

FAQs

What is a Senior Concierge?

Imagine having your own personal assistant to smooth over life's bumps and manage your To Do list. That's a personal concierge! We support you to maintain the lifestyle you are accustomed to. Like a personal assistant, you tell us what you need and we provide the customized services to fit your needs.

Every day concierges support Older Adults living the life they choose. We are here to help you maintain your familiar lifestyle, remain engaged, comfortable, and safe.

How do you work with your client's families?

You are concerned about your loved one's wellbeing. Beyond the technical assistance and support, we can be your eyes and ears. We keep you informed and updated after our visits. We are dedicated to ensuring peace of mind for our seniors and their families, whether the family lives far away or right nearby.

Are you a home health agency or affiliated with a religious organization?

Our focus is on the technical support for Daily Living! We help out with your, or your loved one's, online accounts (setting up or managing) medical and financial portals, password protection, device management, WiFi, Smartphones (Apple and Android), SmartTVs, remote controls, Smarthome safety devices (like Ring doorbells) paper taming and bill paying. We also help people get settled into new homes after downsizing, getting their tech set up, organized, and back up & running - we hang pictures, too!

We are an independent company with knowledge of local resources including health care needs, vendors, agencies, stores, LGBT support, religious connections, among others.

Do you provide referrals to other agencies?

We know the community and many of the resources in our area. If we don't already know exactly the right person, we will research and find what you need – whether it's a home maintenance firm, ride-sharing, mobile pet groomers, or even computer sales and repair experts that go deeper than we do.

Who uses your services?

We serve older adults striving to maintain their independence, most often in their homes or in senior communities. We also serve their families – active people balancing obligations to work, family, travel and more. Whether local or living at a distance, we keep families informed. Since we're in the home, we're often the first line of observing the true state of affairs with friends and loved ones and can provide a status report to those who may live far away. We work only with those who welcome our help and support.

Some people need us weekly, others monthly or seasonally. Our business model allows flexibility and is always customized to your needs.

How do I get started?

It starts with just a conversation, either by phone or in person. You tell us about your unique situation. We design a solution that resolves your greatest needs. When we share the plan with you, together we will revise it to ensure that you get the support you truly need. We review our arrangements regularly and we are always open to adjusting to meet your requirements.

Will I still be in charge?

Yes, 100%. We do as much or as little as you choose. We understand how hard it can be to turn over responsibilities you've held to someone new. We aim to do it just the way you would do it yourself, just the way you like it. If you can communicate what you want and like, we will strive to make it happen.

I've always been able to manage everything myself. How do I do this?

Congratulations! You've prioritized maintaining your lifestyle over doing it all on your own. We're not taking over! We do only those things you want to relinquish. We honor your desire and ability to keep doing all the things you choose to. I

What about confidentiality?

We sign a confidentiality agreement so you can be confident that personal and/or proprietary information is kept entirely confidential. We understand that you need to feel trust in the person who sees your finances, knows your doctors, medical conditions, and sets up, or helps organize your password maintenance solutions. And we will never divulge that you are our client without your express permission.

How much do concierge services cost?

Arrangements can be made depending on your needs and interests. To start, we have a one-hour minimum, and then bill in 15-minute increments after that. Call 520-399-8746 or email Karen@familyfriendconcierge.com to start a discussion about solutions that can work for you.

Do you bill?

If Family Friend Concierge, LLC is hired by a family member not in the local area, services can be billed upon completion of services and can be paid by check or credit card. Often our clients pay upon completion of services by check or cash. You, as the client, or family members make the decision as to which you prefer. You don't worry about worker's comp or taxes or insurance. We act as an independent contractor. If you think our services might be tax-deductible, you should seek the advice of the appropriate professional for guidance.

What forms of payment do you take?

Right now, we accept cash, Venmo and Zelle, but prefer checks made out to Family Friend Concierge, LLC. We accept credit cards through our accounting software if you choose to be billed. There is a small additional surcharge processing fee for using Venmo and credit cards

What if I don't live nearby?

Currently, we cover Green Valley, La Posada, Quail Creek, and Sahuarita. As Family Friend Concierge grows, we plan to serve more of southern Arizona. If you live at a distance but your loved one who needs assistance is here, we can quickly and easily make arrangements that take all parties' interests into consideration.

OK. Now I'm ready. What do I do first?

Two easy ways to get started:

1. Call us at 520-399-8746. If we don't answer, we'll do our best to get back to you within 24 hours
2. Email us at Karen@FamilyFriendConcierge.com

RESOURCES:

If you need help outside the scope of Family Friend Concierge, LLC, we have dozens of contacts in the local area who provide multiple services who we can connect you with.

Here are a few free, volunteer-based or county or municipality-provided services:

[Pima Council on Aging](#)

[Arizona - Pima County Public Fiduciary](#)

[Valley Assistance Services \(Green Valley\)](#)

[Friends In Deed \(Green Valley\)](#)

We know seniors can be very trusting, and may need some guidance about how to organize and secure their online presence and activities. We also know that family and friends are protective of their loved ones and want to make sure that who they're working with is as concerned about their safety as they are. We are!

This link to the [Consumer Financial Protection Bureau](#) provides multiple resources and covers common scams, red flags to look out for and provides step by step instructions on how to protect yourself or a relative.

Contact us:

We offer complimentary consultations to help us understand your or your loved one's unique needs and customize a solution. Call 520-399-8746 or email

Karen@FamilyFriendConcierge.com

With a one-hour minimum, no job is too small and we can often respond within a day.

Monday - Friday: 9am - 5pm