



College of
Registered Nurses
of Manitoba

Agency Guide for Clients and Families

Questions?

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Date published:

03/25

Guiding Questions for Hiring a Private Registered Nursing Agency Service

If you or a loved one are considering home-based registered nursing (RN) services, you might have explored contacting a private nursing agency. Choosing the right care provider is a personal decision and knowing where to start can be difficult.

There are many nursing agencies in Manitoba to choose from. While agencies vary in size and services, they should all prioritize safety and high-quality care.

The College of Registered Nurses of Manitoba (the College) does not endorse specific nursing agencies or regulate them; however, we provide information to help you make an informed decision when selecting a nursing agency and hiring RN services.

The College oversees RN practice and protects the public by setting standards and helping nurses meet them. The questions below guide discussions and highlight areas that may impact a registered nurse's ability to meet their practice standards.

Before signing a contract, take time to ask questions about the agency and the RNs who will be providing care. Comparing agencies can help you find the one that best meets your needs and expectations. You should feel confident and comfortable with your choice.

Here are some important questions you may want to ask the nursing agency.

QUESTION	WHY IS THIS IMPORTANT?
How long has the agency been in business?	A long-standing business may reflect an agency's ability to provide consistent and quality care.
How many staff work for the agency?	The number of RNs working for an agency, 1 to 50, may affect scheduling availability, the variety of services or expertise provided and the consistency of care providers.
How does the agency supervise its nurses?	It is important for an RN to receive feedback on their performance and have someone with nursing knowledge, skill, and judgment available to ask questions when needed.
Does the agency perform criminal record, adult and child abuse background checks?	Background checks help reduce the risk of hiring a nurse who has left their workplace due to unresolved practice concerns. It is standard practice in the public healthcare system.
How does the agency assess and manage the performance of its nurses? For example, safety event follow-up?	A written process for addressing care issues and safety events shows that the nursing agency monitors nurse performance and takes steps to ensure safe care delivery.
Does the agency provide RNs with ongoing education and training?	Healthcare and nursing are constantly changing. RNs need to engage in professional development to keep their practice current.

How does the agency confirm (assess) the qualifications and experience of an RN working for them?	An agency should know the RN's experience, abilities and knowledge to provide safe and effective care.
Are references or reviews available for the agency and/or a specific RN?	It helps demonstrate business transparency and confirms that the agency and/or RN are the right fit.
Whom should I speak to if I have concerns about the RN care provided?	Knowing how and who to talk to helps clients advocate for their care needs and bring attention to unsafe or unethical care.

Here are some key questions you may want to ask about the agency registered nurse.

QUESTION	WHY IS THIS IMPORTANT?
Does the RN have recent nursing experience?	The College requires that RNs working for an agency have a minimum of one year full-time (2,015 hours) of Canadian nursing experience in the public healthcare system. Experience is required to consolidate a nurse's knowledge, skills and judgment.
How does the RN document and communicate with family, significant others and the healthcare team?	Documentation and clear communication are important to ensure safety and that everyone is well-informed of the plan of care. The client(s) receiving care may speak a specific language or prefer a particular communication style.
Is the nurse providing care a registered nurse (RN)?	Confirm the nurse is on the College's register by checking their name on Nurse Check and review their details. It confirms that the nurse is legally authorized to practice as an RN in Manitoba and includes details on any disciplinary actions or limitations affecting their practice.

You are encouraged to talk with the agency and RNs about how they can best support your healthcare needs while respecting cultural or personal preferences.

The College of Registered Nurses of Manitoba is available to answer your questions about the quality and safety of registered nursing practice. Contact Quality Practice at practice@crnm.mb.ca or call 204-774-3477, toll-free at (Manitoba) 1-800-665-2027.

The College cannot answer questions about agency business practices, including fees, or the practices of other healthcare providers, such as Licensed Practical Nurses (LPNs) or healthcare aides.



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