



Comfort
Keepers®

Elevating the
Human Spirit™

In-home care from every angle



| COMFORT KEEPERS® AT A GLANCE |

We know that the care you choose now will help you and your family immeasurably. There are few things more precious than quality time, positive spirits, and peace of mind. In-home care is unique—after all, the care comes to you in your own home. At Comfort Keepers®, we believe that care is a relationship, not a task.

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?”

“Where do we start?”

With so many reputable care providers across Canada, 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 20 questions to ask that can prove an agency's dedication to caring.

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.

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 provide care that is geared toward physical as well as mental and emotional wellbeing?	Yes		
2. How many years have you been in business?	18		
3. Do you keep the family informed and engaged in care?	Yes		
4. Do you have a method to match a caregiver to my needs?	Yes		
5. Does your agency have liability coverage? Are caregivers bonded and insured for theft?	Yes		
6. Do your employees go through background checks, including criminal and vulnerable sector screening?	Yes		
7. Are all of your caregivers employees of your company (not contract workers), and are they covered by workers' compensation?	Yes		
8. Do you have a system for tracking when caregivers arrive and leave a client's home?	Yes		
9. Does your agency have a physical location where I can meet your staff and is there 24/7 phone service?	Yes		
10. Are other caregivers available to step in if our regular caregiver can't come to work?	Yes		
11. Do you require a minimum number of hours per visit? If so, what is that minimum?	Yes, 3 hours		
12. Do you offer personal care services such as dressing, bathing, incontinence care, transfer and walking assistance?	Yes		
13. Does your agency provide transportation services for clients?	Yes		
14. Do you develop a customized plan of care that is updated periodically?	Yes		
15. Will supervisors periodically come to our home to make sure your services are high quality?	Yes		
16. Can you provide documentation explaining the client's rights, your code of ethics, Workers' Compensation and PIPEDA compliance?	Yes		
17. Do you use technology that is geared towards staying engaged, connected and ensuring safety?	Yes		
18. Will you provide a home safety assessment?	Yes		
19. Do your caregivers have ongoing training?	Yes		
20. How quickly can we start receiving care?	24-48 hours		



Need a hand in your search?

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

(416) 663-2930

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