



Hiring In~Home HELP

A Practical Guide for Seniors and their Families

Introduction

Most older adults want to stay independent for as long as possible. They want to stay in control of their lives and live in their homes or apartments among familiar surroundings and friends. Sometimes, in order to achieve this goal, additional help in the home is needed.

Hiring in home help is an individual process, each person will do things differently based on their preference. There are many options to choose from and making the decisions can be overwhelming. Should I hire an agency or hire someone on my own? How can I make sure that all of my needs are taken care of? How can I find someone I can trust? Learning how to answer these and other questions will help you hire a caregiver with confidence. This guide is designed to help you determine the most effective way to find, hire and supervise in home caregivers for your individual needs and preferences.

As you use the guide you may have questions or need additional information (eligibility requirements or a list of home care agencies). That information as well as referrals for other services can be obtained by calling Senior Connection at 800-510-2020 or (805) 928-2552.

Quick Reference

Personality and Preferences.....	2
Low Income Resources.....	2
Private Agency or Individual Provider.....	2
Hiring an Agency.....	3
Hiring an Independent Provider.....	3
Your Financial and Legal Responsibilities.....	3
Finding a Caregiver.....	4
Interviewing.....	4
Background Checks / Checking References.....	6
Safety.....	6
Supervising Your Caregiver.....	7
Dismissing a Caregiver.....	8
Sample Application.....	9
Sample Contract.....	10
Checklist.....	11

Getting Started

First, we recommend that you make a list of your needs. It may include such things as bathing, dressing, feeding, lifting, medicating, shopping, laundry, housework, transportation, companionship, exercise, appointments, games, outings, reading, letter writing, supervision, diapering, pet care, take out the garbage/trash, yard work, etc. Be sure to list ALL of your needs, however small. Be Creative! Remember, you want to maximize the impact of caregiving services on quality of life.

Once your needs are identified, this list will assist you in writing a job description. The purpose of the job description is to clarify the duties and responsibilities of the caregiver. The job description does not need to be complicated, just specific. List tasks that need to be done and any routines that need to be maintained (eg. assist with shower, prepare morning meal, and take on walk before 10 AM) It should be included as part of a contract (a usable example is provided on page 10.)

It may be useful to familiarize yourself with the levels of in-home care.

Homemaker Tasks

House Cleaning
Laundry
Meal Preparation
Shopping
Errands
Companionship
Arrange Appointments

Personal Care

Feeding
Bathing
Dressing
Toilet Assistance
Grooming
Getting Around In/out of the Home

Professional Nursing assists with

Medications
Diabetes Treatment
Physical Therapy
Occupational Therapy
Wound Care
Injections
IV Therapy

Each level of care requires different skills and training. You may want to separate tasks in the job description by level of care, as it may be more cost effective to hire some one for homemaker/ personal care tasks to be available for the bulk of the time and have a nurse come in only for a few hours as needed to complete nursing tasks.

Personality and Preferences

It is important to consider what tasks are needed and how you want them to be done. For many people it is just as important how and when tasks are done. One of the top complaints that people cite when reporting a bad experience with a particular caregiver is that they didn't like the way the caregiver did the work. Try to identify any special needs or preferences that a caregiver will need to be able to address. Here are some areas to explore:

- How will they care for a person with severe memory loss
- How do they handle non compliance/ resisting assistance
- How do they handle aggressive or abusive behavior
- What are my meal preferences? Do I need a special or specific diet?
- Do they have compatible personal interests?
- Do I have any 'Pet Peeves'?
- Can they operate my (specialized equipment)?
- What kind of personality am I compatible with?

You are not likely to find someone who meets all of your criteria perfectly. Some of your preferences may not make a difference for certain tasks (e.g. someone giving you medication might not need to think Ricky Ricardo was a comic genius, or over night staff needing to be able to cook Italian). However, there are some preferences that are critical and need to be given consideration.

Low Income Resources

Most people receiving home care services pay for the services out of their own pocket. Some people may be eligible for financial assistance with care needs.

Veterans

Qualifying veterans can receive the Aid and Attendant pension. This benefit pays a pension to be used for purchasing in home care or assisted living services. For more information call your local Veterans Services Office.

In-Home Supportive Services Program (IHSS)

In-Home Supportive Services (IHSS) Program provides in-home assistance, both homemaker and personal care, to low income elderly, blind, or disabled persons to enable them to remain safely in their own homes. IHSS recipients hire, supervise, and fire their own caregivers. Persons who receive Medi-Cal and are eligible for or receive Supplemental Security Income (SSI) may be eligible for IHSS.

Private Non Profit Agencies

Private non profits can assist those who need services but are low income in several ways: assistance with temporary or respite care through grants, sliding scale fees for services, or services provided by volunteers. Services are generally limited and based on available funding. ***For more information about non profit assistance call Senior Connection toll free 800-510-2020 or 805-928-2552.***

Private Agency or Independent Provider?

When choosing who will provide the care giving services the first choice will be whether to hire an agency or an independent provider. Here are some things to consider when deciding between those two options.

Advantages

Independent Provider

- Usually charge less per hour
- You have total control over selection of caregiver
- Can negotiate a more flexible work schedule
- More flexibility in what you can ask your caregiver to do

Disadvantages

Independent Provider

- Time cost and effort in hiring a caregiver
- Client or family must provide all supervision and training
- May involve some additional expense for insurance hours
- No back-up coverage for absenteeism of provider
- Client or family is responsible for payroll deductions and taxes

Private Agency

- Staff coordinates scheduling of caregivers
- Staff trains and supervises caregiver
- Screens care givers and may do background checks
- Can offer 24/7 customer service and back-up staff
- May carry liability insurance and fidelity bonding
- Employer of caregiver (has tax & legal responsibilities)

Private Agency

- Higher cost
- Selection of caregiver by someone else
- May have restriction on tasks or require a minimum number of hours per visit

Hiring an Agency

If you decide to hire caregiving services through an agency, be sure to shop around first. You should try to talk to at least three different companies before making a final decision. Hiring a “good” caregiving agency is like finding a “good” room mate (there are lots of “good” people, but only a few I could have as a roommate). When talking with each agency, be sure to ask the same questions of each agency you talk to so that you can compare them.

Agency Questions to Ask

- Is the initial evaluation free of charge?
- Can you provide the services that I need?
- How long have you been in business?
- What are the qualifications of your caregivers?
- How are caregivers screened and backgrounds checked?
- Are the caregivers' employees of the agency or contracted through a registry?
- Does the agency take care of all the taxes and reporting to the necessary departments of the local, state and federal government?
- Can you provide me a copy of your liability insurance, business license, and worker compensation?
- How are the caregivers monitored? How often?
- Does a supervisor personally introduce the caregiver to the client?
- Is caregiver coverage guaranteed if my regular caregiver is unavailable?
- What is the cost for services? Are there any other costs, such as evaluations or monitoring of caregivers?
- What is the payment process? Do you require a deposit?
- If I am not satisfied with a caregiver, will the agency arrange for another one? What is the procedure? How long does it take? Are there any costs?
- If your services are covered by medical insurance, who completes the paper work?
- May I have a copy of your agency's policies, guidelines, price list and contract?
- Is there someone available 24 hours to handle problems?
- What is the process for terminating services? What notice is required?

Talk to friends to see about their experiences with specific agencies. Make sure to get information about how the agency performed, not just their experience with individual caregivers. Even though a friend may have had a good or bad experience with an individual caregiver, remember that you are hiring the agency.

Hire the company that you are confident will provide the best care possible. Senior Connection maintains a list of caregiving agencies in the area. The list provides initial information that can help you to focus on agencies that fit your needs. *Call 800-510-2020 or 805-928-2552 for a copy of the list.*

Hiring an Independent Provider

Understanding Your Financial and Legal Responsibilities

In most cases an independent caregiver is considered by the government to be an employee of the person/ persons paying for the services. Many people mistakenly believe that their caregiver is an independent contractor and expose themselves to penalties, back taxes and other financial obligations. Check with your tax preparer, attorney, or accountant before assuming that your situation is an exception. As an employer you have the following responsibilities:

I-9 Verification- Employees who work for you on a regular basis must complete Form I-9, Employment Eligibility Verification. You must verify that the employee is a U.S. Citizen or an alien who can legally work in the U.S. Be certain to keep a copy of the completed form for your records. Call INS at 800-255-7688 to order the INS Handbook for Employers.

Workers Compensation Insurance- You are responsible for Workers Compensation. Check to see if your home or apartment insurance covers your employee for the amount of time they will be in your home. You may need to purchase additional insurance.

Federal Payroll Taxes- If you pay \$1,700.00 a year (\$32 per week) to an employee, you are required to pay social security benefits, Medicare taxes and provide your employee with a W-2 by January 31st. You may also be responsible for withholding federal income taxes. The Internal Revenue Service (IRS) publishes a guide “Publication 926: Household Employer's Tax Guide” to help you to understand your responsibilities. Call the IRS at 800-829-3676 and ask for Deposit Coupons and publications. Call the IRS at 800-829-1040 for federal tax questions.

State Payroll Taxes- If you pay more than \$1,000.00 per quarter (\$80 per week), you must pay certain California taxes. Contact the State Employment Development Department at 805-788-2697 for more information about California's requirements and their booklet – Household Employers Guide (DE8829).

Note that required forms may change yearly and you will need to have current forms. If the paper process is too difficult for you to handle personally, ask a trusted friend or family member to assist in these responsibilities. Health problems can make even small details difficult.

If you cannot find someone to help manage these responsibilities, there are number of private companies that can provide payroll services. Contact Senior Connection or check your telephone book yellow pages.

Finding an independent caregiver

Referrals

The best place to start looking for a caregiver is seeking out referrals. Going through sources that you trust (family, friends, church, senior centers) is often the best way to get good referrals. You can also use a caregiver registry service.

Registry Services

Registries are like an employment agency- they have a list of people who are looking for work as caregivers and may provide some assistance in matching people based on skills and needs. They may check background and skills of people on their registry. Be sure to inquire about fee's, and the standards used to determine who can be on their registry before using any of the registries. You can get information about the registry services by contacting Senior Connection.

Advertising

If none of the referral methods proves effective, then you could try advertising in the "Help Wanted" sections of your local paper, college newspapers, or organizations' newsletters. Your ad should include hours needed, a brief description of duties, telephone number and time to call. You could mention preferences such as non-smoker, or female/male and wage offered.

A Sample Ad Might Read:

Companion for elderly man. Help needed with light housekeeping and personal care, 5 days per week. References and fingerprint screening required. Call 519-3360 between 9 AM and 3 PM. Or send resume to PO BOX xxx

Do not list your home address; Use post office box if possible

Interviewing in Person

We recommend that you have a family member, trusted friend, or neighbor with you during the interview. This will help you to get the most information out of the interview. If you are nervous about interviewing, you can practice what you are planning to say to the prospective employee with a friend or family member before you actually hold an interview.

- You may ask to see an identification card with a picture of the worker on it (i.e., driver's license, DMV ID card, etc, for basic safety.)
- Take time getting acquainted with them.
- Have the applicants complete the application and review it with them.
- Give the applicants your "List of Needs" to read.
- Ask all the questions you want and continue to ask if you are in doubt about anything.
- Remember you can interview as many applicants as you want. You always have the right to change your mind about your choice.
- If you have concerns or doubt anything the applicants say, write it down and check it out.
- Allow yourself time to compare applicants with your friend or family member before deciding who to hire.

Possible Interview Questions

These are suggestions for questions that you might ask during your interview.

Personal information

- Why did you choose to become a caregiver?
- What are your interests?
- What types of work do you enjoy? Never enjoy?
- Have you ever been convicted of a crime? What? Where? When?
- Are you allergic to cats or dogs?

Work Experience

- What kind of work have you done, other than what is listed on the application?
- In your last caregiving job what were your likes and dislikes?
- How long do you plan to stay on the job?

Qualifications

- Do you have a driver's license and car insurance?
- What kind of training, if any, have you had?
- Do you smoke, drink or take drugs?

Task Related

- Would you be willing to take me to church or outings, doctor appointments?
- Would you be willing to work together with me on some tasks?
- Would you cook according to my needs or plan menus with me?
- Is there anything on my "list of needs" that you can't or won't do?
- Are you familiar with special diets (i.e., diabetic, low salts, low cholesterol)?

Working relationship and conditions

- Will it bother you to work around my cluttered house?
- Do you have any problem understanding written or oral requests?
- Are there any problems with the days or hours I need you to work?
- Would you be willing to agree to a trial period for training and getting acquainted?
- I can pay \$_____ per hour, is this agreeable to you?
- Would you ever have any occasion to bring someone with you? If so, who and why?
- Are you willing to have a criminal background check/fingerprinting done at my expense?

After the Interview

- Thank them for coming to the interview. Tell the applicants you have other appointments and will call when you have made your decision.
- After the interview, write down your impressions or discuss them with the person who was with you. This can help you decide who is the best qualified.
- Select the applicant you feel most comfortable with and who you think can best help you with your needs.

Background Checks

Checking references and background information can provide useful information in determining who to hire. Using a firm to complete a background check can be an important tool and may be used provided that you adhere to Federal (FCRA) and State (California ICRA) Laws that govern their use. These laws require that the employer obtain a signed consent form before a background check occurs, that a copy of the report be made available at the candidate's request, and that you follow specific procedures if you decide not to hire the person based on the report.

A simple search for background checks with Google will produce 100's of companies to choose from. Be aware that these kinds of checks are reports of information collected from public records and that the reports may be incomplete. Also make sure that the company adheres to the FCRA and California ICRA laws.

Another way to complete a background check is to hire an investigator or an investigation firm. You can use the telephone book yellow pages to find such a business.

Checking References

You can ask for references on your application or after the interview. The references can be recent employers or supervisors, instructors and even organizations that they volunteer with. The references should not be family or friends. The following are questions that you can ask:

- How long have you known the applicant?
- What was the applicant's position with you?
- What were the job responsibilities?
- What was the applicant's final rate of pay?
- Did the applicants performance meet job standards?
- Why are they no longer working for you? (Listen carefully to the answer, an unhappy former employer may be able to tell you things that you really need to know.)
- Would you rehire this individual?

Offering an Applicant the Job

Once you have decided on someone, be sure to call the other applicants to let them know you have hired someone. You may want to ask qualified applicants if they would be interested in working as an emergency back-up. Keep these applications on file for future reference.

Once you have offered someone the job, and they accept, you and your new employee will want to sign a contract defining the relationship. It should include the job description, schedule, pay rate, payroll procedure, and procedures for terminating the contract. A sample contract as well as a worksheet are available in this guide to help.

**NEVER
hire someone
without first
checking their
references!**

Having a good experience with your caregiver

Now that you have a caregiver or a caregiving agency, there are a few things that you can do to make sure that your experience is positive. First and foremost keep in mind that any healthy relationship needs to be mutually beneficial. Both you and your caregiver need to be getting things that you need and giving to the other things they need. In its simplest form you are giving your caregiver money and receive the services you have requested in return. Practically, it is unrealistic to think that the relationship will function so simply.

In order to maintain a mutually beneficial relationship, there are a few things that you can do. The following sections will address things that you can do to encourage a mutually beneficial relationship.

Safety

While most people who seek employment as caregivers do not intend to harm their employer, it does happen. There are several things you can do to ensure the safety of you and your caregiver.

For Personal Safety....

If your caregiver ever abuses you – hits, shouts, appears to be under the influence of alcohol or other substances, makes you feel afraid, or in any way threatens your health or safety—tell family or friends right away. You may also call Adult Protective Services. Call 9-1-1 if you feel you are in immediate danger.

If your caregiver will be transporting you, ask to see a valid driver's license, vehicle registration (if he/she will be transporting you in their vehicle), and current insurance as required by law.

Do not give your caregiver a key to your home, or allow him/her into your home when you are not present (unless another able-bodied adult authorized by you is present).

Do not become overly involved in your caregiver's personal life. Unless you have a live-in arrangement with your caregiver, do not let him/her stay overnight in your home, or remain in your home for extensive periods of time outside of work hours

Make certain that your caregiver does not do tasks outside of their ability or expertise (fixing electronics, moving heavy furniture, administering a medical procedure).

For Financial Safety....

Do not add your caregiver's name to your savings, checking, or charge card accounts, insurance policies, documents pertaining to sources of income, or any other legal documents.

Do not give your caregiver your debit/credit card, PIN numbers or Social Security number.

Any time your caregiver shops for you, document any money you give him/her, the amount spent (ask for a receipt from the store), and the amount of change returned to you.

Do not leave valuables lying around. Keep your jewelry, cash, checkbooks, and debit/credit cards put away in a safe place.

Keep an eye on things such as phone usage, medications, and food stuffs.

**Take charge
of your safety
for your own
peace of mind.**

Supervision

When you hire an in-home caregiver or homecare agency, you may find that you are happier in the relationship when you are sharing responsibilities and doing as much for yourself as you are able. You may want to do some activities together with your employee (i.e., fold clothes or help with cooking). At the same time, it is important to keep in mind that YOU are the employer. If you have never been a supervisor, you may find it difficult to accustom yourself to being in charge. You determine the rules, and are responsible for communicating your expectations clearly to your employee. Here are some hints that you may find helpful in your role as supervisor:

Communication

Let your caregiver know what your expectations are at the beginning of his/her employment. This will prevent misunderstandings and disappointments later.

Give clear instructions. Remember, there are many ways to do things. If you want something done in a specific way, you will need to communicate it to your employee.

Put instructions in writing. Post them in a convenient place (i.e., the bathroom or kitchen).

Tell your employee that you will be checking to see if the tasks you agreed upon are accomplished, and when you will be doing that (as a general rule, daily duties should be checked twice a month and weekly duties once a month).

Provide training when needed (i.e., you will need to show your employee where equipment and supplies are kept, explain any unique care needs).

Encourage your employee to ask questions when he/she is unsure of how to do something.

Any important communication should be done in writing and verbally.

Encourage Good Performance

It is important that both parties are satisfied, and comfortable with the other. Be respectful of your employee; this is likely to encourage him/her to also be respectful of you.

When your employee is working hard and doing a good job, let them know you have noticed. Most people appreciate the praise.

Try not to criticize more than you complement.

Give immediate feedback (i.e., "I loved the salad you made for lunch today.")

People need to know when they are doing a good job!

Correcting Performance

Discuss problems as they arise (don't bottle them up), and discuss them fairly and calmly.

When offering corrections, try commenting first on a task that has been done well. Then let the employee know pleasantly but firmly how you want the task done that needs correcting (i.e., "I am happy to see the bathroom so clean, but next time would you please rinse out the tub more thoroughly?")

When correcting your employee, limit your focus to work performance. Do not make personal criticisms of the employee personality or character. Blaming or making him/her feel ashamed shows a lack of respect, and may lead to the loss of your employee.

If you find it difficult to correct your employee, ask for help from a family member or friend.

Remember that your caregiver is your employee.

How to Dismiss an Caregiver

There are many reasons for letting someone go. It may be that you just do not feel comfortable with the person. They may be bossy, or just not doing what you both agreed upon. They may bring someone with them without permission, consistently arrive late to work or miss days without giving notice. Other reasons for dismissal may consist of abuse of drugs or alcohol, excessive use of the telephone or missing items. It is best if you have already mentioned the problem during supervision and document these discussions. This makes dismissal easier if things are just not working out. Have someone with you when you are dismissing your employee.

If you have hired an agency remember that you can ask that a caregiver not be assigned to you if things are not working out and request a new caregiver be assigned. Unless you find the service of the agency to be unacceptable (poor scheduling, not responding to request, consistent poor performance by caregivers, etc.), one of the benefits of hiring an agency is that you can request a new caregiver if you are not satisfied with the service.

Possible Reasons for Immediate Dismissal

THEFT – Confront your employee and ask for their explanation – if you are certain that something of value is missing, call the police.

ABUSE – If you are afraid your employee will harm you, or is mistreating you in any way (hitting, hurting, screaming or yelling at you) immediately contact your local police and the Adult Protective Services.

**DO NOT
remain in
an abusive
situation.**



Final Thoughts

Getting help to remain independent is rewarding. Take it as an opportunity to enjoy this time in your life and the ability to make as many choices as you can. Having a caregiver should relieve some of your stress and give you more energy to focus on other things.

Remember that having a caregiver will take some getting used to and there will be uncertainty in the beginning. It will be unfamiliar to have some one else doing your laundry, assist you in grooming, etc. Give yourself a chance to adjust to this new experience.

Trust you intuition- if you are uncomfortable with anything (a caregivers demeanor, reference or things said in the interview, etc) investigate it until you are satisfied. Be careful not to jump to conclusions with out checking things out first. Include others that you trust, they can be excellent resources.

If you have any questions that were not answered in this guide or you are interest in information on another topic related to being a senior (housing, health insurance, other long term care options) you can contact Senior Connection at 800-510-2020 or 805-928-2552

Job Application Sample

Job Application

Name _____ Social Security # _____
Address _____ Date of Birth / ____ / ____ / ____
Month Day Year

Telephone (____) _____ (____) _____ Country of Citizenship _____
Home Other (proof of legal right to work if not U.S. Citizen)

Driver's License # _____ State _____ Car Make/Model _____

If providing car for transporting client: Insurance Co. _____ Policy # _____

EDUCATION: Highest grade completed _____

Certification, License, CPR, etc. _____

Other Special Training/Skills _____

WORK HISTORY: Please list most recent job first.

1. Employer _____ Dates: _____ to _____ Telephone _____

Job Title/Duties _____

Reason for Leaving _____

2. Employer _____ Dates: _____ to _____ Telephone _____

Job Title/Duties _____

Reason for Leaving _____

3. Employer _____ Dates: _____ to _____ Telephone _____

Job Title/Duties _____

Reason for Leaving _____

REFERENCES: DO NOT provide family or friends

1. Name _____ Relationship _____ Dates: _____ to _____

Address _____

Telephone _____

2. Name _____ Relationship _____ Dates: _____ to _____

Address _____

Telephone _____

3. Name _____ Relationship _____ Dates: _____ to _____

Address _____

Telephone _____

EMERGENCY CONTACT: In case of emergency please notify...

Name _____ Relationship _____ Telephone _____

PERSONAL HISTORY

Have you ever been convicted of a felony? _____

Do you have any limitations for which you would need reasonable accommodation to be able to do the job description? _____

If so, explain: _____

Do you smoke? _____ Drink? _____ Allergic to? _____

I understand the above employers and references will be contacted. I attest to the best of my knowledge and belief that all above information is true.

Applicant Signature _____

Date _____

Sample Job Description & Employment Contract

Job Description and Employment Contract

I, _____ a home care provider, understand that I am being hired by
(employer) _____, to provide care for _____.

Salary

\$ _____ per hour, day, week, month (circle one) {Fringe benefits:
}

Terms of Payment

Provider will be paid on a weekly, bi-weekly or monthly basis (circle one), by _____ (check or other)
(Additional pay for use of the providers' car \$ _____)

Schedule

To start on _____.

of Hours

Monday _____ from: _____ to: _____

Tuesday _____ from: _____ to: _____

Wednesday _____ from: _____ to: _____

Thursday _____ from: _____ to: _____

Friday _____ from: _____ to: _____

Saturday _____ from: _____ to: _____

Sunday _____ from: _____ to: _____

TOTAL HOURS/WEEK _____

Changes in scheduled hours are negotiable.

For live-in care provider: The provider may be present in the house at other hours, but is only expected to be on duty and available for work during hours specified.

Duties and Frequency (e.g. Daily, weekly, Tuesdays, As Needed)

HOUSEHOLD CARE:

_____ Light Housekeeping _____ Yard Work
_____ Heavy Housekeeping _____ Pet Care
_____ Laundry & Linnen _____ Cooking & Dishes
_____ Grocery Shopping & Errands _____ Transfers (i.e. bed to chair)

PERSONAL CARE:

_____ Bathing/Grooming _____ Bowel/Bladder
_____ Dressing _____ Exercises
_____ Companionship _____ Escort

Other

RESTRICTIONS

TERMINATION: Each party agrees to give the other, two week notice of termination, except when physical, emotional or financial abuse occurs, or _____, in which case termination will be immediate.

Home Care Provider's Signature

Date

Client Signature

Date

Address

Address

Check List for Hiring

- Make a list of needed tasks/ a job description
- Decide if you are using an Independent Caregiver or an Agency

Hiring an Independent Caregiver

- Use contacts to find a referral
 - Family and friends
 - Community Contacts (church, civic clubs, senior center)
 - Referral agency
- If necessary, place an ad
 - Do not give home address
- Screen applicants
- Interview qualified candidates
- Select finalists-
 - Do Check References/ Background check
- Write contract- include work schedule/ pay rate and schedule/ tasks
- Offer job/ sign contract
- Set up record keeping for payment and taxes
- Review performance regularly

Hiring an Agency / Company

- Seek referrals
 - Family and friends
 - Community Contacts (church, civic clubs, senior center)
- Get list of companies
 - Call Senior Connection (800) 510-2020
- Phone interview at least 3 companies
- Invite company(s) to your home to make an assessment and recommendations for care. Make sure to get an estimate of the cost in writing.
- Review estimate and contract
 - Look for procedures and costs for terminating contract
- Sign contract/ set start date
- Review and report any positive or negative feedback to company immediately.

Senior Connection

Senior Connection is the information and referral program of the Central Coast Commission for Senior Citizens. We can help people get connected to senior resources for financial, medical, consumer, social, emotional, and legal issues. Our goal is to provide seniors, their families and caregivers with the information to get the services they need. In addition to this publication we produce the following publications: The Senior Resource Directory and Senior Information Guides, A Guide to Senior Legal Terms, and Disaster Preparedness Guide.

For more information contact us at 800-510-2020 or 805-928-2552

Hiring In~Home HELP

This Hiring In-Home Help guide is designed to help you determine the most effective way to find, hire and supervise in-home caregivers for your individual needs and preferences.

Funded by the Area Agency on Aging.



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