



## Here's how we can help

### TogetherNESS tasks

- Good conversation
- Cooking together
- Doing laundry
- Light housekeeping
- Driving to the store or an appointment
- Running errands
- Live-in service (where available)
- 24-hour care
- Respite care for the family

### Daily routines

- Bathing, grooming, and hygiene
- Getting the mail
- Standing up from chairs or going down stairs
- Toileting and incontinence care
- Helping with meals and managing diets
- Dementia care
- Medication reminders

### SafetyChoice®

- Personal Emergency Response System (PERS)
- Secure methods for dispensing medication
- Bedside pressure mats

Some services vary by state and location; we're happy to talk through options with you.

## Need a hand in your search?

Give us a call; we're happy to help.

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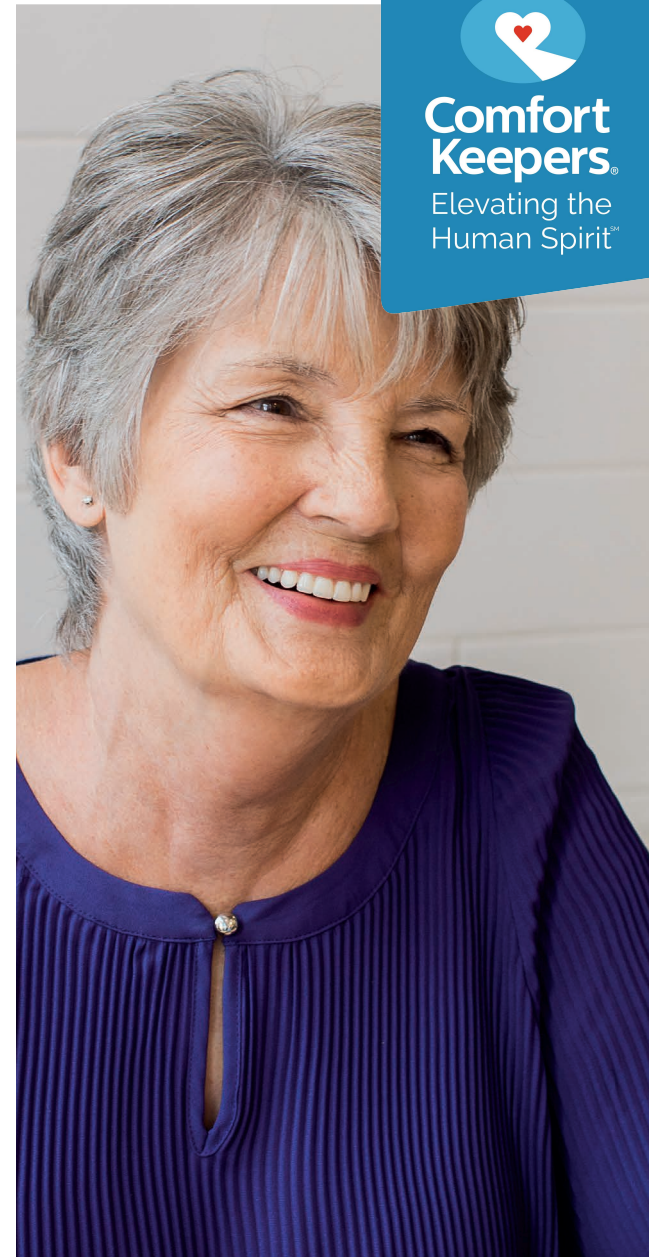


Elevating the Human Spirit <sup>SM</sup>

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| IN-HOME CARE |  
20 questions to ask  
potential care providers

## In-home care from every angle

Choosing safe in-home care is a complex decision. You're looking for a company that is the right fit — after all, the care comes to you in your own home. At Comfort Keepers®, we believe that care is a relationship, not a task. While safety is always at the forefront, especially these days, we're looking out for the total wellbeing of our clients.

### "Where do we start?"

We know you have options when selecting a home care provider and it is important to weigh your choices carefully for you and your family. It's simple really—if the company cares for their employees, cares for their clients, and cares about keeping everyone on the same page and happy, they may be a good fit for you.

When you know what questions to ask in advance, you can spend more time finding the perfect care match and less time thinking, "Did I forget something?"




# 20 Questions to ask potential care providers

Ask these questions when you research an in-home care agency.	COMFORT KEEPERS	Agency A	Agency B
1. Do you have thorough infection protocols in place to keep your clients safe, including use of Personal Protective Equipment (PPE)?	Yes		
2. Do you provide care that is geared toward physical as well as mental and emotional wellbeing?	Yes		
3. How many years have you been in business?	18 years		
4. Is there a 24/7 phone service?	Yes		
5. Do you keep the family informed and engaged in care?	Yes		
6. Do you have a method to match a caregiver to my needs?	Yes		
7. Does your agency have liability coverage? Are caregivers bonded and insured for theft?	Yes		
8. Do your employees go through national and local background and driving checks?	Yes		
9. Are all of your caregivers employees of your company (not contract workers), and are they covered by workers' compensation?	Yes		
10. Do you have a system for tracking when caregivers arrive and leave a client's home?	Yes		
11. Are other caregivers available to step in if our regular caregiver can't come to work?	Yes		
12. Do you require a minimum number of hours per visit? If so, what is that minimum?	No		
13. Do you offer personal care services such as dressing, bathing, incontinence care, transfer and walking assistance?	Yes		
14. Are your caregivers allowed to drive clients to appointments and other places as needed?	Yes		
15. Do you develop a customized plan of care that is updated periodically?	Yes		
16. Will supervisors periodically come to our home to make sure your services are high quality?	Yes		
17. Can you give me documentation about client rights, your code of ethics, workers' compensation, HIPAA compliance, as well as your fees?	Yes		
18. Will you provide a care consultation remotely?	Yes		
19. Do your caregivers have ongoing training?	Yes		
20. How quickly can we start receiving care?	8-48 hours		

## Determining if your loved one needs assistance

The first step in determining if your loved ones need extra help is asking the right questions. Here are a few to consider. If the answer to even just one of the questions is 'yes,' it may be time to consider in-home care.

Remember, there are so many positive aspects to getting a little extra help, so don't be afraid to evaluate each question thoroughly.

 Has there been a recent crisis?	 Does the individual need help walking?
 Does the individual bathe less often?	 Is he/she verbally or physically abusive?
 Are pills left over or running out too soon?	 Is he/she able to run errands alone?
 Is he/she becoming more forgetful?	 Are there scorch marks on dish towels?
 Have there been recent falls?	 Is routine house cleaning not being done?
 Has there been recent weight loss or gain?	 Is his/her clothing changed daily?
 Is his/her hearing affecting daily function?	 Have social activities diminished?
 Is his/her vision affecting daily function?	