



Checklist for Choosing a Quality Home Health Provider in B.C.

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Asking the right questions is important when it comes to choosing a home health organization to assist you. Use this simple checklist to help select a service provider that you can have confidence in.

What to ask

- Do employees receive criminal record checks?
- Do you check new employees' references before they are hired?
- What types of topics do your employees receive training on?

- How are my needs and goals captured?
- What types of things will the home health worker do? Are there certain duties they cannot perform?
- How is personal information kept secure?

What you should look for

- All employees should receive criminal background checks before an employee is hired.
- The organization should check references for all new employees.
- Employees should receive education in areas such as:
 - Client experience protocols;
 - Scope of practice;
 - Personal safety/working alone/violence prevention;
 - Dementia education;
 - Equipment protocols;
 - Client safety;
 - Infection prevention and control procedures.
- When a new client onboards, a client support or care plan should be developed, including the client's goals.
- There should be clear job descriptions in place at the organization, which outlines what a worker can or cannot do. For instance, medical tasks should only be performed by those with the necessary training and/or credentials.
- Here are some points to consider:
 - Information should never be shared unless you or your representative consents; the type of information you are comfortable sharing and with whom (e.g., a family member, your doctor) should be documented;
 - All information should be kept securely (e.g., under lock and key or password protection);
 - The organization should have privacy training for; employees, and a process for responding in the event of a privacy breach.

What to ask

- How do you keep your employees safe?
- What would happen in the event an incident occurs while a home health worker is in my home?
- How can clients share their feedback?

What you should look for

Here are some points to consider:

- The provider should be in good standing with WorkSafe BC;
- There should be training for things like working with hazardous materials and working alone;
- Regular risk assessments should be performed by the organization;
- Employees should have the ability to identify problems through avenues such as a Joint Occupational Health and Safety Committee.

The organization should have a process in place to manage, report and monitor any serious event occurrence, and reduce the likelihood of similar events from happening again.

There should be a process in place for clients to share feedback and/or make a complaint. All complaints should be recorded, evaluated and responded to by the organization.

Ask if a Provider is **ASSURITY**[®] APPROVED



Choosing a home health provider is a significant decision. Route65.ca proudly features Assurity[®], British Columbia's quality certification program for home health and independent living operators, so you can have confidence when choosing a service provider.

Assurity[®] certification indicates that a provider has demonstrated policies, procedures and practices in place that uphold industry standards in essential areas, such as privacy, safety, client or resident onboarding, emergency preparedness, employee safety and client satisfaction.

You can find a list of Assurity[®] Approved operators at Route65.ca/Assurity



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