



AddnAide

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Tips for Hiring a Home Health Aide or Other In-Home Helper

AddnAide provides an opportunity for you to match with an aide(s) (home health aide, home helper, caregiver) to provide your approved Elderly Services Program (ESP) services. To protect your privacy, your communication with potential aides should occur only within AddnAide (especially if you have not yet extended a job offer to an aide). You can use the messaging tools in AddnAide to ask questions about a potential aide's availability and experience. Once you identify an aide you think will be a good match for your needs, you may choose to conduct a more in-depth interview before extending them a job offer.

An interview is an important step in identifying and hiring the right aide for you. The questions and resources below can help ensure you have a productive interview with any aide you may decide to hire.

Some of these questions can be asked over the phone or through a Zoom-type interview (if you are comfortable with that technology). If you do an online meeting via Zoom or another conferencing service, it's a good idea for both you and the person you are interviewing to turn on your cameras so you can see each other during the interview.

Alternatively, you could schedule a time to meet a potential aide face-to-face prior to hiring them, preferably at a location other than your home (at a local library or coffee shop, for example). If you need assistance with transportation to this location, speak to your ESP care manager to make arrangements.

If you are able, invite a family member or trusted friend to participate in all or part of the interview process. They may think of additional questions or have good feedback to share after the interview is complete.

Interview questions and topics to consider:



Schedule and Availability:

- What days and times of the week are you available to work? (Be sure to ask about evenings and weekends if that is important to you.)
- What are your expectations for time off around holidays or for vacation?
- Will you be working other jobs that might affect your ability to keep our agreed upon schedule?
- What are your responsibilities outside of work? Do you have to account for the schedules or needs of others in your workday, or are you flexible?

Related Work Experience:

- Have you ever cared for someone with [conditions relatable to you/your loved one's care: memory problems, elderly, wheelchair bound, etc.] before? If yes, please elaborate. (What type of care did they provide and for how long?)
- Are you currently providing care to anyone? If yes, what are your duties?
- Why are you interested in this type of work?
- Can you give me two work-related and one personal reference I can contact? (At least two is ideal.)
- Do you have any experience with housekeeping chores including doing dishes, food shopping and cooking, cleaning, organizing, laundry, helping with mail (others as they apply to your needs)?
- Are there any tasks you are NOT comfortable doing?
- Do you have experience spending time and interacting with older adults? If so, please elaborate.

Transportation:

- Do you have a driver's license and a clean driving record?
- Do you have reliable transportation and insurance? How far from here do you live?
- Will you drive to appointments or errands when needed? (Note: mileage is not reimbursed through this program.)

Care Needs and Home Environment:

- What type of personal care are you willing to provide? (This is an opportunity to understand if your worker is comfortable with tasks such as bathing, dressing or toileting.)
- Are you comfortable with pets? (if this applies to you)
- Are you comfortable being around a smoker? (if this applies to you)
- Describe your experience making meals for other people.
- What is your experience transferring someone out of a bed or chair and into a wheelchair?

Interview questions and topics continued:



Safety Questions:

- Do you smoke?
- Do you have any special training, certifications or licensures?
- Have you received CPR training/certification? Have you ever had to use your training?

Sources and more information:

Senior Caregiver Interview Questions to Ask When Hiring

Care.com: <https://www.care.com/c/senior-caregiver-interview-tips/>

Hiring In-Home Help

National Family Caregiver Alliance:

<https://www.caregiver.org/resource/hiring-home-help/>

Developed by home52 and powered by Council on Aging, AddnAide is an app that pairs those who need care with those willing to provide it.

If you need help or have questions about the AddnAide app, visit our website, home52.org/addnaide, or contact our support team at support.addnaide@home52.org or (855) 460-7268.