

## Client Scenarios

### Seniors

**Miss Judy is a vibrant young woman in her 80's** who still lives in her own home and still has the ability to drive. But what has happened to Miss Judy is that her mobility became increasingly compromised due to arthritis. She was no longer able to go up and down stairs and maneuver throughout her 3 level home as she once had. This affected her daily routines. She decided to hire **Task Complete**<sup>SM</sup> to offer her assistance in maneuvering things she can no longer safely handle. We do things for her such as carrying the laundry down to the laundry room, doing laundry, changing bed linens, carrying things up and down the stairs and helping her purge and organize her substantial wardrobe. She loves her appointed "team member" and looks forward to their weekly visits where she can delegate things she can no longer physically do.

**Mildred resides in a local nursing home** and has no family to care for her. She has a legal POA who runs a very busy practice. The situation arose when she needed occasional companionship to check in on her and follow her progression within the personal care facility. Something, the POA couldn't do himself. Now, we schedule weekly visits with her and discuss past times she remembers and spend time with her during activities, watching her laugh and smile. When we realized her clothes needed replacement and her shoes no longer fit, we made arrangements, with permission from her POA, to have her fitted with new shoes from a specialty shoe company. We also asked if we could replenish her wardrobe with some new and better fitting cloths to make her more comfortable. It's these small extra personal touches that make **Task Complete**<sup>SM</sup> a true "personal" concierge service. Enriching the lives of others.

**Myrna was starting to feel limited by her physical abilities.** She knew She needed some help in her house but wasn't ready for traditional home care. What she needed was someone she could rely on when she needed them. Now that she has hired **Task Complete**<sup>SM</sup>, a team member visits Myrna once a week, makes her lunch and goes to the store for her. She loves the visits and the time they spend "chatting". Myrna still feels in control of her but has the assistance she needs.

**Betty is a 97 year old senior living in an independent living facility,** Betty has led a full and independent life. However, over the past few years, Betty has slowly experienced increased difficulty accessing her favorite things such as her special flavored ice cream, a new lamp shade and other incidentals that make her everyday living more comfortable. Sure, the facility where she lives offers outings but it is on their time which is not always convenient for Betty and a simple outing often leaves Betty exhausted.

To make the situation more challenging, all of Betty's children reside at a distance and their mother's slow physical and mental decline had become an overwhelming concern. Betty's family made the decision they needed some help. This is where **Task Complete<sup>SM</sup>** was able to help both Betty and her family.

The caring staff at **Task Complete<sup>SM</sup>** provide weekly companion visits and pick up any incidentals Betty may need (including caring for her hearing aids on a weekly basis to ensure they are working properly). Now her family peace of mind knowing that someone is physically looking in on Betty and reporting back them what is happening with her. It is the next best thing to them being able to be there themselves.

## Families

**Stacey was finding the holiday season stressful** as many of us do. She had too much to do and not enough hours in the day to accomplish it all. She looked to **Task Complete<sup>SM</sup>** to give her the extra assistance she needed. One of Kelly's team members took care of everything for her family with competence, grace and efficiency. They beautifully wrapped a huge pile of Chanukah presents for Stacey's family. Something as simple as that gave Stacey "hours" back in her days to accomplish other important tasks. Stacey said it felt amazing to have your wrapped gifts LOOK as special as it felt when she picked them out for her kids! Priceless!!!"

**Brian is a small business owner and single parent** of two teenagers. He was finding it hard to meet the demands of both work and home. Brian called **Task Complete<sup>SM</sup>** to help him achieve balance and become organized and more efficient. We go grocery shopping for Brian on a weekly basis and bulk shop at BJ's for Brian on a monthly schedule. He finds it very helpful when our team member rotates food in the cabinets, packages meats so they are meal ready, and reminds him when things are running low so they can be added to the shopping list. We also take the family dog to the groomer. Things are running much smoother in the house these days!

## Small Business

**Lori owns a Home Staging business** and last year she was so busy working in the business that she was not working on the business. She was trying, as many of us do, to do it all herself. Along with all other aspects of running her own business, she was also doing her own blogging. As many of you know, this is a time consuming project. This year she decided to fire herself and hire **Task Complete<sup>SM</sup>**. Now we are accountable for the editorial schedule Lori sets to enable her to continue providing valuable information to her community on a regular basis. Just another of the many services provided by **Task Complete<sup>SM</sup>**.

**Michael is a successful entrepreneur and owner of a growing coaching empire**, Michael understands the value of delegating tasks to other people. However, he had been challenged to find the right person to maintain the demands of his home office. That is when he turned to Kelly and **Task Complete<sup>SM</sup>** for services on a retainer, monthly basis. Michael is able to flex the number of hours in his service package based on his needs. Whether he needs his office maintained in a professional and confidential manner or has other personal projects (such as shopping, computer research, in home property management), Michael knows that **Task Complete<sup>SM</sup>** is just a phone call away and he can have all of his needs met in a way that benefits him and his business.

**Denise is an independent business owner** overwhelmed by the ongoing demands of growing her business and successfully managing her time. She reached out to Kelly at **Task Complete<sup>SM</sup>** for advice and consulting on how to successfully manage her time while improving her bottom line. Kelly was able to provide her with assistance on organization, calendar management, time management, and marketing tips. Denise now has an action plan that she can implement and expert advice from a seasoned business owner that has empowered and energized her to go out and make her business a success.

## Organization

**Dave is a sole entrepreneur and successful business owner.** He was finding it difficult to stay focused, allowing himself to push important projects to the side. Since calling upon **Task Complete<sup>SM</sup>**, he is staying focused and more things are getting done with each day. Kelly helped Dave prioritize his list of goals for each day and create files to manage the level of importance of these items. She also helped him develop a format for attaining these goals that he was comfortable with and that he felt were attainable. Knowing that Kelly will be there each month to review goals and set new ones keeps Dave accountable and organized.

**Nancy and Brian are new parents** and shortly after having their son, they found they did not have enough space in the kitchen for all of their things. Bottles, sip cups and other supplies began to fill the countertops since there was not enough room in the cabinets. They reached out to **Task Complete<sup>SM</sup>** and Kelly was able to organize their kitchen and store or eliminate things they did not use on a regular basis. Now they are actually able to find things when needed and the countertops look un-cluttered and beautiful!

**Cindy and Richard both work** and sadly this past year both of Richard's parents passed away within 8 short months of one another, leaving them with numerous health care bills, household bills, and insurance issues to deal with. Besides the emotional stress, they were overwhelmed with very little spare time to handle these tasks in a timely manner. Needing immediate assistance, they decided to hire Kelly at **Task Complete<sup>SM</sup>**. Kelly weeded through "trash bags" full of mail, bills, and insurance papers and dealt with multiple outstanding issues. **Task Complete<sup>SM</sup>** dealt with the mountain of paperwork and organized the chaos by taking care of the unpaid bills and lengthy phone calls. Cancelling unnecessary utilities and recurring charges and categorizing the large mounds of paperwork into file folders saving Cindy and Richard valuable hours and giving them peace of mind.

*As you can see, we offer a vast variety of services to help our clients and their families. Whether it's having the physical support at home or providing families with resources and peace of mind, we truly care for all our clients.*