

QUICK TIPS

Suggestions of Questions to Ask the Home Care Company

Choosing a home care provider is an important decision, and asking thoughtful questions can help you find a company that is well-equipped to meet the unique needs of a person living with dementia.

1. About Their Organization

- How long has your company been providing home care services?
- Are you licensed, bonded, and insured?
- How do you screen and hire caregivers (background checks, references, certifications)?
- What happens if the assigned caregiver is sick or unavailable?
- Who should we contact if we have concerns about care?

2. Dementia-Specific Experience

- What experience does your agency have supporting people living with dementia?
- What dementia-specific training do your caregivers receive?
- Are your caregivers trained in communication techniques for people with memory loss or confusion?
- How do you support caregivers in managing dementia-related behaviors such as agitation, wandering, or resistance to care?

3. Safety and Emergency Procedures

- How do you ensure safety in the home for someone living with dementia?
- What protocols are in place if my loved one wanders or becomes disoriented?
- What happens in case of a medical emergency?

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4. Scheduling and Costs

- What are your hourly rates and minimum hours?
- Are there additional fees for evenings, weekends, or holidays?
- What is your cancellation policy?

5. Communication

- How do you keep family members informed about changes or concerns?
- Are you comfortable following written care plans and documenting daily activities?

6. Compatibility

- What do you enjoy most about working with people living with dementia?
- What qualities do you think are most important for a dementia caregiver?

A Final Reminder

These questions are a guide to help you compare providers, build confidence in your decision, and find a care partner who can provide safe, compassionate, and person-centered support. All the best!

Feel free to reach out to us for personalized support.

Contact us at Info@DementiaSolutions.ca