

A staffing organization is built to put a trained person in the house on a schedule. That is a real thing and it is not nothing. What it cannot do is know your mother. These questions separate the two so you know what you are buying.

ASK THE AGENCY

1. What service categories does your license cover in this state, and which do you not?

2. Will the same caregiver come consistently, or does the assignment rotate?

3. What happens when our regular caregiver is sick, and how fast?

4. What does the substitute know about our situation before walking in, and how does that get to them?

5. Who supervises the caregiver, how often, and does a nurse ever visit?

6. What gets written down after a shift, and can we see it?

7. What is the minimum shift, the rate, and what triggers a higher rate?

8. How do we raise a problem, and what happens after we do?

