



Comfort Keepers Manassas
9720 Capital Court
Suite 100, Rm 2
Manassas, VA 20110

Dear Valued Client,

January 21, 2020

The team here at Comfort Keepers Manassas hopes you are well and that you and your loved ones are thriving! We are committed to our mission to ***Enhancing the Human Spirit*** and providing all our clients with the high quality of care that they deserve and expect; and we look forward to a long and healthy relationship with you.

Comfort Keepers is a global company owned by SODEXO with over 700 offices in the United States as well as offices in Asia and Europe. Our Comfort Keepers office is the local footprint right here in the City of Manassas! We provide care as far south as Woodbridge and Dale City as well as Gainesville, Hay Market and as far north as Middleburg and all areas in between.

We understand that providing a caregiver for the loved one in your home is an important decision and we would like to highlight what makes us different. We are Veteran Owned and Veteran led and place a premium on providing care to Veterans and their spouses.

Industry-Leading Standards

- Partnered with the Kaiser Permanente Affinity Program
- Licensed by the Virginia Department of Health
- Bonded and Professionally Insured
- Fully Automated and Digitized Processes
- HIPPA Compliant Operations

Provide excellence in service delivery

- Contracted to provide care for the Area Agency on Aging throughout the County
- 2019 **Employer of Choice** Awarded by Home Care Pulse independent survey organization
- 2019 Operational Excellence Award for In Home Care

Part of a large, established nation-wide organization

- Each office is independently owned and operated. We are **Veteran** owned
- Strong industry leader behind everything that is done- *Sodexo Brand*

Outstanding quality of our professional Comfort Keepers®

- Extremely selective. All caregivers are W2 employees
- Thoroughly screened- Virginia State background check AND **monthly** General Information Services background check at the county, state and federal level to include a Motor Vehicle Record check



Everyone is well-trained and supervised

- Certified Nurse Assistants (CNAs) licensed by the Virginia Department of Health
 - In addition to 8 weeks of Certified Nurse Assistants training our caregivers receive an additional 12 hours of training which includes Dementia skills training
- On-going home visits with both you and the client to include care coordination
- Personal attention to acclimate you and the caregiver during your first in-home visit

Our goal is to focus on **Enhancing the Human Spirit** and we do that with our Interactive approach to caregiving. This approach places a special emphasis on **Senior Nutrition, Senior Mind, Senior Body and Senior Safety**. From our Gerontologist, to our nurses, office staff and caregivers this is our approach every time we are in the home caring for a loved one.



We would also like to remind you that our web site www.CKManassas.com is a useful source of information with tips for senior care and explanations of the services we provide. We also have a Blog on the site with useful information and we can be found on Facebook at: www.Facebook.com/ComfortKeepersManassas/.

As always, please don't hesitate to contact us if you have any questions or concerns.

Kind Regards,

Anthony J. Fiore

Anthony J. Fiore
Owner
703-686-4820
www.CKManassas.com



2020 REGENCY COOP RATE CARD

Comfort Keepers established rates are listed below. This hourly rate does not include holidays. If services are needed on the holidays, the rate is double the amount shown below. An additional mileage charge of \$.65 per mile will be added for all transportation and errand services that use the Comfort Keepers' car. These rates are based on care for a single person. If care is required for more than one person in the household, a care surcharge of \$10.00 per person per hour may be applied.

Service	Rate
Personal Care <ul style="list-style-type: none"> • Bathing, grooming, hygiene • Toileting, incontinence care • Mobility assistance • Transferring and positioning • Feeding and special diet • Dementia, Hospice, Respite, and 24hr care <hr style="border-top: 1px dashed black;"/> Homemaker/Companion Care <ul style="list-style-type: none"> • Companionship • Recreational activities • Meal preparation • Light housekeeping • Laundry • Grocery shopping • Errand services • Incidental transportation • Organization of incoming mail • Medication reminders 	<p>REGENCY RATE: \$26/HR Normal Rate: \$28/hour (plus mileage for incidental transportation \$.65/mile if use Comfort Keeper's car)</p> <p>Minimum of five(5) hours 2X/Week (10 hrs) 1 Hr shifts: \$60/hr 2-3 Hr Shifts: \$49/hr</p> <p>Weekend Only: \$30/hr REGENCY RATE: \$28/HR</p> <p>Personal Care includes all Companion Care services. This list is not intended to be a complete list of services.</p> <p>5% Veterans Discount to applicable families</p>
Transportation only	\$60 (includes 2 hours) plus \$.65 per mile (if use of Comfort Keeper's car) \$28/hr for additional hours
24/7 Live in care	Rates available upon request
Same Day or Evening/Weekend start of care administration fee	\$200 (one- time fee)
Administrative Fee*	\$150.00

- ❑ **Holidays** are billed at **double** the rate (New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Day)
- ❑ If same caregiver is requested to work more than 40 hours in one week, **client will be charged time and half for any hours over 40.**
- ❑ Invoices due upon receipt
 - ACH payments will receive a 2.5% discount per invoice
 - Credit Card payments will incur a 3% surcharge
- ❑ Services will not begin before 8 AM

□ *For cancellation and reduction of services, see Informed Consent.*

□ **Administrative Fee**

- ***The Administrative Fee is a one-time non-refundable fee that includes all RN visits to include the Assessment and subsequent Plan of Care updates and Supervisory visits.***
 - ***The Administrative Fee is applicable for all services regardless of duration. (i.e., one day or less than 2 weeks, for example).***
 - ***If a client completes all paperwork and completes the Assessment, the Administrative Fee is not refundable.***
 - ***If an Assessment is done after business hours (8-5 PM) or on a weekend an additional fee of \$50 will be charged.***
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