



# Agency Interview Guide

Consider asking any agency you are considering the following questions

- What is your bill rate?
- What are your visit minimums?
- Do you include wayfinding?
- How good is your staff retention?
- How do you vet your staff?
- How do you ensure consistency in staffing?
- Do you have back up staff available?
- What is your cancellation policy?
- What is your pet policy?
- What is your owners work background?
- Are you Insured?
- How do you ensure consistency in staffing?
- Do you require a contract?
- What do I do if I don't like your services and want to stop care?
- How do you deal with concerns?
- How will I new staff be introduced?
- Will I get to meet my staff first?
- If I do, who pays for the meet and greet?
- What if I don't like my new caregiver?
- How will my new staff be trained?
- Are you locally owned or operated?
- Who answers the phone after hours?