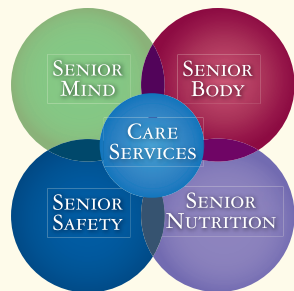




INTERACTIVE CAREGIVING™

A Higher Quality of Life

At Comfort Keepers®, we provide an approach to care that is focused on the “whole person” and keeps individuals active and engaged in life. It is called Interactive Caregiving™ and it focuses on four areas of care, which are essential to maintaining senior health and independence: senior mind, body, nutrition and safety.



INTERACTIVE CAREGIVING™

PERSONAL CARE SERVICES

- Bathing, grooming and hygiene
- Mobility assistance
- Transferring and positioning
- Toileting and incontinence
- Feeding and special diet
- Dementia care
- Medication reminders

COMPANIONSHIP SERVICES

- Meal preparation
- Laundry
- Light housekeeping
- Grocery shopping/Errands
- Incidental transportation
- Grooming guidance
- Live-in services
- 24-hour care
- Respite care or relief for family

(Services may vary by state and location.)



CAREFULLY *Evaluate Options*

FOR YOURSELF OR A LOVED ONE

While there are multiple care options available, few offer the trusted experience and close companionship offered by Comfort Keepers®. We suggest you carefully consider each option, and examine the experience, qualifications, and quality of care provided.

In-home care provides an excellent option for individuals that wish to remain in the comfort of their own homes. For over a decade, Comfort Keepers has helped seniors and other adults live independent lives at home. In-home care services are provided on a permanent or as-needed basis. Comfort Keepers has earned its reputation as a top provider of in-home care for people that wish to stay in the comfort and safety of their own homes.

YOUR SOLUTION FOR

In-Home Care

At Comfort Keepers, we understand that selecting the right resource for care and companionship at home can be a difficult decision. This guide provides a checklist of questions you should ask when interviewing a potential care provider.



20 QUESTIONS TO ASK BEFORE HIRING A

Home Care Agency

YOUR RESOURCE GUIDE FOR
EVALUATING CARE OPTIONS

Please contact your local Comfort Keepers® office with any questions you may have during this selection process. Our caring and professional staff can assist you in choosing the best plan to meet your specific needs.



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An international network of independently owned and operated offices.
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SELECTING THE RIGHT IN-HOME CARE

Everyone selects in-home care for different reasons. The keys are to recognize *when* to introduce care and how to select the *right* care provider.

The following is a list of questions that can help you make the decision on whether you should consider in-home care.



- 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?
- Has he/she lost interest in eating?
- 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?
- Is your loved one content to just sit in a chair?
- Is there less participation in conversations?
- 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 who your care provider will be, make sure you ask the *right questions*.

| QUESTIONS TO ASK POTENTIAL CARE PROVIDERS | | COMFORT KEEPERS® | Other Agency | Other Agency | Other Agency |
|---|---|------------------|--------------|--------------|--------------|
| 1. | Does your agency carry liability coverage? | | | | |
| 2. | How many years has your agency been in business serving the community? | | | | |
| 3. | Do you conduct national and local criminal and vulnerable sector 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 provide in writing the care services provided, all rates and fees and written invoices detailing services and costs? | | | | |
| 14. | Do you have office staff I may contact for information? | | | | |
| 15. | Does your agency make periodic supervisory visits to a client's home? | | | | |
| 16. | Can you provide documentation explaining the client's rights, your code of ethics, Workers' Compensation and PIPEDA compliance? | | | | |
| 17. | Can you provide emergency monitoring systems, medication solutions and other safety technology? | | | | |
| 18. | Will your agency provide an in-home assessment prior to starting service? | | | | |
| 19. | How quickly can your agency initiate service? | | | | |
| 20. | Are your caregivers certified to provide personal care? Do you provide training to caregivers including orientation and ongoing education? | | | | |