

**“Comfort Keepers At Home Help”**  
presents  
**Laura Wayman, The Dementia  
Whisperer, Inc.**



Laura Wayman is an in-demand expert and author delivering deep expertise in dementia communication strategies and care approach techniques. Learn top tools to better understand the world through the eyes of those with dementia. Create more meaningful engagement, lessen frustrations and enhance the caregiving experience for you and your family!

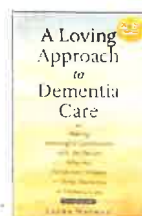


**Laura Wayman, The  
Dementia Whisperer, Inc.**  
Dedicated Gerontologist & Author  
of *A Loving Approach to  
Dementia Care*

**Join Us! July 2<sup>nd</sup>, 2018**  
**Comfort Keepers  
At Home Help offices**  
**1918 N Kingshighway Ste 109**  
**Cape Girardeau, MO**  
2 sessions 10 a.m. to 12 p.m. and  
3 p.m. to 5 p.m.

**RSVP to 573-339-1777. Space is limited.**

Light refreshments and valet parking available.





EVALUATING  
IN-HOME CARE OPTIONS

## Making the Right Decisions for Your Loved One

Here's a checklist of questions you should ask when interviewing a potential care provider for in-home care. Please contact your local Comfort Keepers® office with any questions you may have during this selection process.

### 20 QUESTIONS TO ASK POTENTIAL CARE PROVIDERS

	COMFORT KEEPERS Yes / No	Agency A Yes / No	Agency B Yes / No
1. How many years has your agency been in business serving the community?	Since 2000		
2. Does your agency carry liability coverage?	Yes		
3. Does your agency conduct national and local criminal background and driving record checks on all employees?	Yes		
4. Are caregivers employees of your company (not contractors) and protected by workers' compensation?	Yes		
5. Are caregivers bonded and insured for theft?	Yes		
6. Does your agency have a systematic method for tracking caregiver arrival and departure times at the client's home?	Yes		
7. Does your agency provide 24/7 telephone service?	Yes		
8. Does your agency provide backup coverage in the event 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 agency's services include Personal Care such as bathing, incontinence care, and mobility assistance?	Yes		
11. Does your agency provide transportation services for clients?	Yes		
12. Does your agency maintain a business office where you can meet the office staff?	Yes		
13. Does your agency have an administrative staff I may contact for information? Does your agency have a nurse on staff?	Yes		
14. Does your agency provide in writing the plan for care services that clearly describes all rates and fees?	Yes		
15. Does your agency make periodic supervisory visits to a client's home?	Yes		
16. Can your agency provide documentation explaining the client's rights, your code of ethics, workers' compensation, and HIPAA compliance?	Yes		
17. Can your agency provide emergency monitoring systems, medication solutions, and other safety technology?	Yes		
18. Will your agency provide a free in-home assessment prior to starting service?	Yes		
19. How quickly can your agency initiate service?	48 hours		
20. Does your agency provide training to caregivers, including orientation and ongoing education?	Yes		

Serving Southeast Missouri  
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At Home Help since 2000  
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