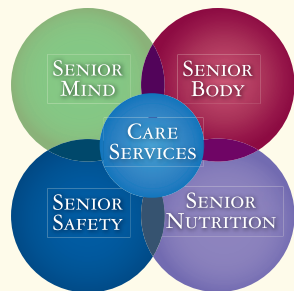




## INTERACTIVE CAREGIVING™

### *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?				