



WE ARE COMFORT KEEPERS®

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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. It allows people a measure of independence, dignity, and comfort that can only come from a life in familiar surroundings. For almost a decade, Comfort Keepers has been helping seniors live independent lives at home. In-home care services are provided on a permanent or as-needed basis, ranging from companionship and homemaking services to personal care such as bathing, incontinence care and mobility assistance. Comfort Keepers has earned its reputation as a top provider of in-home care for seniors that wish to stay in the comfort and safety of their own home.

Comfort Keepers® – 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 helpful guide provides a checklist of questions you should ask when interviewing a potential care provider. 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.

COMFORT KEEPERS PROVIDES:

Personal Care Services

- Bathing, grooming and hygiene care
- Mobility assistance
- Transferring and positioning
- Toileting and incontinence care
- Feeding and special diet or meal preparation

Companionship Services

- Companionship
- Incidental transportation services
- Medication reminders
- Meal preparation
- Light housekeeping
- Errand services
- Grocery shopping
- Grooming
- Live-in services (where available)
- 24-hour care
- Respite care or relief for family

For more information or to schedule a free in-home consultation, call:

402-991-9880

712-256-5800

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HHA1036



20 Questions To Ask Before Hiring A Home Care Agency

Your Resource Guide For Evaluating Care Options



WWW.COMFORTKEEPERS.COM

Our 550 independently owned and operated offices worldwide.





Selecting The Right In-Home Care

Everyone selects in-home care for different reasons. The key is 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 or not you should consider in-home care.

- Has there been a recent emotional or medical crisis?
- Are they bathing less often, or not wanting to bathe at all?
- Are pills left over or running out too soon?
- Do they need help walking?
- Are they verbally or physically abusive?
- Are they 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 they smoke, 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.	How many years has your agency been in business serving the local community?	6 years			
2.	Does your agency carry liability insurance coverage?	Yes			
3.	Are caregivers screened including use of reference checks, and are credit, driving, and criminal background checks done?	Yes			
4.	Are your caregivers employed by your company (not contractors) and protected by Workers' Compensation?	Yes			
5.	Are your caregivers bonded and insured?	Yes			
6.	Do you have a systematic method for tracking caregiver arrival and departure times at the client's home?	Yes			
7.	Do you provide 24-hour telephone service for handling emergencies during weekends and holidays?	Yes			
8.	Do you provide back-up coverage in case a caregiver cannot make it to work?	Yes			
9.	Does your agency require a minimum number of hours per shift? If so, what is the minimum?	Yes, 2 hours			
10.	Does your non-medical care include personal care assistance i.e., bathing, incontinence care, and mobility assistance, if needed?	Yes			
11.	Does your agency maintain a business office where I can stop by and meet you and the office staff?	Yes			
12.	Describe your administrative support staff. Do you have an LPN or RN on staff, or readily accessible, for consultation?	RN			
13.	Do you publish the care services provided and rates that clearly describe all fees?	Yes			
14.	Do you provide written statements (invoices) identifying in detail all services and associated costs?	Yes			
15.	Does your agency make periodic supervisory visits to a client's home?	Yes			
16.	Are you willing to provide documentation that states the rights and responsibilities of the client, and explains the company's privacy policy, code of ethics, and HIPAA compliance?	Yes			
17.	Can you provide emergency monitoring systems, fall protection devices, and/or automated medication dispensers if needed?	Yes			
18.	Will your agency provide a free in-home assessment prior to starting services?	Yes			
19.	Are you certified by any government agency to provide homecare?	Yes			
20.	How quickly can your agency initiate services for me or my loved one?	Immediately			

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6 years

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes, 2 hours

Yes

Yes

RN

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Immediately