



**Comfort  
Keepers.**

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February 24, 2011

General Law Committee

RE: Bill # 911, AN ACT CONCERNING HOMEMAKER SERVICES AND HOMEMAKER-COMPANION AGENCIES.

Dear Senator Doyle and Distinguished Members of the General Law Committee:

Thank you the opportunity to discuss bill # 911 .

My name is Nicholas Miller, the owner of a Comfort Keepers franchise in Enfield Connecticut.

As you know, a Registry is one source of home care in our state....They currently do not disclose the realities of employment or the risks they impose on their clients.

First: The potential harm to employees when there is NOT full disclosure is:

- a) no unemployment benefits
- b) no benefits towards social security
- c) no accident insurance

In my second year of business, I talked with one of my staff members who at the time also worked with a registry. She told me she had no idea she was not eligible for unemployment until the one day she went to collect and was told she was ineligible. As we talked further she came to realize that for the 8 years she worked with this registry, nothing had been going into her social security for her retirement. She also realized that if she ever got hurt on the job, her only recourse might be that she'd have to collect from her elderly client.

Secondly: The potential harm to Seniors when there is NOT full disclosure is:

- a) being taken advantage of
- b) risk of losing their homes
- c) risk of losing their life savings

Seniors and their families often have to decide on care all of a sudden often time is short and emotion are high, full disclosure gives them the information they need to make an informed decision. Why risk having a few bads seed mislead these families? I believe most registries are doing business fairly and will agree that disclosure will help protect their reputations as well as their clients and employees.

Best Wishes

Nicholas Miller  
Owner