



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

Dear Valued Client,

January 22, 2021

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 of ***Enhancing the Human Spirit*** and providing all our clients with the high quality of care that they expect and deserve.

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 are Women and Veteran Owned and Veteran led and place a premium on providing care to Veterans and their spouses.

We understand that providing a caregiver for you or the loved one in your home is an important decision, especially during the Covid Pandemic, and we would like to highlight what makes us different.

**COVID Response** – Our Covid response is an integral part of our 24/7 operations and we diligently follow all CDC guidelines:

- We adopted automatic caregiver and client Covid screening questions with our ClearCare App prior to each shift to ensure each shift is safe to conduct.
- We immediately instituted new safety protocols- mandating gloves, masks and disinfectant required for each shift.
- With digital operations we have adopted a Hybrid Telemedicine approach allowing us to onboard clients with DocuSign and RN directed phone conversations. Though our RN does conduct a home visit to verify the Plan of Care, this approach significantly reduces exposures to clients and families.
- We instituted office and common area cleaning procedures, both morning and evening, with hospital grade disinfectant to minimize exposure to office administrative staff.
- We have a significant inventory of PPE and identified sources to help us maintain supplies.
- We conducted PPE Care Package drop-offs throughout the County so caregivers who couldn't resupply their PPE at the office had an opportunity maintain sufficient stocks.
- We have adopted in full the Virginia State requirement for Emergency Temporary Standard Infectious Disease Prevention SOPS (16VAC25-220).
- With the mindset of preventative care to keep our workforce as healthy as possible and to minimize exposure to our clients we offer our entire staff free flu shots.



### Industry-Leading Standards

- Partners with 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

- 2020 **Employer of Choice** Awarded by Home Care Pulse independent survey organization
- 2020 Operational Excellence Award for In Home Care

### Part of a large, established nation-wide organization

- Each office is independently owned and operated. We are Woman and 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 Statement background check AND Checkr background check at the county, state and federal level to include a Motor Vehicle Record check.

### Everyone is well-trained and supervised

- Certified Nurse Assistances (CNAs) licensed by the **Virginia Department of Health**
  - In additional to 8 weeks of Certified Nurse Assistants training our caregivers receive an additional 12 hours of training which includes Dementia Skills training
- On-going Licensed RN 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 licensed 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](http://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/](http://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



Comfort  
Keepers.

Elevating the Human Spirit™

## 2021 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
<b>Personal Care</b> <ul style="list-style-type: none"> <li>Bathing, grooming, hygiene</li> <li>Toileting, incontinence care</li> <li>Mobility assistance</li> <li>Transferring and positioning</li> <li>Feeding and special diet</li> <li>Dementia, Hospice, Respite, and 24hr care</li> </ul>	<b>REGENCY RATE: \$27/HR</b> Normal Rate: \$29/hour (plus mileage for incidental transportation \$.65/mile if use Comfort Keeper's car)  <b>Minimum of five (5) hours 2X/Week (10 hrs)</b> 1 Hr shifts: \$60/hr 2-3 Hr Shifts: \$49/hr  Weekend Only: \$30/hr <b>REGENCY RATE: \$28/HR</b>
<b>Homemaker/Companion Care</b> <ul style="list-style-type: none"> <li>Companionship</li> <li>Recreational activities</li> <li>Meal preparation</li> <li>Light housekeeping</li> <li>Laundry</li> <li>Grocery shopping</li> <li>Errand services</li> <li>Incidental transportation</li> <li>Organization of incoming mail</li> <li>Medication reminders</li> </ul>	Personal Care includes all Companion Care services. This list is not intended to be a complete list of services. 5% Veterans Discount to applicable families
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 (Federal Holiday)
- 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

9720 Capital Court, Suite 100 Room 2, Manassas, VA 20110

Bus: (703) 686-4803 | Client (703-686-4820) | Fax: (703) 686-4854 | [www.CKManassas.com](http://www.CKManassas.com)



- For cancellation 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) or on a weekend an additional fee of \$50 will be charged.**