



Wingman Home Care Checklist

A simple, family-first checklist for comparing home care providers
Serving families in Fort Walton Beach, Destin, Niceville, and Valparaiso.

Question 1

Licensing, Insurance, and Local Registration

Ask: Can you provide your Florida license number and proof of liability insurance? Are you registered to operate locally?

Look for: A clear license number, proof of insurance, and confirmation of local registration.

Red flags: Vague answers, missing documents, or refusal to provide proof.

Wingman Home Care

We provide our Florida license number on request and show proof of insurance before the first visit.

Your notes:

Question 2

Caregiver Screening and Verification

Ask: Do you run criminal background checks, reference checks, and drug tests? How often are they repeated?

Look for: A formal policy with background checks, at least two references, drug screening, and re-checks on a set schedule.

Red flags: Inconsistent screening or relying only on self-reporting.

Wingman Home Care

Every caregiver completes a criminal background check, two reference checks, and a drug screen before hire, with annual re-verification.

Notes:

Question 3

Matching Caregivers to Your Loved One

Ask: How do you match caregivers to clients? Do you offer trial visits and a replacement policy if the match isn't right?

Look for: A matching process that includes a compatibility call, trial visit, and a clear replacement policy with a guaranteed response time.

Red flags: "We assign whoever is available" or no trial period.

Wingman Home Care

We do a compatibility call, schedule a trial visit, and perform a 48-hour check-in. If it's not a fit, we replace the caregiver quickly.

Notes:

Question 4

Training and Ongoing Supervision

Ask: What initial training do caregivers receive? What continuing education and supervision are in place?

Look for: A list of training modules, the frequency of refreshers, and routine supervisor visits or audits.

Red flags: "We train on the job only" or no mention of ongoing supervision.

Wingman Home Care

Wingman provides hands-on training, annual refreshers, and weekly supervisor check-ins with documented audits.

Notes:

Question 5

Medications and Documentation

Ask: How do you document medication administration? Can I see a sample care log or medication record?

Look for: A written medication protocol, a two-step verification process, and sample logs that families can review.

Red flags: “We remind them” without documentation or no family access to logs.

Wingman Home Care

We use a two-step verification and provide daily notes families can access; we notify families immediately of any missed doses.

Notes:

Question 6

Emergency and Backup Plan

Ask: What happens if a caregiver calls out? How quickly can you provide a replacement?

Look for: A local on-call roster, guaranteed response time, and a clear escalation path for urgent needs.

Red flags: “We’ll try to find someone” with no timeline.

Wingman Home Care

We maintain a local on-call roster and can often start within 24–72 hours; for urgent needs we provide immediate triage and temporary coverage.

Notes:

Red Flag Quick Box

Pause and verify before moving forward

- If a provider cannot show a license number or proof of insurance.
- If there is no written caregiver screening policy.
- If they cannot provide a sample care log or medication documentation process.
- If there is no backup plan or guaranteed response time for caregiver absences.

Wingman Trust Strip

Veteran-led, locally staffed, and committed to dignity, safety, and transparent pricing.

Question 7

Care Quality and Family Satisfaction

Ask: How often do you check in with families? Do you perform supervisor visits or audits?

Look for: Weekly family check-ins, monthly supervisor visits, documented corrective actions, and a family satisfaction survey.

Red flags: “We’ll call if there’s a problem” with no routine checks.

Wingman Home Care

We perform weekly family check-ins, monthly audits, and provide a written corrective action plan if issues arise.

Notes:

Question 8

Rates, Billing Policies, and Cancellations

Ask: What is your hourly minimum, overtime policy, and cancellation fee? Can you show a sample invoice?

Look for: A clear pricing table, examples of typical invoices, and a written cancellation policy.

Red flags: “We’ll bill you later” or no written pricing.

Wingman Home Care

We offer transparent plan tiers with a sample invoice and no surprise fees; pricing information is available on request.

Notes:

Question 9

References, Testimonials, and Local Proof

Ask: Can I speak with a local family you serve or see a short video testimonial?

Look for: Permissioned local references, anonymized case studies, and short video testimonials.

Red flags: No references or only national, non-local testimonials.

Wingman Home Care

We share anonymized local case studies and can provide references upon request.

Notes:

Question 10

VA Benefits, Private Pay, and Other Funding

Ask: Do you help families explore VA benefits, long-term care insurance, or private-pay options?

Look for: A clear process for benefits assistance, referrals to benefits specialists, and examples of how families have used VA or insurance.

Red flags: “We don’t handle benefits” with no referral path.

Wingman Home Care

Wingman is veteran-led and helps families navigate VA benefits and private-pay options; we provide a one-page VA checklist.

Notes:

Phone & Interview Scripts

Simple language for your first conversations

Quick phone intro: Hi, my name is [Your name]. I'm calling about in-home care for my [relationship]. I have a few quick questions from a checklist — do you have 5 minutes?

Top 3 starter questions:

1. Are you licensed and insured? Can you email proof?
2. How do you screen caregivers?
3. What is your hourly minimum and cancellation policy?

If answers are vague: Ask for references and a sample care log. Use the wording from this checklist to follow up with confidence.

Mini Home Safety Checklist

Quick fixes you can do today

- Install night lights in hallways and bathrooms.
- Add grab bars in showers and near toilets.
- Remove loose rugs and tape down cords.
- Place a phone or medical alert within reach of the bed.
- Keep frequently used items at waist height to avoid bending.

Notes / cost estimate:

Next Steps

How to use this checklist with confidence

1. Bring this checklist to phone calls and in-person meetings. Use the “Ask” lines verbatim.
2. Write answers in the lined spaces so you can compare providers side-by-side.
3. If any red flags appear, pause and ask for references or documentation.
4. Schedule a free 15-minute consult with Wingman and we'll walk through this checklist with you.

Need help now?

Schedule a free 15-minute consult and we'll walk through this checklist with you.

Call: 850-467-9157 **Book online:** wingmanhomecare.com/request-care

Wingman Home Care — Veteran-led in-home care serving Fort Walton Beach, Destin, Niceville, and Valparaiso.

We respect your privacy. This checklist is informational and not a substitute for professional advice.