



Adult Day Services

Assisted Living

Home Health

Independent Living

Long-Term Care

Memory Support

Private Duty

Short-Term  
Rehabilitation

Skilled Nursing

William A. Doig  
Health Club & Spa

The list of questions below will help you gather information about a company's services and gain a deeper understanding of its dedication to quality care and customer service. Any reputable home care company should be willing and able to answer these queries.

### **Business Basics**

- How long have you been in business?
- Are your caregivers certified? [www.dhp.virginia.gov/nursing](http://www.dhp.virginia.gov/nursing)
- Are your caregivers bonded? (Ask for a copy of their Insurance Declaration)
- Can you provide references from previous clients?

### **Care Management**

- Do you create a personalized care plan for each client? What does this include?
- How often do you evaluate and update a client's written care plan?
- How much do you match your clients with caregivers?
- What is your policy for communicating with a client and their family members?

### **Caregiver Selection and Training**

- Describe your caregiver hiring process.
- Do you conduct background checks? If so, what type?
- Do you conduct drug tests?
- Do you provide training for your caregivers? If so, what type?
- Are clients able to interview potential caregivers? If so, is there a fee involved?

### **Company Policies**

- How do you handle complaints and requests for a new caregiver?
- What is your policy for no-show or late caregivers?
- Do you have a policy regarding time minimums per shift or per week?
- Are there specific services that your company specializes in?
- Are there specific services that your company does not provide?

### **Payment Methods**

- Do you charge different rates for nights, weekends and holidays?
- Do you require a deposit for services?
- Do you accept long-term care insurance? If so, do you bill the insurance company directly or do clients pay you and then get reimbursed?

Please let us know if we may assist you.

Respectfully submitted,

Nancy Barhite, RN  
Senior Director, Home and Community Based Services  
757-253-9673  
[nbarhite@williamsburglanding.com](mailto:nbarhite@williamsburglanding.com)

