

# 11 Checks to Make Before Partnering with a Health Care Staffing Agency

Are you considering partnering with an agency to address your staffing requirements? To make an informed decision and prioritize the well-being of your home, employees, and residents, follow this checklist to ensure you are collaborating with a reputable agency that genuinely has your best interests at heart.



## Does the agency have a website & a strong, positive online presence?

Conduct a background check on the agency/owner. Any credible and legitimate agency will direct you to their website to learn more about their business, the services they provide, who their partners are, how to sign up for staffing, and how long they've been in business.



## Can the agency provide you with references on demand?

We suggest you ask for no less than 3 strong references from an Administrator, an Executive Director or a Director of Care. Speak to someone in a management position who can directly attest to working with the agency.



## Can the agency provide you with a copy of their insurance certificate?

We recommend an insurance policy of at least \$5 million for general liability, \$2 million for medical malpractice and \$2 million for abuse and sexual misconduct. Ensure the agency doesn't expect the employee to carry their own insurance.



## Can the agency provide you with complete staff files upon request?

A credible agency will ensure that staff files contain the most up-to-date and current documentation based on the guidelines put in place by the Ministry.



## Do the costs of using the agency make sense?

Pricing that is too high or too low should raise concerns. Comb the contract carefully to understand the rates and any other fees. Ask questions as needed for clarification.



## How does the agency keep your shifts covered?

Does the agency utilize software or an app for receiving and posting shift requests? How do they avoid staffing errors and ensure accurate posting? Do they answer your call 24/7?



## Are they listening to you or doing all of the talking?

An agency that genuinely wants to help will listen to your pain points, understand your staffing needs, and communicate openly about solutions.



## Do they possess knowledge about Senior Care & employment guidelines?

Are they well-versed with the ESA, IRPA 2001, the FLTCA 2021, RHA 2010? Are they members of the Long Term Care and/or Retirement Home associations in your province?



## Do they have the capacity to assist your home?

It's one thing to offer to help your home with your staffing needs, but do they truly have the capacity to provide you with adequate coverage? Ask them about their recruitment efforts and the size of the pool they can dedicate to your home.



## Do they simply want to fill your shifts or do they want to become your partner?

Is the agency here just to help you fill your shifts during outbreaks, or do they want to assist your home with a long term staffing strategy?



## Have they provided proof of application for a temporary help agency license on or before Jan 1, 2024?

Has the agency provided proof that a license has been issued after Jan 1st, 2024? If the application was submitted on or after Jan 1st the agency cannot operate until a licence is issued.