



## Evaluating Backup Care Providers

Backup caregivers should be subjected to the same stringent evaluation process you used to select your regular care provider. Advance visits/interviews are critical in order to guarantee quality care in an unexpected emergency.

For specific questions to ask care providers, consult the checklists in this guide and adapt them to suit your needs.

Verification of references is another crucial step in selecting a qualified backup caregiver. When calling references, try to verify details that were shared with you during the candidate's interview, and note any discrepancies.

Note that when care is needed, all backup care reservations must be made through *Backup Care Connection*<sup>SM</sup>. Arrangements made directly with providers will not be covered under your plan.

## Out-of-Home Child Care Provider Evaluation Checklist

Provider Name: \_\_\_\_\_

### Qualifications and Credentials

Yes No

- Education and training
- Experience
- Proof of licensure
- References (including current clients)

Notes: \_\_\_\_\_

\_\_\_\_\_

### Health and Safety

Yes No

- Follows state-mandated staff to child ratios
- Facility inspected for asbestos, radon and lead
- Working smoke alarms, CO detectors, fire extinguishers
- Emergency lighting (centers)
- Exits clearly marked
- Staff CPR and first aid training
- Posted emergency instructions
- Fire drills/evacuations practiced
- Proper security

Yes No

- Authorization required to pick up children
- Ill children separated from others
- Nonsmoking environment
- Nutritious meals and snacks
- Adequate space
- Safe playground equipment
- Sanitary restrooms, diaper-changing tables, sinks, eating areas, etc.
- Facility is "child-proofed"
- Procedures exist for reporting suspected child abuse
- Provider record free of complaints and litigation

Notes: \_\_\_\_\_

\_\_\_\_\_

### Care Program

Yes No

- Age-appropriate toys and books
- Educational and skill-building activities
- Mix of independent and group play
- Mix of indoor and outdoor activities
- Well-rounded curriculum
- Multicultural curriculum
- Appropriate use of television and computers

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Parent/Caregiver Communication

Yes No

- Caregiver greets parents and children
- Caregivers communicate children's daily activities

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Special Situations (if applicable)

#### *Infant Care*

Yes No

- Caregivers hold infants during feeding
- Babies free to crawl around safely
- Infant feedings, naps and changings documented
- Infant toys free of small parts

#### *Special Needs Care*

Yes No

- Willing to care for children with special needs
- Experienced in caring for children with special needs

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Personal Observations

Yes No

- Children appear happy
- Caregiver/staff listen to children
- Caregiver/staff talk with children, not at them
- Children receive individual attention
- Caregiver/staff aware of each child's likes and dislikes

Yes No

- Caregiver/staff respond appropriately to distressed children
- Children's questions answered promptly and appropriately
- Discipline administered appropriately
- Diversity among children and staff

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## In-Home Care Provider Evaluation Checklist

### Caregiver Background and Experience

1. What is your educational background? Do you have a degree from high school? College?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Are you CPR certified?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. How many years experience do you have working with children?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Do you have experience caring for a \_\_\_\_\_ year-old child/adult? How do you feel about caring for a person this age?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Do you have experience caring for more than one child? What were their ages? How did you balance the children's different needs?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. If the caregiver is expected to drive: How long have you had your driver's license? Would you consider yourself a safe driver? Would you be willing to provide me with a copy of your driving record from the Department of Motor Vehicles?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Caregiver/Care Recipient Relationship

7. What kinds of activities do you like to do with the children/adults in your care?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. What is your philosophy on discipline? How do you enforce rules?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. How would you handle negative behaviors? For example a toddler who throws a tantrum?  
An older adult who refuses to come out of his or her room?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

10. How would you handle a child who won't stop crying? An older adult who is showing  
signs of severe anxiety?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

11. Tell me about one of the more challenging care experiences you've had and how you  
handled it.

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Ability to Handle Difficult Situations

12. What would you do if person you were caring for had a fever and was vomiting?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

13. What would you do if the person was in tub and the telephone was ringing?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

14. What would you do if the person appeared to be choking?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

15. How would you handle a stranger at the door?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

16. Have you ever been in an emergency situation with a person in your care? Please describe how you handled it.

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Caregiver Beliefs and Personality

17. Describe what you feel are your personal strengths and weaknesses?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

18. Keeping in mind that patience, common sense, good humor, self-responsibility and maturity are essential caregiving traits, how would you rate yourself in these areas?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

At the end of the interview process, you should have a stronger feel for which candidates seem best suited for your loved one(s). Consider scheduling second interviews for final candidates, with your children or older loved one present, to see how they interact with them. Always conduct reference and background checks to verify the information provided by the candidate.

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