



# *Route 65's Checklist for Choosing a Home Health Provider*

Asking the right questions is important when it comes to choosing a private home support organization to help you with your needs. This simple checklist will help you select a home health organization that you can have confidence in.

In addition to the items listed below, you should also consider checking whether the organization is Assurity certified (see the end of the document for more information).

	<b>What to ask</b>	<b>What you should look for</b>
<input type="radio"/>	Do employees receive criminal record checks?	<ul style="list-style-type: none"> <li>All employees should receive criminal background checks before an employee is hired.</li> </ul>
<input type="radio"/>	Do you check new employee's references before they are hired?	<ul style="list-style-type: none"> <li>The organization should check references for all new employees.</li> </ul>
<input type="radio"/>	What kinds of things do your employees receive training on?	<ul style="list-style-type: none"> <li>Employees should receive education on things like client experience protocols, scope of practice, personal safety/violence prevention, working alone, dementia education, equipment protocols, and client safety.</li> <li>Employees should also receive training on infection prevention and control, including hand hygiene, the use of personal protective equipment, not coming to work when sick, and sanitization of surfaces and other high touch areas.</li> </ul>
<input type="radio"/>	How are my needs and goals captured?	<ul style="list-style-type: none"> <li>When a new client comes on board a client support or care plan should be developed. This should include the client's goals.</li> </ul>
<input type="radio"/>	What kind of things will the home health worker do? Are there certain things they cannot do?	<ul style="list-style-type: none"> <li>There should be clear job descriptions in place which outlines what a worker can or cannot do.</li> </ul>

		<ul style="list-style-type: none"> <li>• Medical tasks should only be performed by those with the necessary training and/or credentials.</li> </ul>
○	How is my personal information kept secure?	<ul style="list-style-type: none"> <li>• Your information should never be shared unless you or your representative says that it is okay. What information you are comfortable sharing and with whom (e.g., a family member, your doctor, etc.), should be documented.</li> <li>• All information should be kept securely (e.g., under lock and key or password protected).</li> <li>• The organization should have privacy training for employees.</li> <li>• The organization should have a process for responding to a privacy breach, should one ever take place.</li> </ul>
○	How do you keep your employees safe?	<ul style="list-style-type: none"> <li>• The organization should be in good standing with WorkSafe BC.</li> <li>• There should be training for things like working with hazardous materials, such as certain cleaning supplies, and working alone.</li> <li>• Regular risk assessments should be performed by the organization.</li> <li>• Employees should have the ability to identify problems, through avenues such as a Joint Occupational Health and Safety Committee.</li> </ul>
○	What will happen if something bad happens while a worker is in my home?	<ul style="list-style-type: none"> <li>• The organization should have a process in place to manage, report and monitor any serious event.</li> <li>• The organization should have liability insurance.</li> <li>• The organization should have a process to reduce the likelihood that similar events happen to you, or others in the future.</li> </ul>
○	How can I share my feedback?	<ul style="list-style-type: none"> <li>• There should be a process in place for clients to share positive feedback and/or make a complaint.</li> <li>• All complaints should be recorded, evaluated, and responded to.</li> </ul>

**What is Assurity?**

The Assurity program was developed by [EngAge BC](#) to make it easier for seniors and their families to choose a home health or independent living organization that meets or exceeds industry standards. An Assurity home health certification means that the organization has the above items in place, along with additional criteria.

Before developing Assurity EngAge BC spoke to operators across the province to understand what it means to be a quality operator. The Association also spoke to clients and family members about the things that were important to them when choosing services.

Visit [Route65.ca](https://Route65.ca) to find an Assurity approved home health provider in your community, or to learn more about [your options](#).

Have questions? Please contact [route65@engageseniors.ca](mailto:route65@engageseniors.ca).