



**Comfort  
Keepers®**

Elevating the  
Human Spirit™



STEP-BY-STEP  
DIGITAL GUIDE



# Is it time for in-home care?

Helping your loved ones experience all that life has to offer



# Welcome to the Comfort Keepers® Guide to in-home care

Introduction: Caring for the ones who cared for you

Determining if your loved one needs assistance

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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

How do you know when your spouse or parents are at the stage where they need help to live independently? This comprehensive guide has been designed to help you navigate the ins and outs of in-home care so that you can make the best decisions about providing care for your aging loved one.

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.

When looking for care for your parent or spouse, finding someone you can trust to be patient, compassionate, caring, and professional is critical. We're here to help you do that.

This guide will help you determine if it's time for in-home care and offer 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 one of the questions is 'yes,' it may be time to consider in-home care.

Remember, getting a little extra help has so many positive aspects, 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?



Are they becoming more forgetful?



Have there been recent falls?



Has there been any recent weight loss or gain?



Is their hearing affecting daily function?



Is their vision affecting daily function?



Does the individual need help walking?



Are they verbally or physically abusive?



Are they able to run errands alone?



Are there scorch marks on dish towels?



Is routine house cleaning not being done?



Is their clothing changed daily?



Have social activities diminished?





# Making the decision

Although the questions from the previous page can provide clues about when your loved one needs help, for most people, something happens that makes the need for help more immediate and causes them to move from the consideration stage to the make-the-decision stage. Whatever the trigger point is, once you've realized it's time, what's next?

Making the decision about care for a loved one can be a complex and emotional process. Here are some things to think about when considering your next steps:

- Assess your loved one's needs
- Discuss the situation with family members
- Ask for advice from friends and family who have been in similar situations
- Talk to your loved one's healthcare provider
- Discuss care options with your parent or spouse

Learning more about options such as in-home care, assisted living, and residential care is essential to decision-making. Ultimately, the best choice comes down to your parent or spouse's needs and wishes.



# Maintaining peace, joy, and comfort at home

Aging in place is a growing trend among seniors and their families, and it's easy to see why. Moving seniors against their wishes can lead to frustration and depression.

Benefits of aging in place include:

- Greater independence and freedom that leads to higher levels of happiness and personal satisfaction
- Aging at home reduces the risks of catching infectious diseases, and if your loved one does get sick, they may heal faster at home
- Comfort of being in a familiar environment with people they know and many warm memories
- Staying at home surrounded by familiar things helps seniors with dementia or Alzheimer's retain more memories and improve cognitive function
- Ability to remain close to family and friends – staying connected to social networks has numerous health benefits for seniors
- Greater control over the level of care and support services schedule



## DID YOU KNOW?

# 89%

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

– AARP



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.

# Initiating a conversation

Positive and productive. These are the two words to keep in mind when discussing your parent's or spouse's 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 parent's or spouse's 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.
- Make the experience non-threatening by letting your parent or spouse 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.
- Keep your loved one's personality in mind when you begin the conversation and highlight how in-home care can benefit them.



# What to look for in a care provider

With so many reputable care providers across the U.S., weighing the right choices for you and your family can be confusing. 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 when interviewing care providers:

1. How do you provide care geared toward physical, 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 family's needs?
5. Does your agency have liability coverage? Are caregivers bonded and insured for theft?
6. Do your caregivers have ongoing training and career advancement opportunities?
7. Do your employees undergo 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?



*For access to the full set of questions, download our 20 Questions Worksheet.*



[Download Printable Worksheet](#)





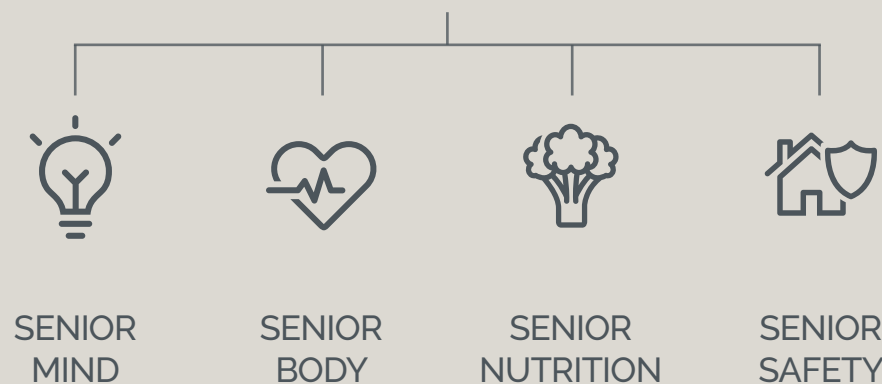
# The Comfort Keepers® difference

## Service that nurtures, provided by people who care

At Comfort Keepers®, over 25 years of service shows us that in-home care can transform a life for the better, create a lasting friendship, and elevate a person's spirit. We care for people in their homes, so we do more than accomplish everyday tasks; we provide moments of joy that enrich a senior's life.

Interactive Caregiving™ – our approach to care – focuses on the mind, body, nutrition, and safety of your parent or spouse. Interactive Caregiving means doing tasks *with* rather than *for* your loved one to keep them engaged and active to the best of their ability and acuity. Our caregivers, we call them *Comfort Keepers*®, keep this in mind as they plan daily activities for your loved one.

Because the best care starts with the right people, our Care Coordinators get to know your spouse or parent and use the information to match them with one of our compassionate, professional caregivers.





# The Comfort Keepers® difference

Our caregivers do what they do because they love it and value making a difference in seniors' lives. The relationships they nurture when working one-on-one with your spouse or parent brighten your loved one's day and improve their wellbeing.

Our *Comfort Keepers*® genuinely feel that caring is more than a job; it's a calling. They offer professional, compassionate care to your parent or spouse, and because our *Comfort Keepers* are employees, not contractors, you can count on them to have the expertise required to give your loved one the best possible care. In addition, our *Comfort Keepers* undergo background and driving checks, a rigorous interview process, and reference reviews as well as training and continuing education. They're insured, bonded, and covered by workers' compensation.



The whole thing is rewarding... Knowing I am keeping people healthy, happy, and safe.

– *Comfort Keeper Jan*



# Personal care

Our *Comfort Keepers*® make the day brighter for your parent or spouse by offering customized, personal care services to meet their unique needs. These services preserve safety, happiness, and joy—all in the comfort of their home.

Our personal care services include the following:

- Bathing, grooming, and hygiene
- Getting dressed
- Fall prevention and mobility assistance
- Transferring and positioning care
- Toileting and incontinence
- Helping with meals and managing diets
- Alzheimer's and dementia care
- Medication reminders

In addition, our *Comfort Keepers* help make sure your loved one stays on prescribed diets that prevent or control a wide variety of medical conditions, such as heart disease and diabetes. This enables your parent or spouse to eat a well-balanced diet that provides the energy and nutrients required to do the things they love every day.







# Companion care

Research shows that staying socially engaged can positively influence seniors' physical and mental health. By spending time with our caregivers, your loved one not only has someone to help around the house or prepare a meal, but they also have a friend who offers social connection and can help them get back to doing the things that bring them joy. That's why, in addition to our personal care services, we also can provide:

- Conversation and companionship
- Meal preparation
- Laundry and light housekeeping
- Incidental transportation
- Grocery shopping and errands
- Respite care or relief for family caregivers
- 24-hour care



# Respite care

There may be times when you need a break, whether it be a few hours or a few days, and having a trusted caregiver makes it easier to take the time to take care of yourself. Respite care can give you relief from care responsibilities without worrying about the safety and wellbeing of your parent or spouse. We know taking a break for yourself may lead to feelings of guilt, but by taking care of yourself, you can rediscover the joy you first found in caring for your spouse, parent, or other loved one.

Compassionate professional caregivers will take good care of your loved one so you can take a break when needed and avoid compassion fatigue. Respite care provides:

- Professional care so that you can take a break to take care of yourself or go on vacation
- Activities to engage your loved one physically, mentally, and emotionally while you are away
- Assistance with tasks such as cooking, cleaning, bathing, dressing, and shopping
- Transportation to appointments and events when you aren't available so that your loved one can remain social and active







From the initial phone contact... through to the care providers, I found Comfort Keepers to be a caring and professional service. You demonstrated your patience and concern for my mother's situation, and you were open to feedback.

– Josi P.

# Home safety

Living at home lets seniors stay independent, but it can pose certain risks, from falls and missed medications to accidents. This is the dilemma many families face: balancing respect for your loved ones' independence with the fear that the worst could happen. We can help put your mind at ease.

We offer a full line of in-home safety technology called SafetyChoice® that can help provide safety solutions that put minds at ease. The SafetyChoice Centralized Monitoring station is staffed 24/7 with caring, knowledgeable associates who answer promptly and stay on the phone until help arrives. Solutions include the following:

- **Personal Emergency Response Systems:** Two-way devices that provide real-time voice interaction in the event of a fall, illness, or emergency
- **Medication Safety and Management:** Medication control devices that help seniors stay on track with their medications every day
- **Home Monitoring Systems:** Bedside pressure mats and motion detectors that enhance home security and provide peace of mind

# Private duty nursing

We can also help if your parent or spouse has specific medical needs. Our specially trained private duty nurses provide the level of care needed to stay safely at home rather than in a nursing facility or hospital. From scheduled nursing visits to hourly care, someone can be there to help 24 hours a day, 7 days a week.

Private duty nurses provide one-on-one medical care to an individual, often working in tandem with the caregiver who is providing companion and personal care services. We can provide customized care for your parent or spouse, all from one agency. Our skilled licensed practical nurses (LPNs) and registered nurses (RNs) can perform the following medical tasks:

- Oral medication setup
- Non-injectable or injectable medication administration
- Insulin syringe filling
- Removal/replacement of aseptic dressings
- Skin management, skin condition monitoring, and wound care
- Core training for family members
- General health assessments and care coordination
- Additional services as needed





# Alzheimer's and dementia care

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

We can help care for your loved one at home, giving your family the support it needs. We believe everyone should experience connection, purpose, and uplifting moments, regardless of age or the level of care they need. Comfort Keepers® offers support that includes:

- Alzheimer's and dementia education for caregivers
- Family education to better understand dementia
- Activities that engage your loved one physically, mentally, and emotionally to 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



## DID YOU KNOW?

Every

# 65 SECONDS

someone in America develops Alzheimer's

More than

# 6 MILLION

Americans are living with Alzheimer's

– Alzheimer's Association

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.





# Financial considerations and resources

Government-funded home care is available, depending on your eligibility, while private home care services can be purchased to replace or supplement your needs. You can also explore options like long-term care insurance, and employee benefits.

- **Provincial Coverage:** All provinces offer publicly funded home care services, but eligibility and coverage vary.
- **Federal Programs:** The federal government provides funding for home care services to specific groups, including First Nations on-reserve, Inuit, members of the armed forces, RCMP, and eligible veterans.
- **Long-Term Care Insurance:** Many insurance companies offer long-term care insurance policies that can help cover the costs of home care services.
- **Employee Benefits:** Your employee benefits may offer short-term or long-term disability insurance, which may include coverage for home care services.
- **Grants and Allowances:** Some disease-specific associations or organizations may offer grants or allowances to help cover home care costs.





# Financial considerations and resources

- **Tax Credits and Benefits:** Federal and provincial tax credits and benefits, such as the Canada Caregiver Credit, may provide some financial relief for caregivers.
- **Personal Funds:** Using your private funds to cover the entire cost or to cover supplemental hours to one of the options above. You can also explore options such as personal loans, line of credit or a reverse mortgage to assist with covering the cost of home care services.
- **Private Insurance Companies:** Several private insurance companies in Canada offer health insurance plans that include coverage for home care services. Examples include Sun Life Financial, Manulife, Canada Life, Desjardins, RBC Insurance, Blue Cross Canada, and TD Insurance.

If you're not sure what coverage you or your loved one is eligible for, we can help you understand and navigate your options.





# Consult with a care coordinator

We are ready to lift your parent or spouse's spirits and help them enjoy living happy, healthy, and independent lives at home. Comfort Keepers® services are available 24/7/365, holidays and weekends included.

Ready to make the decision that's right for your family?  
Reach out and learn how we can help today.

(604) 269-4743

[ComfortKeepers.ca/RidgeMeadows](https://ComfortKeepers.ca/RidgeMeadows)