



STEP-BY-STEP
GUIDE



**Comfort
Keepers®**

Elevating the
Human Spirit™

| IN-HOME CARE |

Is it time for in-home care?

Helping your loved ones reclaim all that life has to offer

Welcome to the Comfort Keepers® guide to in-home care

Introduction

Determining if it's time for help



Maintaining peace, joy, and comfort at home



Evaluating in-home care options



The Comfort Keepers® difference



Financial considerations



Consult with a care coordinator

*Look for these icons throughout the guide.
Use the forward and back arrows to move
through the pages or download or link to
the guide for later viewing.*



BACK



NEXT



LINK





Senior happiness comes not from extraordinary events, but tried and true daily experiences with those around them.

– Journal of Consumer Research



Caring for the ones who cared for you

Hope, connectedness, purpose, and joy. These are all qualities that we want to maintain throughout our lives. But as our loved ones begin to age, it can quickly become apparent that, in order for them to experience all that life has to offer, they may require some additional help.

Choosing to find care for your loved ones doesn't have to be negative – but it's important that you find someone you can trust. We're here to help you do that.

In this guide, you'll find steps to help you determine if it's time for in-home care and tips for evaluating potential care providers. We'll also introduce you to the range of services available from Comfort Keepers® to assist with your evaluation.

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.

It will help to have this information available when calling to discuss your loved one.



Has there been a recent crisis?



Does the individual bathe less often?



Are pills left over or running out too soon?



Is he/she becoming more forgetful?



Have there been recent falls?



Has there been any recent weight loss or gain?



Is his/her hearing affecting daily function?



Is his/her vision affecting daily function?



Does the individual need help walking?



Is he/she verbally or physically abusive?



Is he/she able to run errands alone?



Are there scorch marks on dish towels?



Is routine house cleaning not being done?



Is his/her clothing changed daily?



Have social activities diminished?



Initiating a conversation

Positive and productive. These are the two words to keep in mind when discussing your loved ones' need for care. Instead of approaching it as "The Conversation," treat it as an ongoing series of chats. Remember to address one issue at a time rather than trying to resolve everything at once.

Below are additional tips for starting discussions:

- Begin early when your parents' health allows them to fully share their wants, needs, and preferences.
- Choose a time and place that makes everyone comfortable. Avoid special family occasions or events with time constraints so that you can have a relaxed, unhurried conversation.
- Make the experience non-threatening by letting your parents know you're concerned for their wellbeing and want to help.
- Offer options, not advice. Pose questions, listen, and offer more than one acceptable solution.

We were at the end of our rope and didn't know who to turn to. I was going to quit my job so I could stay with him when Comfort Keepers came into our lives.

– Paul H.



More Advice and Strategies



Maintaining peace, joy, and comfort at home

It's normal if your first thought is to move your loved ones to a facility. But it's important to know that moving seniors against their wishes can lead to frustration and depression. Formerly independent adults suddenly find themselves in unfamiliar and stressful environments, forced to comply with pre-set schedules. By contrast, helping them remain in their homes allows them to feel better and live fuller, happier lives.

Aging in place has other benefits, not the least of which is cost savings. For those who already own their homes, growing old is often much less of a financial burden. Residence in an assisted living facility can cost hundreds of dollars per day. On the other hand, with the help of a caregiver or private duty nurse, care dollars stretch much further.

DID YOU KNOW

89%

of seniors say they would prefer to remain in their homes indefinitely as they age?

Source: AARP

What to look for in a care provider

With so many reputable care providers across the U.S., it can be hard to weigh the right choices for you and your family. For some agencies, caring is a job—but for others, it's a calling. How do you tell the difference?

Here are a few questions to ask:



1. How do you provide care that is geared toward physical as well as mental and emotional wellbeing?
2. How many years have you been in business?
3. How do you keep the family informed and engaged in care?
4. Do you have a method to match a caregiver to my needs?
5. Does your agency have liability coverage?
6. Are caregivers bonded and insured for theft?
7. Do your employees go through national and local background and driving checks?
8. Are all of your caregivers employees of your company (not contract workers), and are they covered by workers' compensation?
9. What is your system for tracking when caregivers arrive and leave a client's home?
10. Does your agency have a physical location where I can meet your staff and is there 24/7 phone service?



The Comfort Keepers' difference

Service that nurtures, provided by people who care

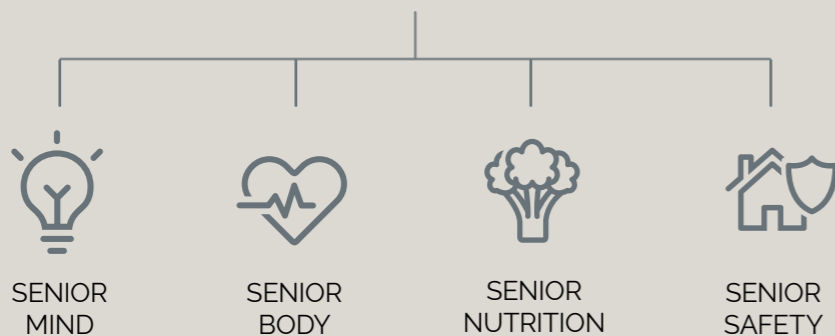
At Comfort Keepers®, two decades of service have shown us that care can transform a life for the better, create a lasting friendship, and elevate a person's spirit. We care for people in their own homes, so we're doing more than accomplishing everyday tasks; we're witnessing life.

Interactive Caregiving™ is our approach to care that focuses on the mind, body, nutrition, and safety of our clients. When our caregivers, who we refer to as *Comfort Keepers*®, plan a day's activities, they keep these four mainstays in mind. It's a holistic approach that ensures our clients are cared for from every angle and taking an active approach to life.

Because the best care starts with the right people, clients have the chance to meet their *Comfort Keeper* before services begin. Our *Comfort Keepers* are employees, not contractors, and undergo background and driving checks, a rigorous interview process, and reference reviews. They're insured, bonded, and covered by workers' compensation.



More on the Comfort Keepers' difference



Personal care

Our *Comfort Keepers*® make the day brighter for seniors and other adults by offering a variety of customized, personal care services to meet their unique needs. These services preserve safety, happiness, and joy—all in the comforts of home.

Our personal care services include the following:

- Bathing, grooming, and hygiene
- Mobility assistance
- Transferring and positioning
- Toileting and incontinence
- Helping with meals and managing diets
- Dementia care
- Medication reminders

In addition, our *Comfort Keepers* help make certain that seniors and other clients stay on prescribed diets that prevent or control a wide variety of medical conditions, such as heart disease and diabetes. In general, our *Comfort Keepers* enable clients to eat well-balanced diets that provide the energy and nutrients needed for active, healthful living.



More on Personal Care



Care services

Research shows that staying socially engaged can positively influence seniors' physical and mental health. That's why, in addition to our personal care services, we also can provide:

- 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



More on Care Services

DID YOU KNOW

Every
70 SECONDS
someone in America develops
Alzheimer's.

Source: Alzheimer's Association

More than
5 MILLION
Americans are living with
Alzheimer's.



Dementia care

For seniors with Alzheimer's disease or other forms of dementia, it's important to be in a familiar environment where they are surrounded by memory cues. This can help reduce confusion and even enhance mental engagement.

- Education for your family to better understand dementia and what you can do for your loved ones
- Structured activities that coincide with your loved ones' interests and capabilities—which can help minimize dementia symptoms
- Guidance on home modification
- Connection to medical professionals, support groups, and other resources
- In-home medical alert systems and motion detectors

I want to personally thank you for taking care of my mom during her last days. Your time with her was special and helped make her comfortable.

—Kim



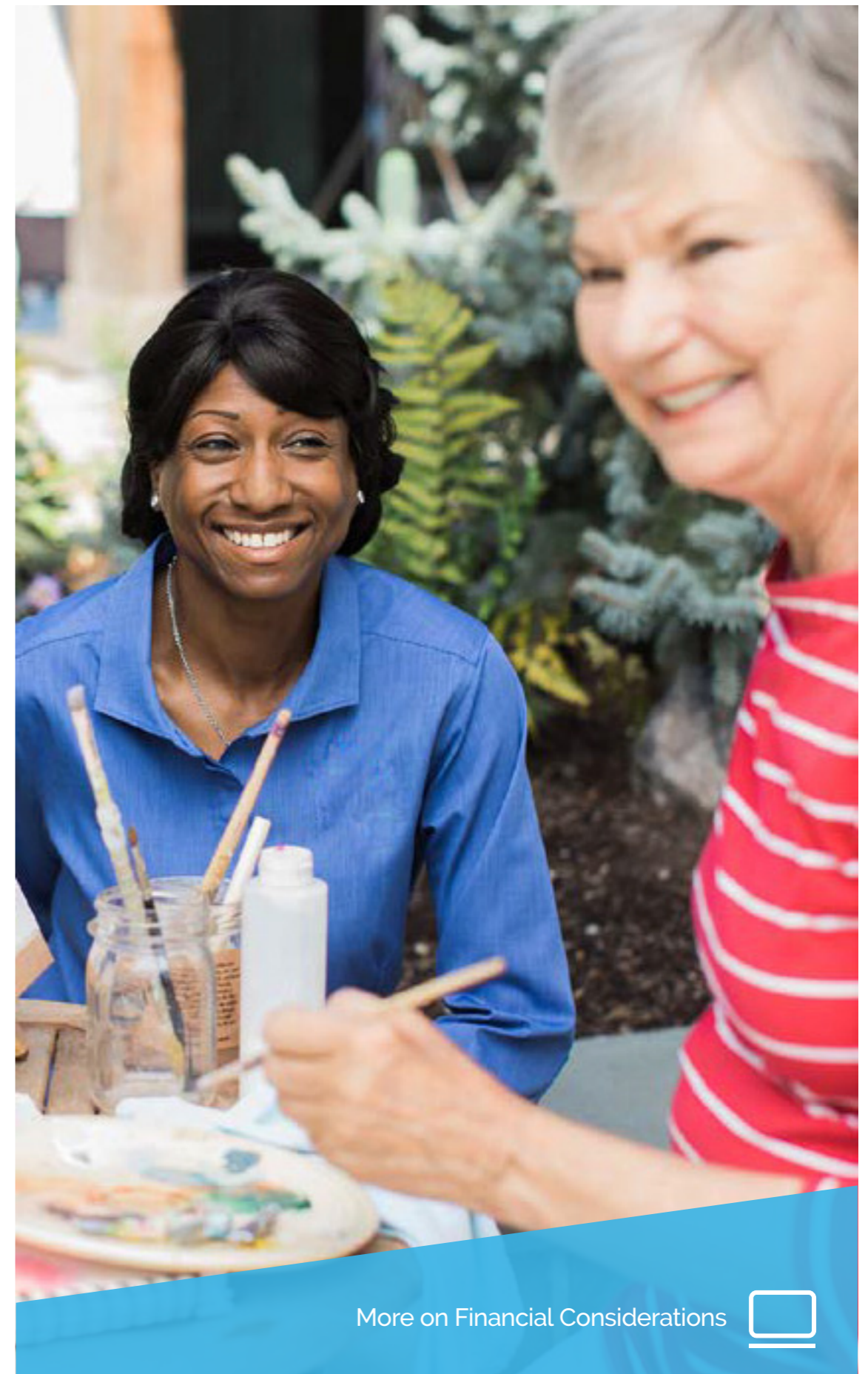
More on Dementia Care

Financial considerations and resources

If you're wondering about how to pay for in-home care, keep in mind that there are many options available to you. Researching these options based on you or your loved ones' financial situation is critical to finding the most advantageous way to pay for care.

Below are some of the most common options, with brief explanations on how the programs work.

- **Medicare.** Medicare applies to long-term care in limited circumstances, such as immediately following a hospital stay. It also covers short-term, physician-prescribed home health care for skilled nursing; physical, occupational, and speech therapy; medical social services; and assistance with bathing, feeding, and other personal care.
- **Medicaid and State Programs.** Medicaid, the largest public payor for long-term care, may cover some in-home care services.
- **Long-Term Care Insurance.** Long-term care insurance helps pay the costs of long-term care, preventing the depletion of life savings. However, coverage is expensive, as premiums increase with the age of the purchaser.
- **Veterans Administration (VA) Aid and Attendance Pension Benefit.** Veterans and their surviving spouses may qualify for VA benefits to cover some of the cost of in-home care.
- **Out of Pocket.** Determining out-of-pocket costs and how to minimize them is best done after considering all your options.



More on Financial Considerations





**Comfort
Keepers®**

Elevating the
Human Spirit™

There's no day like today

We are ready to lift your loved ones' spirits and help them continue living happy, healthy, and independent lives.

Care can begin within 24 hours of contact, and Comfort Keepers® services are available 24/7/365, holidays and weekends included.

Contact us today to learn more.

South Hills - Website

(412) 653-6100

5824 Brownsville Rd.

Pittsburgh, PA 15236

City of Pittsburgh - Website

(412) 363-5500

5165 Penn Ave.

Pittsburgh, PA 15224

East Suburbs - Website

(412) 457-0880

2526 Mosside Blvd

Monroeville, PA 15146