

# The Agency Advantage



Many families ask why they should work with a home care agency rather than hiring a nurse or aide themselves. The answer is that agencies provide significant benefits over direct hires in the areas that matter the most to families and patients.

- 1. Employer Obligations:** By hiring an aide or nurse directly, you take on the legal responsibilities of an employer, including payroll taxes, workers compensation, and unemployment insurance. Working with an agency alleviates you of these responsibilities.
- 2. Peace of Mind:** Agencies are required to conduct criminal background checks and have access to comprehensive data generally unavailable to the public.
- 3. Security & Contingency:** Each agency is required to carry various forms of insurance – including workers compensation and liability – to protect you. Additionally, an agency can quickly provide a replacement if your aide or nurse is sick, injured, or changes jobs.
- 4. Training & Supervision:** Each agency has the experience, knowledge, and resources to ensure its workers are thoroughly trained in any service or task they perform, including infection control, falls prevention, emergency preparation, and personal care tasks.

How do you find the right agency for you or your loved ones? Check if they're a member of the Home Care Alliance of Massachusetts or do a detailed search at [www.thinkhomecare.org/agencies](http://www.thinkhomecare.org/agencies).

# Quality Home Care Checklist

Agency      Direct Hire

## General

Affordable Prices



Flexible Hours



Convenience at Home



## Employer Obligations

Payroll Taxes



Workers Compensation



Unemployment Insurance



## Peace of Mind

Reference Checks



Employee Interviews



Background Checks



## Security & Contingency

Replacement Workers



Bonded & Insured



Protections Against Abuse



## Training & Supervision

Continuing Training



Infection Control Protocols



Falls Prevention Protocols



Emergency On-Call



Professional Oversight

