

# Considering Private Care? Questions to Consider

If you are considering hiring private care, this list of questions might be a good place to start. Comparing organizations based on the answers to these questions will allow you to make an informed decision.

## Organization

- What is the history of your organization?
- How do you describe your overall philosophy of care?
- How long have you been providing services in this city/area?

## Staffing

- How do you select and recruit your staff?
- Are all of your staff licensed and accredited? By what organization?
- How do you find the right caregiver/client fit?
- What routine training do you provide for your staff? (i.e. dementia care, CPR)
- Are all of your staff bonded?
- Are all your staff insured? (i.e. liability and WCB)

## Care Provided

- Is there life story involvement in the care plan? Where is it kept for caregiver reference?
- Are any other services available or provided (i.e. housekeeping? meal prep?)
- What activities would the caregiver engage the client in?
- Is transportation for activities or appointments possible? What are the options? What are the family responsibilities when transportation is provided?
- Aids to daily living: as needs progress, what supports or additional services are available? (i.e. medications)

## Orientation/Introduction

- What are the first steps with a new client?
- Do you have an orientation process / introduction process?
- What do you do to help the client feel at ease?
- What if there isn't a good fit?

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## Scheduling

- Are there any scheduling restrictions? (e.g. are services available anytime i.e weekends, evenings etc.)
- Is there an in-home respite service? What is the maximum number of days?
- What happens if the scheduled caregiver is unavailable?

## Policies and Procedures

- Emergency procedures - what are they, how does that work?
- Assessment for safety – what is the process and when and how often is it done?
- Complaints or issues with the caregiver - who do we call? What is the process for resolution?
- May the family members be present when care is being provided?
- Client confidentiality - how is it protected?
- Financial procedures – what are the billing /invoicing procedures?
- What payment methods are available?
- What is the cancellation policy when the service is not required?
- What are the costs for each type of service? What services require GST to be added?

## Summary

- Is there anything else we need to know about you?
- References - please provide us with 2 references

For more information about Alzheimer's disease or other types of dementia, contact:

Alzheimer Society of Calgary  
403.290.0110  
[www.alzheimercalgary.ca](http://www.alzheimercalgary.ca)

Dementia Network Calgary  
[www.dementianetworkcalgary.ca](http://www.dementianetworkcalgary.ca)