

Comfort Keepers® Services

Care Services

- Companionship
- Meal preparation
- Laundry
- Light housekeeping
- Incidental transportation
- Grocery shopping
- Errand services
- Live-in services (where available)
- 24-hour care
- Respite care or relief for family

SafetyChoice® Technology

- Personal Emergency Response System (PERS)
- Portable PERS with GPS
- Medication dispenser solutions
- Bedside pressure mats

Please discuss your requests with us, as services vary by location and state.



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SENIOR CARE



Making The
Right Decisions
For Your
Loved One

Carefully Evaluate Your Care Options

The journey of finding a care provider for yourself or a loved one can be overwhelming, especially due to numerous choices available to you. We've provided a helpful list of questions to guide your decision-making process.

Comfort Keepers® provides in-home care and is an excellent resource for individuals who wish to remain in the comfort of their own homes. We are committed to helping seniors by providing care and support that improves quality of life and enables independent living at home. We provide in-home care services on a permanent or as-needed basis.

EVALUATING
IN-HOME CARE OPTIONS

20 Questions To Ask

KEEPING THE COMFORTS OF HOME™

Take Comfort
In Your Choice
Of Care



20 QUESTIONS TO ASK POTENTIAL CARE PROVIDERS



Agency A

Agency B

Agency C

1. How many years has your agency been in business serving the community?

2. Does your agency carry liability coverage?

3. Do you conduct national and local criminal background checks and driving records of all employees?
Are personal and professional references required?

4. Are caregivers employees of your company (not contractors) and protected by Workers' Compensation?

5. Are caregivers bonded and insured for theft?

6. Do you have a systematic method for tracking caregiver arrival and departure times at the client's home?

7. Do you provide 24/7 telephone service?

8. Do you provide backup coverage in the event a caregiver cannot make it to work?

9. Does your agency require a minimum number of hours per shift? If so, what is the minimum?

10. Do your services include Personal Care such as bathing, incontinence care, and mobility assistance?

11. Does your agency provide transportation services for clients?

12. Does your agency maintain a business office where I can meet you and the office staff?

13. Do you have an administrative staff I may contact for information?

14. Do you offer in writing the care services provided, and clearly describe all rates and fees?

15. Does your agency make periodic supervisory visits to a client's home?

16. Do you provide documentation explaining the client's rights, your ethics code, Workers' Compensation & HIPAA compliance?

17. Can you provide emergency monitoring systems, medication solutions and other safety technology?

18. Will your agency provide a free in-home assessment prior to starting service?

19. How quickly can your agency initiate service?

20. Are you certified or licensed by any government agency to provide home care?

How To Determine When It's Time For In-Home Care



Before you can determine how to select the right care provider, you must first decide when it's time to introduce care. The following questions can help you make this important decision:

- ☐ Has there been a recent emotional or medical crisis?
- ☐ Does the individual bathe less often, or not at all?
- ☐ Are pills left over or running out too soon?
- ☐ Does the individual need help walking?
- ☐ Is he/she verbally or physically abusive?
- ☐ Is he/she becoming more forgetful?
- ☐ Have there been recent falls?
- ☐ Is your loved one having problems sleeping?
- ☐ Has there been recent weight loss?
- ☐ Is his/her hearing or vision affecting the ability to function?
- ☐ If he/she smokes, are there burn marks?
- ☐ Is your loved one able to do errands alone?
- ☐ Is clothing being changed daily?
- ☐ Are there scorch marks on the pot holders or dish towels?
- ☐ Are there signs of burnt pans on the stove?
- ☐ Is routine house cleaning not being done?
- ☐ Have social activities stopped or diminished?

If you checked even one of these questions, perhaps it is time to consider in-home care. But before you select your care provider, make sure you ask the right questions.