

## Our Comfort Keepers®

There is something special about our Care Workers... they are Comfort Keepers®!

Every Comfort Keeper® is required to pass a three stage recruitment process and you can be sure that they are:

- Inducted, trained and assessed on-going
- Screened with an enhanced criminal background check (CRB) and 3 professional references
- Matched to your loved ones' needs
- Caring, compassionate and attentive

### Our High Standards of Care

We believe that consistent, quality care comes from long-term investment and recognition of staff. We recruit to the highest standard and train in an interactive, hands-on way to ensure the best client care experience. Our staff also benefit from loyalty and incentive programmes.

With us, you can expect continuity because our Comfort Keepers are a part of our family, and can become a part of yours too.



## Our Story

The Comfort Keepers® story began over 15 years ago when Kris Clum, a nurse in home healthcare, discovered that her patients often needed help with a few things around the home. Simple gestures such as bringing a pint of milk or spending some time chatting with the patient brought so much happiness to her client's day.

Kris knew that helping her patients in this way was going beyond a nurse's call of duty, even putting herself at risk, but she had discovered a real need. Determined to help her patients and many others, Kris and her husband started Comfort Keepers® in 1997.

Today Comfort Keepers® has over 700 offices in 6 countries around the world. Comfort Keepers® is a Sodexo Group Company.

**Enjoy complete peace of mind  
with our care services.**

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**Comfort  
Keepers®**



## Home Care

Independent, happy and at home

## About Comfort Keepers®

### What We Do

Comfort Keepers® expertise is in home care. We provide care and support services so that your loved one can stay independent and happy in the comfort of their own home, while you and your family enjoy peace of mind.

We match your loved one with the right Care Worker, who will then come to your family member's home at agreed upon days and times and deliver services as requested in your care plan.

### Our Approach to Care

We believe in Interactive Caregiving™:

We do things *with* your loved one, not just *for* them. Focusing on your needs, we help our clients have brighter, more fulfilling lives while keeping the family connected on what's happening with their loved one.



*"The best part of being a Comfort Keeper for me is building that trusting relationship with my clients and having them open up their homes and their lives to me."*

Amy Kirkeide - Comfort Keeper

## Our Client Care Services

### Staying Independent

Comfort Keepers® offers **Client Care Services** to help with everyday routines, including personal care & support, companionship and light housework. Some of the services we can provide are:

- Mobility assistance
- Washing & dressing
- Food preparation
- Medication reminders
- Vacuuming & dusting
- Washing up & laundry
- Transport & errands
- Respite care

### Comfort Keepers® Care Planner

We offer care plans based on 3 flexible care options to ensure our services meet your needs.

To deliver the best quality care, each option starts from 2 hours and comes with a suggested set of services:



#### Rise 'n' Shine (morning)

- A 'warm' wake-up routine
- Hot drink made, breakfast prepared
- House warmed and tidied



#### Your Time (flexible daytime)

- Grocery shopping, other errands
- Appointments/visits
- Your chosen leisure or social activity



#### Winding Down (evening)

- Dinner preparation
- Leisurely bedtime routine
- Evening house check

***Services shown in our Care Planner are only a sample of what's available – contact us for more information.***

## Our Family-Connect-Programme

### Keeping You in Touch

We know how important it is for you to know that your loved one is well. With our unique **Family-Connect-Programme**, any designated family member can go online to view daily visit updates, accessing real time captured information from anywhere, at anytime. So, you can be sure how your loved one is doing and even share in her special, everyday moments.

For a snapshot of activity and progress, we also provide monthly reports upon request.

### Our Peace of Mind Guarantee

With our care and support services, we deliver peace of mind for the whole family, we guarantee it.



### How it Works

Contact us to set up a *free* consultation and we'll help you in making the best decision, answering any questions. Once set up with an account, benefit from ongoing support from our Care Team:

#### 1. Free Care Consultation

- Q&A

#### 2. Sign Up

- Care plan development
- Account & payment setup

#### 3. Ongoing Support

- Follow up visits
- Care plan review & updates
- Care guide resources
- Referrals to local expertise & organisations