

Hiring In-Home Elder Care

Resource Guide



If you have additional questions or need referrals, contact
Montgomery County's Aging and Disability Services:
240-777-3000 | www.montgomerycountymd.gov/senior/caregiver.html



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 ensuring the best for your loved one requires hiring an outside care provider. This Resource Guide describes various types of care providers and suggestions to manage in-home elder care. There are many types of elder care and this Resource Guide lists advantages and disadvantages of working with agencies or with independent care providers.

- Should I hire an agency or hire someone on my own?
- How can I make sure that all care needs are attended to?
- How can I find someone I can trust?

Learning how to answer these and other questions will help you hire in-home elder care with confidence. This guide is designed to help you determine the most effective way to find, hire and supervise in-home care providers for your individual needs and preferences.

As you use this Resource Guide you may have queries or may need additional information (access to County supports and programs, a list of home care agencies, referrals for other services etc), we encourage you to call :

**Montgomery County's Aging and Disability Services helpline:
240-777-3000**

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Getting Started

Generally, home-based care is appropriate whenever a person prefers to stay at home but needs ongoing care that cannot easily be provided by family and friends. The federal web site Home Health Compare has information that describes home health and what to expect when home health staff come to your home.

<https://www.medicare.gov/homehealthcompare/About/What-Is-HHC.html>



NEEDS OF THE OLDER ADULT

It is critical to identify all health and wellness care needs and any special concerns or preferences that a care provider will need to be able to be addressed. To help caregivers organize in-home care needs and tasks we have provided a checklist of familiar elder care needs (see page 16).

We recommend that you prepare a document that lists all the elder care needs of person you are caring for and organize these before talking with any providers. This document should be thorough. Be sure to list ALL of needs, however small.

Once all elder care needs are identified, this list will assist you understanding the level of paid care required. If hiring an independent care provider, you can utilize the identified care needs into a job description. List tasks that need to be done and any routines that need to be maintained. It should be included as part of a position description and contract (see page 18.)

It is essential to familiarize yourself with the levels of in-home care and appropriate levels of training and qualifications. (see page xxx.)

OVERVIEW OF ELDER CARE PROVIDERS

Introduction to Paid In-Home Care

When considering hiring in-home elder care support it is important to take the time to understanding the diversity of business and independent provider services that are available.

The following information provides an overview of key elder care sector provider models. Please take the time to review these options.

ABOUT IN-HOME ELDER CARE PROVIDERS

The choice of who will provide elder care generally is between engaging a licensed elder care agency that has a team of employee aides and choosing to recruit an independent provider (this person is self employed).

The following sections provide information on:

- Family or Friend Caregivers
- Licensed Elder Care Agencies
- Independent Care Providers
- Elder Care Managers

Summary of Elder Care Providers

Who is a Caregiver?

A caregiver is anyone who takes responsibility for someone who cannot fully care for themselves. The person is usually unpaid. Often providing all care - including bathing, feeding and dressing. A caregiver may be a family member, friend or another individual. Depending on culture there may be various members of the community engaged in a person's care.

Who provides paid in-home support?

In-home providers include: housekeepers, Certified Nursing Assistants (CNA), Home Health Aides (HHA) and Certified Medication Technicians (CMT).

Providers are employees of licensed elder care agencies or work independently. If the older adult requires personal or medical care, the provider should have graduated from a licensed training program, be certified and maintain current registered with the Maryland Dept. of Health.

What is an Elder Care Manager?

An elder care manager is a contracted "fee for service" professional who has the training, credentials, license and experience to support caregivers make decisions.

An elder care manager is a registered nurse, licensed social work or health care professional who specializes in the health and well-being of older adults. A master's level education and professional certification is recommended. Find out more at: www.aginglifecare.org

IN-HOME CARE PROVIDER DETAILS

To ensure you receive the best elder care, it is important to evaluate the level of care needed and know the difference between the providers: housekeeper, Certified Nursing Assistant (CNA), Home Health Aide (HHA), Certified Medication Technician (CMT) and elder care manager.

To better understand the qualifications and legal requirements of aides visit:
<http://mbon.maryland.gov/Pages/cna-info.aspx>

Help with Housekeeping – assistance with routine household chores and socializing.

No specific training required.

- Light House Cleaning and Laundry
- Shopping and Meal Preparation
- Escort to appointments
- Companionship

Certified Nursing Assistant (CNA) and Home Health Aide (HHA) - provides help with personal activities of daily living.

Required: trained, certified and registered with the Maryland Dept. Health.

- Feeding
- Bathing and Mouthcare
- Dressing
- Toileting
- Range of Motion Exercise

Certified Medication Technician (CMT) – CNA/HHA with additional training is certified to administer medications and provide by registered nurse and/or physician)

Required: trained, certified and registered with the Maryland Dept. Health.

- Taking of medications
- Treating chronic illness
- Physical Therapy
- Wound Care

In-Home Care Provider Details

continued

Elder Care Manager – a registered nurse, licensed social worker, or health care

Evaluate in-home care needs professional who specializes in the health and well-being of older adults.

Masters level education and member of Aging Life Care Association, aginglifecare.org

- Evaluate in-home care needs
- Prepare short and long-term plans
- Help select care personnel
- Coordinate medical support and oversight of support services
- Provide guidance on complex elder care entitlements, distant caregiving, housing options and much more



Licensed Home Care Agency or Independent Provider?

There are advantages and disadvantages to consider when deciding who will be the elder care provider. Caregivers have two choices:

Providers of In-Home Elder Care Services:

1. **Aide of a licensed home care agency**
(agency is the employer)
2. **Self-employed independent aide hire**
(family/client is the employer)

HOME CARE AGENCY – employer of provider
Advantages
Staff recruits and supervises providers
Staff conduct provider health testing, verifies references, employment history and does background checks
Staff coordinate scheduling of provider
Can offer 24/7 customer service and back-up staff
Agency responsible for payroll, all withholding (taxes, social security etc.) liability insurance, fidelity bonding and any issues arising through provider placement
Disadvantages
Higher cost
Selection of care provider by someone else
May have restrictions on tasks or require a minimum number of hours per visit

INDEPENDENT – self-employed provider
Advantages
Usually charge less per hour
You have total control over selection of provider
Can negotiate a more flexible work schedule
Provider may perform a broader range of tasks
Disadvantages
Time cost and effort in hiring a elder care provider
Client/family must provide all supervision and oversight
Client/family responsible for payroll, including: state and federal taxes, social security etc.
Client/family responsible for all liability insurance and handling of legal matters
No back-up coverage for absenteeism of provider

Each level of elder care requires specific skills and training. To save money you may want to consider different providers for different tasks

SELECTION OF THE ELDER CARE PROVIDER

Licensed Elder Care Agencies

Licensed Home health agencies provide nursing services, home health aides, and one or more other services such as physical therapy, occupational therapy, and social services. Several kinds of health care staff may provide care based on your needs.

Licensed Home health agencies participate in the Medicare program (for a specially defined medical necessity only) and many health insurance programs include a home health benefit. A physician referral is required so it is a good idea to talk to your doctor if you think you might need this type of care. Usually a medical reason is needed for these services to be reimbursed by Medicare or insurance.



Hiring an in-home provider through an elder care agency

If you decide to hire in-home elder care services through an agency, be sure to shop around first. Talk to at least three different companies before making a final decision. When talking with each agency, be sure to ask the same questions of each agency you talk to so that you can compare them. See the example provided (page xxx) for questions and conducting an interview.

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.

Maryland Home Health Agency Search

The Maryland Government website has a licensed Home Care agency search that provides a listing of agencies in Maryland by the county where each agency is licensed to provide services, and a list of the services each agency has available. To find a Maryland home health agency to provide services you, a family member, or friend need go to search visit:

<http://mhcc.maryland.gov/consumerinfo/longtermcare/searchpage.aspx?q=HH>

***For elder care agency and registry referrals, call Montgomery County's Aging and Disability Service
240.777.3000***

Identify In-Home Care Needs

Prior to starting the search process for an in-home elder care provider take the time and identify the needs of the person who will require assistance in the home. On page 16 of this Resource Guide you will find the **Home Care Tasks Checklist**.

This checklist is to help identify the tasks required to be completed by a home care worker. For each question, answer if help is needed and indicate how often. This will help in determining who to hire to work in the home.

The Checklist organizes in-home support tasks by: untrained housekeeping duties through to personal care support that requires specific elder care training, certification and licensing. Once you have developed a clear list you can utilize this when interviewing a prospective elder care agency or independent care provider.

The details on the Checklist can be transferred to the Job Application that includes job description, term and conditions of employment (for an independent provider).

Hiring an Independent Provider through a Registry or other search process

When hiring an independent in-home care provider through a Registry or through a self-recruitment process, it is essential to remember that you will be the EMPLOYER and responsible for all hiring, payments, supervision and the day to day management. Familiarize yourself with the financial and legal obligations when hiring an independent in-home care provider, see pages 11-12.

Registry Services

Registries are like an employment agency - they have a list of people who are looking for work as independent elder care providers.

A Registry Service does not:

Train, oversee or employ the provider

Pay the provider

Provide any liability insurance

Some Registry Services may provide some assistance in matching people based on skills and needs. They may perform check background and verify the 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.



Recruiting an Independent In-Home Care Provider

Referrals

The best place to start looking for an elder care provider is seeking referrals through sources that you trust (family, friends, place of worship, senior centers). There are also formal ways to seek in-home care providers that include elder care managers.

THE RECRUITMENT PROCESS

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.

**Do not list your home address:
Use an email address for providers to apply.**

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.
Send resume via email, add your email address*

Questions to Ask All Providers:

- What the initial evaluation fee?
- What are your services and what do you NOT provide.
- How long have you been in business?
- What are the qualifications of your care providers?
- How are care providers screened and background checked?
- Are the care providers an employee of the agency or contracted through a registry?
- Does your agency take care of all the taxes and reporting all legal requirements to local, state and federal government?
- Can you provide me a copy of your liability insurance, business license, and worker compensation?
- How are care providers monitored? How often?
- Does a supervisor personally introduce the care provider to the client?
- Is care provider coverage guaranteed?
- What is the cost for services? Are there any other costs, such as evaluations or monitoring of care provider?
- What is the payment process? Do you require a deposit?
- If I am not satisfied with a care provider, will the agency arrange for another one?
- What is that 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?

Interviewing in Person

It is recommended 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 hold an interview.

- Before the interview email the application form and ask for the applicant to complete and email it back to you prior to the in-person interview. This will allow you adequate time to review it and prepare additional questions.
- At the interview include their application as part of the conversation.
- 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.
- Give the applicants your "List of Needs Checklist" 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 an elder care provider?
- 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?
- Do you smoke, drink or take drugs?

Work Experience

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

Qualifications

- Do you have a driver's license and car insurance?
- What kind of training, if any, have you had?
- Where did you study, what certification do you have?
- Are you registered with the Maryland Department of Health (this is a requirement for CNA's, HHA's and CMT's)
- When setting up with interview tell the candidate you will what photocopies of certifications and proof of registration)

Task Related

- Can you drive older adult to place of worship or outings, doctor appointments?
- Would you menu plan and cook according to specific preferences and needs?
- Are you familiar with special diets (i.e., diabetic, low salt, low cholesterol)?
- Is there anything on my "list of needs checklist" that you can't or won't do?

Possible Interview Questions

continued

Working relationship and conditions

1. Do you have any problems understanding written or oral requests?
2. Are there any problems with the days or hours I need you to work?
3. Would you be willing to agree to a trial period for training and getting acquainted?
4. I can pay \$_____ per hour, is this agreeable to you?
5. Explain all legal deductions, and any benefits you are able to include in the pay.
6. 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 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 an extensive list 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 Maryland laws.

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 met 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?

An elder care manager can help caregivers with the interview, background check, interview (hiring) and oversight of in-home care providers. To learn more visit the Aging Life Care Association - aginglifecare.org



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 other 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 position description application and contract are available in this guide to help. (see page 18).

Trust your intuition - if you are uncomfortable with anything (a care providers demeanor, reference or things said in the interview, etc) investigate it until you are satisfied. Be careful not to jump to conclusions without checking things out first. Include others that you trust, they can be excellent resources.



EMPLOYER 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.

Understanding Your Financial and Legal Responsibilities

If you hire an independent elder care provider YOU are responsible for the following:

An elder care provider is working independently and not an employee of a home care agency, then the older adult or family is responsible for all salary payments, withholding of taxes, social security, workers compensation, taking out liability insurances and other legal obligations.

In most cases an independent care provider is considered by the government to be an employee of the person/ persons paying for the services. Many people mistakenly believe that their care provider 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:

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.

EMPLOYER RESPONSIBILITIES

continued

State and Federal Taxes- As the employer you are required to pay social security benefits, Medicare taxes and provide your employee with a 10-99 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.

IRS Federal Tax -

<https://www.irs.gov/publications/p926>

Maryland Tax for Domestic Employees -

http://taxes.marylandtaxes.gov/Business_Taxes/Business_Tax_Types/Income_Tax/Employer_Withholding/Withholding_Information/Withholding_for_Domestic_Employees.shtml

If you do not feel able or comfortable managing these legal responsibilities an elder care manager can assist, plus there are number of private companies that can provide payroll services.

**If you have question or concern, prior to making a final decision contact Montgomery County's Aging and Disability Services:
240-777-3000.**



As with all professional relationships it is vital that the care provider and the older person experience a positive healthy relationship that is mutually beneficial.

KEEPING YOUR LOVED ONE SAFE

While most people who seek employment as care providers do not intend to harm the person they are caring for, sadly it does happen.

There are several things you can do to ensure the safety of you and your care provider.

These tips help set care provider boundaries as the relationship grows. As the employer/consumer/caregiver it is best you are well prepared.

For Personal Safety

If the care provider ever abuses your loved one – hits, shouts, appears to be under the influence of alcohol or other substances, makes anyone feel afraid, or in any way threatens health or safety—tell family or friends right away.

You should also call Adult Protective Services 240-777-3000. Call 9-1-1 if you feel you are in immediate danger.

If the care provider will be responsible for transportation, ask to see a valid driver's license, vehicle registration (if he/she will be transporting in their vehicle), and current insurance as required by law.

In some situations the care provider will need an access key to your loved ones home. Until you feel comfortable with the care provide it is advisable not to give care provider a key, 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 care provider's personal life. Unless you have a live-in arrangement with your care provider, 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 care provider does not do tasks outside of their ability or expertise (fixing electronics, moving heavy furniture, administering a medications).

For Financial Safety

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

Do not give the care provider debit/credit card, PIN numbers or Social Security number. Any time if the care provider 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 items.

Supervision

When you hire an in-home care provider 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:

Keeping your loved one safe

continued

Worrisome practices: RISKS

1. Naming care provider in legal documents
2. Changing the house/deed title
3. Having care provider go to attorney or accountant meetings
4. The paid care provider discusses their hourly rate (if they are through an agency)
5. The care provider discusses personal finances
6. The care provider asks for money or a loan
7. The care provider is given a dedicated credit card without a limit and the care provider uses the credit card for personal use
8. The care provider drives the family car
9. The care provider pays the family bills and signs checks
10. The care provider helps or requests that new financial accounts be opened

Reasonable practices: ACCEPTABLE

1. Agreed and documented paid time off for vacation, holidays and illness
2. Annual review of duties, compensation and terms of the contract
3. Employer pays for additional training, if requested by the consumer.
4. Small gifts for birthdays/holidays with the consent of the family/accountant/lawyer /agency
5. Reasonable treating for meal from time to time

How to dismiss a care provider

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. Have someone with you when you are dismissing your employee.

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

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 Adult Protective Service at 240-777-3000.

For 24/7 caregiver resources visit, Montgomery County's Caregiver Support webpage:

<http://www.montgomerycountymd.gov/senior/caregiver.html>

To receive monthly updates on free Caregiver events, support and education, sign up for Montgomery County's Caregiver eNewsletter, [click here](#)

Or visit the County's Caregiver webpage

Montgomery County Aging and Disability Services (240-777-3000)

Knowledgeable County professionals help seniors and their caregivers with a wide range of topics and advice. Staff listen, recommend local resources around the County, and help with program applications when needed. Calls are answered directly by a trained staff person. If specialists are busy, your wait on hold should be less than 30 seconds. You can also choose to leave a message for a call-back within one business day.

Hours are Monday – Friday 8:30 a.m. - 5:00 p.m. For the convenience of caregivers who may not be able to call during the work day staff take calls until 7:30 p.m. Tuesday, Wednesday and Thursday. Bilingual staff and translator services available.

FINAL THOUGHTS

Getting help so you or a loved one can remain independent is rewarding. Having a care provider should relieve some of the caregiver stress and give you more energy to focus on other things.

Remember that having a care provider will take some getting used to, both for the caregiver and the person receiving the in-home care. There will be uncertainty in the beginning. It will be unfamiliar to have someone else doing laundry, assisting with grooming, etc. Be patient and flexible while adjusting to this new experience.



If you have any questions that were not answered in this Resource Guide or seek information on another topic related to care and support for older adults (caregiver, housing, health insurance, other long-term care options etc.) you can contact:

**Montgomery County's Aging and Disability
Services
240-777-3000**

CHECKLIST OF ELDER CARE NEEDS

Home Care Tasks Checklist

Directions: This checklist is to help identify the tasks required to be completed by a home care worker. For each question, answer if help is needed and indicate how often. This will help in determining who to hire to work in the home.

GENERAL HOUSEHOLD CHORES AND SUPPORT

The following section contains task that do not Require specific training or qualifications.

HOUSEHOLD CLEANING

	YES	NO
Make bed	<input type="checkbox"/>	<input type="checkbox"/>
Change bed linens	<input type="checkbox"/>	<input type="checkbox"/>
Wash, dry, fold and put away	<input type="checkbox"/>	<input type="checkbox"/>
Clean, dust and organize surface areas	<input type="checkbox"/>	<input type="checkbox"/>
Sweep, mope and vacuum floors	<input type="checkbox"/>	<input type="checkbox"/>
Empty and take out trash	<input type="checkbox"/>	<input type="checkbox"/>
Wash, dry and put away dishes and utensils	<input type="checkbox"/>	<input type="checkbox"/>
Clean sink, stove, counters and refrigerator	<input type="checkbox"/>	<input type="checkbox"/>
Clean bathroom	<input type="checkbox"/>	<input type="checkbox"/>
Other Items		
.....		

SOCIAL ACTIVITIES

	YES	NO
Reading	<input type="checkbox"/>	<input type="checkbox"/>
Helping with electronic devices	<input type="checkbox"/>	<input type="checkbox"/>
Planning social activities	<input type="checkbox"/>	<input type="checkbox"/>
Engaging in conversation	<input type="checkbox"/>	<input type="checkbox"/>
Other Items		
.....		

MEALS

	YES	NO
Plan menus	<input type="checkbox"/>	<input type="checkbox"/>
Prepare and serve meals	<input type="checkbox"/>	<input type="checkbox"/>
Help with feeding	<input type="checkbox"/>	<input type="checkbox"/>
Adjust meals as directed	<input type="checkbox"/>	<input type="checkbox"/>
Other Items		
.....		

SHOPPING

	YES	NO
Prepare list	<input type="checkbox"/>	<input type="checkbox"/>
Run errands	<input type="checkbox"/>	<input type="checkbox"/>
Buy food and supplies	<input type="checkbox"/>	<input type="checkbox"/>
Store items as requested	<input type="checkbox"/>	<input type="checkbox"/>
Other Items		
.....		

PERSONAL CARE NEEDS

The following section contains in-home care tasks that require a trained, certified and registered: Certified Nursing Assistant, Home Health Aide, or Certified Medicine Aide.

PERSONAL CARE

	YES	NO
Getting in or out of bed (chair)	<input type="checkbox"/>	<input type="checkbox"/>
Dressing (and undressing)	<input type="checkbox"/>	<input type="checkbox"/>
Mobility: walking, carrying etc	<input type="checkbox"/>	<input type="checkbox"/>
Other Items		
.....		

PERSONAL HYGIENE

	YES	NO
Bathing	<input type="checkbox"/>	<input type="checkbox"/>
Toileting	<input type="checkbox"/>	<input type="checkbox"/>
Grooming (hair, shaving, make-up etc)	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning teeth	<input type="checkbox"/>	<input type="checkbox"/>
Other Items		
.....		

PERSONAL HEALTH CARE

	YES	NO
Manage medications	<input type="checkbox"/>	<input type="checkbox"/>
Wound care	<input type="checkbox"/>	<input type="checkbox"/>
Physical mobility exercise	<input type="checkbox"/>	<input type="checkbox"/>
Other Items		
.....		

TRANSPORTATION

	YES	NO
Escort to social activities, religious etc	<input type="checkbox"/>	<input type="checkbox"/>
Take shopping and/or other errands	<input type="checkbox"/>	<input type="checkbox"/>
Accompany to doctor's appointments	<input type="checkbox"/>	<input type="checkbox"/>
Other Items		
.....		

Job Application "Sample"

Name _____ Social Security # _____
Address _____ State _____ Zip _____
Date of Birth Month _____ Day _____ Year _____
Telephone (____) _____ Email _____
Country of Citizenship _____
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 # _____

PERSONAL HISTORY

Have you ever been convicted of a felony? YES or NO, Details _____
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? _____

EDUCATION:

Highest grade completed _____
Certification, License, CNA/HHA/CPR, etc _____
Other Special Training/Skills _____

WORK HISTORY: Please list most recent job first.

Employer _____ Telephone (____) _____
Dates _____ to _____
JobTitle/Duties _____
Reason for Leaving _____

Employer _____ Telephone (____) _____
Dates _____ to _____
JobTitle/Duties _____
Reason for Leaving _____

Employer _____ Telephone (____) _____
Dates: _____ to _____
JobTitle/Duties _____
Reason for Leaving _____

REFERENCES: DO NOT provide family or friends

Name _____ Telephone (____) _____
Relationship _____ Period for Reference _____
Details of Reference _____

Name _____ Telephone (____) _____
Relationship _____ Period for Reference _____
Details of Reference _____

Name _____ Telephone (____) _____
Relationship _____ Period for Reference _____
Details of Reference _____

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

Name _____
Relationship _____
Telephone (____) _____ Email _____

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 Name _____ Signature _____ Date _____

Position Description and Employment Contract "Sample"

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

State _____ Zip _____

Address where services will be provided

Salary

\$ _____ per hour, day, week, month (circle one)

Additional benefits

Arrangements with taxes, withholding, insurance

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
- _____ Pet Care
- _____ Laundry & Linen
- _____ Cooking & Dishes
- _____ Companionship
- _____ Escort to appointments etc
- _____ Grocery Shopping & Errands

frequency and special instructions

PERSONAL CARE:

- _____ Bathing/Grooming
- _____ Toileting
- _____ Dressing
- _____ Exercises
- _____ Transfers (i.e. bed to chair)

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

Home Care Provider's Name

Signature

Date

Client Name

Signature

Date

CHECK LISTS

Elder Needs and Scope for Hiring

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

Hiring an Agency / Company

- Seek referrals
 - Family and friends
 - Community Contacts (church, civic clubs, senior center)
- Get list of companies
 - Call Montgomery County Aging and Disabilities Services 240-777-3000
- 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.

Hiring an Independent Care provider

- 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

RESOURCES

Consumers Guide for Marylanders

<http://www.marylandattorneygeneral.gov/CPD%20Documents/Tips-Publications/ConsumerGuideForMarylanders.pdf>

National Home Care Agency Compare

<https://www.medicare.gov/homehealthcompare/About/What-Is-HHC.html>

Guide to Long Term Care Maryland

<http://mhcc.maryland.gov/consumerinfo/longtermcare/GeneralResources.aspx>

Maryland State In home aide program

<http://dhr.maryland.gov/office-of-adult-services/in-home-aides/>

Montgomery Community College – Certified Nursing / Geriatric Nursing Certificate Program

<http://cms.montgomerycollege.edu/wdce/hsi/cna.html>