

# Home Care Agency Questionnaire

## Questions to Ask When Choosing a Home Care Agency

### 1 Are you licensed by your state?

Partners in Senior Care is licensed by the state of Illinois as a Home Services & Home Nursing Agency

### 2 Do you bond and insure the caregiver?

By law, all agencies who are licensed as a Home Services Agency in Illinois MUST insure and bond the caregiver, pay social security and employer taxes and workers' compensation insurance. If the agency is a Home Services Placement Agency they can NOT provide any of these as the caregiver is NOT their employee. **Partners in Senior Care** provides all of the above as required by law. We also provide our caregivers with vacation and health benefits.

### 3 How do you supervise your workers to make sure the proper care is given?

Partners in Senior Care's makes a home visit by on average twice per month and no less than every 60 days to update the Plan of Care and evaluate the care provided. The Care Manager ensures the caregiver understands the individual Plan of Care for the clients. Caregivers are evaluated on an ongoing basis and receive annual written performance evaluations by the Care Manager.

**Partners in Senior Care, Inc.**

*Our family taking care of your family.*

Private Duty Home Care  
Geriatric Care Management  
The Navigator Program for Successful Aging™

[www.partnersinseniorcare.com](http://www.partnersinseniorcare.com)

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IDPH Home Service Agency License #3000139 • Home Nursing Agency License #4000114

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**4 What are the qualifications of your supervisors?**

Partners in Senior Care's caregivers and clients are under the supervision of a Registered Nurse and Professional Geriatric Care Manager.

**5 Is your agency available 24/7? Who answers the phone after hours?**

Someone from Partners in Senior Care answers 24 hours a day, 7 days a week. We do not utilize an answering service. In addition, we have a Registered Nurse and Professional Geriatric Care Manager on-call 24/7.

**6 How long have you been in business?**

Family owned Partners in Senior Care has been providing compassionate care since 2003.

Do you have a loved one who needs a caregiver?

Partners in Senior Care offers a complimentary in-home meeting to help you understand all your options and create a plan of care that meets your needs. Call us today at **847-548-1330**.

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