

Comforting Solutions for In-Home Care®

Welcome to Comfort Keepers®

Quality Home Care for Independence and Peace of Mind since 2006.

About Comfort Keepers®

Comfort Keepers of Flemington, New Jersey opened in 2006 and is widely recognized as the leading provider of professional, trusted and compassionate in-home care and senior care solutions in Flemington and all of Hunterdon, Warren, Sussex and Somerset counties. **We specialize in Companionship Care, Personal Care, Alzheimer's Care, Dementia Care, Interactive Caregiving™, Live-In Care and 24-Hour Care.**

Our Mission

The mission of Comfort Keepers is to deliver the highest quality of in-home care services and senior care assistance that enables seniors and other adults to enjoy the highest level of independence and quality of life achievable. We understand that no two clients are alike. Every client has unique requirements that need to be met in order to continue to live safely at home. Home care services provided by Comfort Keepers are tailored to meet the specific needs of our clients. We provide our clients with the highest quality of life achievable through personalized planning and **Interactive Caregiving™**, with our caregivers striving to make a difference in our clients' lives. We treat each of our clients with respect, dignity, compassion, and care they deserve, as if they were a member of our own family.

Our Vision

The vision of Comfort Keepers is to provide superior in-home care services and senior care assistance by continually increasing our care standards. We support this vision by retaining only highly skilled caregivers with integrity and compassion and are committed to a rigorous ongoing training program.

Accreditation

New Jersey legislation P.L. 2014, c.029 requires all New Jersey Health Care Service Firms to be registered with the Division of Consumer Affairs. As a condition of that registration, each firm must obtain accreditation from an accrediting body recognized by the Commissioner of Human Services. Comfort Keepers of Flemington is accredited by the National Institute for Home Care Accreditation (NIHCA) and adheres to their stringent standards of care designed with consumer protection as a central purpose.

Why Comfort Keepers®?

There are several factors that set us apart in a highly competitive and often confusing industry. Looking for in-home care can lead to many questions. We provide a number of features that make us unique from other companies. We empower our clients to live life to the fullest through our unique brand of in-home care called **Interactive Caregiving™**, which transforms daily activities into special moments that help keep our clients physically active, mentally stimulated, socially engaged and emotionally strong. The philosophy behind **Interactive Caregiving™** —backed by years of research—is that seniors who stay actively engaged in life retain better cognitive function, remain in better physical condition, and live happily and independently longer.

Comfort Keepers still delivers the essential in-home care services such as light housekeeping, laundry, meal preparation, companionship, bathing, grooming and feeding, but it is **Interactive Caregiving™** that caregivers and clients believe makes all the difference.

When you call Comfort Keepers, you will always be treated with the utmost respect. Regardless of when you call, you will always hear a friendly voice. We are available 24 hours a day, 7 days a week, and 365 days a year.

We will listen to you ... We are here for you ... We are experts on in-home care.



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We will provide precise answers to your specific questions. If you would like to meet with one of our team of professionals, we can schedule a **FREE IN-HOME VISIT**.

Or, if you prefer, feel free to stop by our office. We are located at 160 Main Street in historical Flemington, New Jersey. Our business hours are Monday through Friday from 8:00am to 5:00pm.

When your loved one begins their journey with Comfort Keepers, our team of professionals will consult with you and other family members to make sure that the proposed plan is indeed the best one for your loved one. We will be with you and your loved one every step of the way. Changes and modifications to this plan can be introduced anytime. You can rest assure that your loved one will always receive the care, assistance, and support that Comfort Keepers is known for both nationally and locally.

The following is a partial list of key factors that set us apart from our competitors:

- Comfort Keepers of Flemington, New Jersey was named the Top Rated Senior Care Provider in New Jersey by SeniorAdvisor.com for 2015, 2016, 2017 and 2018.
- Comfort Keepers is Ranked #1 by Entrepreneur Franchise 500 for Senior In-home care in 2013, 2014, 2015, 2016, 2017, 2018 and 2019.
- Comfort Keepers is rated a “World-Class Franchise” by The Franchise Research Institute in 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018 and 2019 thanks to our unsurpassed operational system and tremendous support resources.
- Comfort Keepers is rated number one in “Senior Care” by Entrepreneur Magazine.
- Comfort Keepers is a recent winner of the NBRI Circle of Excellence award. This prestigious award is tangible evidence of the organization’s dedication to the highest levels of employee engagement and customer satisfaction.
- Comfort Keepers has a Health Care Service Firm License with New Jersey’s Division of Consumer Affairs (HP0081000).
- Comfort Keepers is accredited by the National Institute for Home Care Accreditation (NIHCA) and adheres to their stringent standards of care designed with consumer protection as a central purpose.
- Comfort Keepers is proud to be an A+ Accredited Provider by the New Jersey Better Business Bureau.
- Comfort Keepers maintains a comprehensive insurance portfolio including professional liability insurance, general liability insurance, employment practices liability insurance (EPLI) and workers' compensation insurance. All Comfort Keepers® caregivers are bonded and insured.
- Comfort Keepers carefully selects and thoroughly screens every Comfort Keepers caregiver and office staff member. We require a minimum of two face to face interviews. We require and verify three professional references. All Comfort Keepers caregivers and office staff members have federal, state and county background checks along with a motor vehicle check. Certified Home Health Aides are fingerprinted as required by New Jersey's Division of Consumer Affairs. In addition, random drug tests are required. All screenings are repeated throughout the year.



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- All Comfort Keepers caregivers are employees. Comfort Keepers is responsible for payroll taxes and all federal, state and local taxes including the required deductions such as FICA, Medicare, Social Security, and Unemployment Taxes.
- Comfort Keepers conducts ongoing training in the office, online and in the field including onsite visits by our Client Care Coordinators and Director of Nursing.
- Comfort Keepers in-home care services are available by the hour, day, week, or month, so a package can be designed to fit your needs and budget.
- Comfort Keepers services are available for in-in-home care, or any facility such as independent living, hospitals, rehabilitation, long-term care centers and retirement homes.
- Comfort Keepers is an approved participant in the New Jersey Education Association (NJEA) Member Benefit Program.
- Comfort Keepers is the endorsed provider for the New Jersey Firemen's Mutual Benevolent Association.
- Comfort Keepers has established working relationships with numerous patient based groups such as the National MS Society and the Alzheimer's Association.
- Comfort Keepers National Call Center ensures your call is always answered by professional staff after regular business hours (Monday through Friday, 8:00am - 5:00pm) including weekends and all holidays. You will always hear a friendly voice no matter when you call Comfort Keepers. We are available 24 hours a day, seven days a week, and 365 days a year.
- Most importantly, Comfort Keepers will care for your loved one as if we were caring for a member of our own family.

In-Home Care Services Offered by Comfort Keepers®

At Comfort Keepers, we personalize our in-home care services to match the specific needs of each client. Because every client has unique in-home care needs, we offer a broad range of services. We offer in-home care services from as little as three hours per visit to full-time, 24/7 around-the-clock care. Our services include:

Personal Care Services

Personal care services include assistance with the **Activities of Daily Living** (ADLs) and household duties essential to the client's health and comfort. Specially trained caregivers (Certified Home Health Aides) are available to provide personal care services for your loved ones. These services are performed under the supervisor of our Register Nurse.

- Bathing, Grooming and Hygiene
- Mobility Assistance
- Transferring and Positioning
- Toileting and Incontinence
- Feeding and Special Diet



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Companionship Care Services

Companion care services include assistance with **Instrumental Activities of Daily Living** (IADLs). IADL's are the skills and ability needed to perform day-to-day tasks associated with an independent lifestyle. Our caregivers are available to provide seniors company and engage in conversation, or to sit down to share a meal together. Social contact such as this is proven to enhance seniors' health, happiness, and quality of life. Through **Interactive Caregiving™**, we take everyday activities and transform them into opportunities to engage and enrich the lives of seniors physically, mentally, socially and emotionally. Backed by years of research — seniors who stay actively engaged in life retain better cognitive function, remain in better physical condition, and live happily and independently longer.

- Conversation and Companionship
- Meal Planning and Preparation
- Laundry & Linens
- Light Housekeeping
- Grocery Shopping and Errands
- Incidental Transportation (Doctor Visits, Grocery Shopping, Post Office, etc.)
- Recreational Activities (Scrapbooking, Gardening, Knitting, Arts & Crafts, Puzzles, etc.)
- Medication Reminders
- Grooming Guidance

Interactive Caregiving™

Our dedicated caregivers, the special people we call Comfort Keepers, transform day-to-day caregiving into opportunities for meaningful conversation and activities that engage and enrich the lives of seniors physically, mentally, socially and emotionally. This practice of **Interactive Caregiving™** can contribute to longer, healthier, more purposeful lives for seniors—a fact proven by many research studies that point to the health benefits of active living in later life. For maximum effectiveness, Comfort Keepers tailors **Interactive Caregiving** to the personality and unique interests and abilities of each senior client. **Interactive Caregiving** may, for example, include walks in the neighborhood or dancing to music; working together on household chores; discussing current events or personal interests; reminiscing while viewing photo albums; working on hobbies, puzzles or crafts; and going shopping or to church, senior center or civic group activities.

Live-in Home Care

Comfort Keepers live-in home care is a cost effective service to help keep your loved one in the comfort of home as long as possible. Live-in home care assures family members peace of mind, preventing gaps in coverage for individuals who may be at risk when unattended, such as those in need of Alzheimer's care or dementia care. Live-in home care is also available for those requiring full time assistance from post-hospital care, for those with a high risk of falls, bed bound clients, assistance with hospice support or simply for those who do not wish to live alone. In addition, Comfort Keepers provides live-in home care in any facility such as independent living, hospitals, rehabilitation centers, long-term care centers and retirement homes if the need should arise.



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24-Hour Home Care

Depending on your loved ones needs, Comfort Keepers can provide in-home care for just three hours per visit or provide full-time, 24/7 in-in-home care. Through our 24-hour in-home care, we coordinate caregiving responsibilities into shifts to provide consistent uninterrupted around-the-clock care. This offers seniors and their families' full-time peace of mind. This type of continuous in-home care service is ideal for clients who are at risk when unattended, such as seniors with Alzheimer's and dementia related conditions.

Respite In-Home Care

Caregiving can be rewarding and often strengthens bonds within a family. At the same time, caregiving can be demanding amidst life's other responsibilities. Family caregivers and those in their care can benefit from a little time off now and then. That is why Comfort Keepers offers respite caregiving. This service can be scheduled as needed to provide family caregivers time to run errands, go shopping or get some much-needed rest.

Alzheimer's and Dementia In-Home Care

We understand the difficulties that come with providing Alzheimer's and dementia care for your loved one in their home. We understand that this can be both a physically and emotionally draining tasks for family members and we can help ease the burden. Our professionally trained staff can provide you with the specialized care that your loved one needs to cope with Alzheimer's disease and dementia.

Transitional In-Home Care

The time immediately following release from the hospital (also known as the postoperative period) is a critical phase of the recovery process. Studies show that the lack of proper support and care following surgery or a serious hospitalization can lead to slower recovery or even readmission to the hospital. Family members often become caregivers for their loved ones and take on the task of caring for them, but quickly discover they are ill-prepared or untrained to meet the physical and emotional challenges of this kind of care. Comfort Keepers is here to help. We offer an array of in-home care services to ease the transition home.

Veterans In-Care

Veterans or surviving spouses of veterans in need of in-home care may qualify for benefits through the Veterans Administration. Comfort Keepers is proud to serve those who have served our nation. We assist veterans and their spouses in the application process and provide in-home care services for approved participants in VA programs.

End of Life In-Care

When a family member is diagnosed with limited-life expectancy, he or she often has a strong desire to spend the final days in the comfort of their own home. However, providing end of life care can be emotionally challenging and physically exhausting for a family caregiver. We can help. Comfort Keepers can support you and your loved one by working with a hospice agency or medical provider to fully meet the family's end of life care needs. We will help care for your loved one and help around the house as well as provide the family with emotional and moral support through this difficult time.



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Local, Professional and Trained Caregivers

There are plenty of people who can become a caregiver, however; only a select few can achieve the status of becoming a Comfort Keepers caregiver.

We believe your loved one deserves nothing less than the most compassionate, trusted, professional, and educated caregiver for their in-home care needs. In fact, only 1 in 10 of all caregivers who contact us for employment actually becomes a Comfort Keepers caregiver.

Before any Comfort Keepers caregiver is assigned a client, they are required to undergo our thorough caregiver training that is second to none. To ensure that our unsurpassed quality of in-home care is maintained over the span of a Comfort Keepers caregiver career, we conduct annual caregiving skill evaluations. In addition, ongoing training for all Comfort Keepers caregivers is required throughout the year. The training is conducted in our office, online and in the field including onsite visits by our Director of Nursing and Client Care Coordinators.

All Comfort Keepers caregivers are employees and not independent contractors. This offers the ultimate peace of mind and protection for you and your loved one. Families don't realize the potentially liabilities and costs they take on by hiring a private caregiver. Comfort Keepers eliminates the worries of possible unforeseen tax penalties and legal fees that can arise by hiring a private caregiver. Comfort Keepers is responsible for payroll taxes and all federal, state and local taxes including the required deductions such as FICA, Medicare, Social Security, and Unemployment Taxes. Additionally, Comfort Keepers maintains a comprehensive insurance portfolio including professional liability insurance, general liability insurance and workers' compensation insurance. All Comfort Keepers® caregivers are bonded and insured.

Consistency of in-home care is our goal. It can be frustrating having a revolving door of caregivers. We understand having the same caregivers is a key to having a good relationship. We believe our comprehensive approach to hiring and employing caregivers is the best in the in-home care industry. It would be an honor to show you the Comfort Keepers way!

Comfort Keepers®

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Comfort Keepers is an A+ Accredited Business by the Better Business Bureau of New Jersey.

New Jersey Division of Consumer Affairs Health Care Service Firm License Number HP0081000.

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