

The 5 Biggest Liability Insurance Risk Factors for a Home Care Agency...



1. Employee at-fault car accident while on the job
2. Theft from a client's home
3. Bodily injury to a client during transfers to and from the bath or bed
4. Damage to a client's property
5. Scalding a client due to bath water too hot

1...And What To Do About Them:

Check driving records, and have a driving standard. As a standard practice, run DMV reports on all new employees and all employees annually. Remove those with sub-standard driving records from positions that require driving. A possible definition of sub-standard: three accidents or tickets in the past three years, or one DWI/DUI in the past seven years.

Verify your employee's insurance coverage upon hire and every six months thereafter. Your agency hides behind the liability limits that are in place on the personal auto policy of the vehicle being driven! Consider requiring higher limits

for employees that transport clients, or better yet make it company policy to take the client's car whenever possible.

Make sure your liability insurance package has Non-Owned Auto Liability. This valuable coverage protects your agency from the liability of having employees drive their own vehicles for business purpose. It pays in excess of the liability insurance limits that are in place on the vehicle being driven.

2 Run a criminal background check on all prospective employees. Set a standard for hire – we suggest ZERO criminal history – and stick to it no matter how nice the person looks or acts.

Set out in writing that you recommend that each client secure their valuables. Include language stating company policy for the use of client's credit cards, checkbook and cash (we recommend that clients not send the caregiver to the store with client's Visa to pick up a few things).

Block international calls on client's telephone service. Theft of telephone service is one of our more common claims!

3 Match clients and caregivers by body type. Avoid sending 105 pound caregiver to 305 pound client! Bring in a local physical therapist to provide lifting training for your staff. For extreme situations, insist on 2 caregivers for all transfers.

4 Our most frequent damage claims involve bleach-based cleaning solution inadvertently applied to furniture or rugs. Whenever possible, eliminate the use of bleach-based solvents. We recommend that each client get a bottle of that old favorite – 409.

Our most expensive damage claims involve the use of fire, particularly candles that are left unattended. Make it company policy to avoid fire of any kind.

5 On the pre-visit walk-through check the heating level on a hot water heater. Turn it DOWN to the medium range. It not only saves money in lower utility bills, but can help avoid a nasty scalding burn.

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