



HIRING HOME CARE SERVICES GUIDE

Considerations in Hiring Help in the Home:

Choosing and hiring help in the home can be a challenging process. In order to help you and perhaps your family in this process, Caring Circle offers the following information about steps to take.

1. **Assessment:** Make a list of your home care needs - things you might need help with such as:

- Personal Care (bathing, eating, dressing, toileting)
- Household Care (cooking, cleaning, laundry, shopping, driving)
- Nursing/Professional Care (wound or catheter care, physiotherapy)
- Emotional Support (companionship, meaningful activities, conversation)

Then think about whether this person needs any special skills such as:

- Health Care Training
- Driver's License
- Ability to lift or operate special equipment
- Ability to work with people with memory problems
- Language skills
- Physical strength required to do yard and household tasks

You might also consider and make a list of unacceptable behaviours such as tardiness, not performing duties as agreed upon, inappropriate discussion of client's personal problems, borrowing money, smoking etc.

2. Choosing the Right Person:

- (a) Think about whether to hire an individual or work with an agency. To hire **individuals** may be less expensive than agencies and you are the one to choose the person who will work with you. **Agencies** do screening, hiring and payroll functions, and can send a substitute if the regular worker is ill. We suggest that you speak with more than one individual or agency if possible.
- (b) It is always a good idea to obtain references.
- (c) Screen prospective applications by phone (explain your needs and ask about education and experience.) Schedule interviews at your house and have a relative or friend present if you are able.
- (d) It is always a good idea to not only consider a person's qualifications but also make sure that you hire someone you feel comfortable with.
- (e) Prepare a list of questions that arose from your assessment. Below is a list of other questions you might want to ask:
 - What draws you to the care giving profession?
 - Tell me about your past work experience?
 - Do you have CPR or first aid training?
 - What is your current health status? (Immunizations, TB test, etc.)
 - Do you like cooking? Have you had any experience with cooking for other people? Are you able to prepare culturally appropriate food?
 - How do you feel about caring for a person with memory problems? Or a disability?
 - Are there any duties that you are unwilling or unable to perform?
 - Do you have a driver's license? Would you prefer driving your own car or mine?
 - Tell me about your availability? What are your time-off needs?
 - Is the job description and salary acceptable to you?
 - What are your expectations if I hire you?
 - What can you see happening if you were ill or otherwise unavailable?
 - Can you give me one work related and one personal reference?
 - Are you licensed or bonded?
 - Are you comfortable with pets?
 - Would you be able to transfer someone from a wheelchair to a car or bed?
 - How would you handle someone who is behaviorally challenged? Is there anything about the requested service that you will find challenging?
 - How do you like to get feedback and suggestions?

- If we offer you the job, can we agree on a two-week trial period to see how we feel?
- Do you have any questions for me?

3. A Successful Outcome:

- Communicate clearly. Agree in writing on expected job duties, hours and times of work and any other basic rules.
- As the consumer, you are responsible to make sure that the person is right for you.
- Be sure to praise the person when you are happy with what they are doing. Appropriate praise helps strengthen your relationship.
- If you pay any tax, CPP and EI contributions relating to your caregiver, your family will not be legally responsible. How can you verify that your caregiver is legally able to work in Canada? If you or your caregiver is injured at your residence, who is responsible? Does your insurance policy include injuries to “domestic employees”?

Disclaimer: *Employees and Volunteers of Caring Circle are not responsible for your choice of service providers and are excluded from any and all liability for negligence arising in connection with the use of the Resource List and the actions of any home support worker selected.*

Our Mandate:

The mandate of Caring Circle is to provide information about access to health and social services. We do not give medical advice.

Caring Circle Health & Wellness Society of Bowen Island

info@caringcircle.ca | 604.250.1977 | 604.947.9100

www.caringcircle.ca