPS)** initial one-time background check (*no annual checks required*).

The following are **NOT** required by DADS. However, HOME INSTEAD SENIOR CARE (HISC) believes they are important and what sets us apart from other agencies.

QUALITY ASSURANCE

HISC/Other

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| 1. <b>One Month Client Incubation:</b> Increased client oversight, quality assurance visits, QA calls and surveys during first month of client signing up with agency.  | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 2. <b>Quality Assurance Manager</b> ( <i>Client Care Manager</i> ): full time office staff person supervises over client care and conducts regular quality assurance visits to ensure client satisfaction.  | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 3. <b>Client &amp; Caregiver Introductions:</b> All new clients and/or existing clients who have a new caregiver are introduced to the caregiver at the home by office staff to ensure that the caregiver understands client's individual service plan and what is expected during the shift. | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 4. <b>Electronic Attendance Verification:</b> Ensures and tracks caregivers' real time arrival to clients' homes and notifies office staff immediately if caregiver is late or does not show up for a shift.  | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 5. <b>Emergency Back-Up Caregivers:</b> Back-up care provided if a caregiver is not able to complete shift.   | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 6. <b>On-Call Weekday &amp; Week-end Supervisor:</b> Dedicated office staff person fields all client & caregiver calls after business hours. Available 24-hours a day, seven days a week and not an answering service.  | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |

BACKGROUND CHECKS

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| 7. <b>Texas Department of Public Safety (DPS):</b> Criminal history check Performed on all hired CAREGivers. <ul style="list-style-type: none"> <li>• Additional <u>annual</u> DPS checks performed on all caregivers.</li> </ul> | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N<br><input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 8. <b>Extensive Multi-State Criminal Background Check:</b> includes TX DPS again, social security, skip trace, sex offender registry, local & county searches. ( <i>Many local agencies just stop at TX DPS check alone</i> ).    | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N   |
| 9. <b>Texas Department of Motor Vehicle (DMV):</b> check to verify valid driver's license & safe driving history. <ul style="list-style-type: none"> <li>• Additional <u>annual</u> Texas DMV check on all CAREGivers.</li> </ul> | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N<br><input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 10. <b>Caregiver References:</b> Required references checked before beginning work.   | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N   |

INSURANCE

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| 11. <b>Workers Compensation Insurance (WC):</b> WC vs. <i>Occupational Accident Benefit Plan (OA)</i> . OA provides limited employee injury benefits ( <i>3 years</i> ), increased liability and lawsuit exposure by injured employees. WC provides much greater employee injury insurance coverage & immunity from most lawsuits by injured employees. | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 12. <b>General Liability &amp; Theft Bonding Insurance:</b> Coverage up to \$100K and not just the \$25K standard.  | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 13. <b>Transportation:</b> Minimum liability auto insurance required and verified on all caregivers.  | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 14. <b>Hired &amp; Non-Owned Auto Insurance:</b> HISC provides additional automobile insurance coverage on all caregivers up to \$1 Million over and above state required minimum auto liability insurance.   | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |

CAREGIVER FACTS

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| 15. <b>Competitive Caregiver Pay:</b> Caregivers paid competitive wage in the industry & higher week-end pay. <ul style="list-style-type: none"> <li>• Quarterly Bonus Incentive for eligible caregivers.</li> </ul>  | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N<br><input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 16. <b>Paid Caregiver Classroom Training:</b> paid initial orientation, training and ongoing quarterly training provided. <ul style="list-style-type: none"> <li>• Alzheimer's Training: several hours paid Alzheimer's training class provided to qualified caregivers.</li> </ul> | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N<br><input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 17. <b>Drug Testing:</b> Drug testing of all employees as prerequisite to being hired <u>not</u> just based on suspicion. <ul style="list-style-type: none"> <li>• On-going 10% yearly random drug testing &amp; drug and alcohol testing based on suspicion.</li> </ul>            | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N<br><input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |

SERVICES

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| 18. <b>One Hour Minimum:</b> Standby, temporary, as needed and/or one or more hour services available.          | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 19. <b>Couple's Care:</b> Substantially reduced rate when providing care for two persons.                       | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 20. <b>Overnight Care:</b> Reduced rate for twelve hours starting at 20.00/hr.                                  | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 21. <b>Locally Owned &amp; Operated Since 2001:</b> Owners live in N.B. & company contributes to the community. | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |

RESOURCES

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| 22. <b>Hilarity for Charity Grant:</b> Program in partnership with Seth Rogan. Respite care donated by local Home Instead Senior Care office for qualified recipients with Alzheimer's or Dementia. | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 23. <b>Philips Lifeline Program Partner:</b> Activation fee waived and competitive monthly pricing offered.   | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |
| 24. <b>Simple Meds:</b> Home Instead Pharmacy sorts, organizes & mails monthly prescriptions into multi-dose packets ( <i>no additional cost for same medications and free shipping</i> ).          | <input checked="" type="checkbox"/> <input type="checkbox"/> Y/ <input type="checkbox"/> N |