

Most families call an agency without knowing what an agency is, and end up asking for the wrong thing or agreeing to something larger than they meant. This page is what to say and what to listen for, on any first call.

SAY THIS FIRST

You do not have to know what you need. Saying so plainly gets you a better call than pretending otherwise.

"I am not sure yet what we need, or whether we need anything. Here is what is happening, and I would like to know what you would do."

HAVE THESE READY

- ☐ What changed, and roughly when
- ☐ What a bad day currently looks like
- ☐ Who is doing the work right now, and how many hours
- ☐ What you are trying to protect, in one sentence
- ☐ What you can spend, or that you do not know yet

LISTEN FOR

1. Do they ask about the person, or only about the schedule and the billing?
2. Do they say plainly what they do not do?
3. Will the same caregiver come, and what happens when that caregiver is out?
4. Who supervises, how often, and does a nurse ever visit?
5. What are they licensed for in this state, and what falls outside it?
6. If they are not the right fit, will they give you a name anyway?

That last one tells you most of what you need to know. An organization that will point you somewhere else when it cannot help you is one that has been doing this long enough to know the difference.

NOTES FROM THE CALL

