



WE ARE THE RIGHT PEOPLE, DOING THE RIGHT THINGS, THE RIGHT WAY, FOR THE RIGHT REASON.

## Be an informed consumer

**Hiring online and through an online registry or referral agency** - If hiring privately from an online registry or referral agency, understand the obligations of the registry as well as your own risk exposure given the Massachusetts Domestic Worker Bill of Rights. Visit [www.mass.gov](http://www.mass.gov) and search “legal rights of domestic workers.” Here, you can also learn about your obligations as the employer. You can also download the [notice](#) that, as an employer, you are obligated to give to any domestic workers you hire.

**Hiring through a private home care agency** - When researching a private home care agency, be certain you ask the following questions and fully understand the answers. Don't be afraid to ask for proof of insurance, proof of a comprehensive background check, and driving record information.

- ✓ **Are the caregivers employees of your company?** If not, who pays the caregiver payroll taxes? Who issues the annual forms for the IRS?
- ✓ **If yes, do you pay their payroll taxes and issue a W2 at the end of the year?** What payroll company do you use?
- ✓ **Do you have General, Professional Liability Insurance? Sexual assault insurance? Worker Compensation Insurance? Automobile, Crime and Abuse & Neglect Liability Insurance?** Ask for a current ACORD Certificate of Insurance which states “Proof of Insured.”
- ✓ **Are you compliant with the Massachusetts Earned Sick Time Law?** To be compliant, an employer must provide each employee with one hour of sick time for every 30 hours worked.
- ✓ **Are you compliant with the Federal Affordable Care Act (ACA) laws?** Do you offer your employees health insurance?
- ✓ **What is your employee background & reference check process?** Does your process only include the free Mass. CORI? How do you know you are hiring LEGAL workers? What if they come from out-of-state? Do you use the electronic I-9 form? How often do you conduct background checks?
- ✓ **Are your caregivers experienced and trained to meet the needs of my loved one?** What are your training requirements?
- ✓ **Do you have licensed nurses (RN and LPNs) on staff to manage the plan of care, medication needs and client/caregiver relationship?**
- ✓ **Who is responsible for the direct supervision of my loved one and of the caregiver?**
- ✓ **How often do you conduct client/caregiver relationships supervisory or wellness visits?**
- ✓ **Who do I call in the middle of the night?** What is your communication procedure for weekends, holidays and non-regular business hours?
- ✓ **How do you, how do I, know the scheduled caregiver arrived and completed the shift?** Do you put the caregiver name on the invoice, and do you have a time clock procedure so I know I am getting what I am paying for?

Be an informed consumer. Choose the Right Agency for the Right Reason.



The Right Care, Right at Home®