You have chosen to remain at home with the support of the industry’s most qualified caregivers.

Our mission at Home Care Assistance is to change the way the world ages.

We work closely with family members to provide older adults with quality care that enables them to live healthier, more independent lives at home. Our services are distinguished by the caliber of our caregivers, the responsiveness of our staff and our expertise in Live-In care. We embrace a positive, balanced approach to aging centered on the evolving needs of older adults.

This booklet is designed to be a resource for you and your family as you adjust to having a caregiver in the home. It provides a more in-depth understanding of how our care team works with clients to help them live safely and comfortably in the place they most want to be – home.
How to work effectively with your care team

We provide non-medical in-home care services that will help you or a loved one stay and thrive at home. Clients choose from a group of experienced, thoroughly trained caregivers who are supervised by a team of care and staffing managers. The care management team is available 24/7 to address clients’ concerns and needs; client satisfaction is our number one priority.

Tasks meant for your caregiver

Home care services include but are not limited to:

- Cooking and light housekeeping
- Laundry and changing of bed linens
- Grocery shopping and errands
- Companionship and range of motion exercises
- Bathing, dressing and grooming assistance
- Transportation to doctors’ appointments, errands and activities
- Assisting with walking and transferring from bed to wheelchair
- Status reporting to family
- Medication reminders

In addition to spending time helping clients with basic needs such as transferring or bathing, caregivers are just as likely to help a client in the garden or play a game of cards—activities that keep the client active and mentally stimulated. Caregivers can accompany the client outside of the home and can drive a car if needed.

Tasks not meant for your caregiver

We offer a range of caregivers with varying areas of expertise, but because we offer non-medical home care, there are certain tasks that lie outside of our caregivers’ duties. Some examples of tasks caregivers cannot perform include:

- Cleaning ceiling fans
- Washing windows
- Moving furniture
- Mowing lawns
- Trimming trees
- Polishing silver
- Using bleach or harsh chemicals for cleaning
- Scrubbing floors
- Washing cars
- Medical injections
- Administration of medicine
- Wound care
- Nail clipping
- Disposing of hazardous materials
- Getting up on ladders to dust
- Highly involved pet care
- After party/gathering clean up
Beyond Basic Needs

Although caregivers spend most of their time working directly with clients, we have found there are also moments of downtime. During these times, we ask caregivers to perform other helpful tasks such as organizing the refrigerator or folding the laundry.

If the client is interested and able, we encourage caregivers to engage him or her in mentally and physically stimulating activities that align with our *Balanced Care Method™* including games, walks, visits to a local senior center, park or art gallery, and more. Companionship care is essential to the health and well-being of older adults and a perfect way to make use of your time with your caregiver.

How we find the right caregiver for you

**Step 1: In-Person Assessment.** First we conduct an initial assessment with one of our care managers who will oversee your care plan. The care manager will not only ask specific questions about your care needs, addressing any conditions, mobility issues as well as your ideal schedule, but he or she will also gather personal information to help promote optimal well-being including meal preferences, favorite activities and general personality traits.

Lastly, the care manager evaluates the state of the home to ensure that the caregiver is aware of any potential safety hazards.

**Step 2: Caregiver Recommendation.**
Your care manager will share this information with the staffing manager and together they will select caregivers best suited to your needs and preferences. Because we believe in creating long-term, meaningful relationships, we can adjust the caregivers provided if your needs or interests change.

**Step 3: Ensuring Quality Care Over Time.**
Once you choose the caregiver you feel is right for you, the staffing manager will work to schedule that caregiver to all of your shifts, ensuring familiarity and consistency. However, it is important to note that scheduling the same caregiver for all requested shifts can be difficult if shifts are sporadic or unpredictable.

Caregivers are employees of Home Care Assistance

We require that all our caregiving staff are W-2 employees. We take care of their social security, taxes and cover their workers’ compensation. As a responsible organization, we also bond and insure all our employees. We are happy to give you a copy of our certificates of insurance as proof of the various coverage plans we have.
Quality Assurance

Regular Quality Assurance Visits
Home Care Assistance makes sure our caregivers provide the highest level of care by conducting regular quality assurance visits. We understand that consistent interaction with our clients is essential to recognizing their unique needs, customizing their care plans, and optimizing caregiver compatibility over time. We communicate openly with clients and their families to ensure everyone is 100% satisfied.

Home Care Assistance Listens
Our goal is to provide our clients with the highest quality services. To assist us in meeting this goal, we encourage you to call 866-454-8346 to talk with a member of our care team at any time. We also choose clients randomly to participate in our ongoing satisfaction surveys. While you do not have to participate, we value your input and encourage you to share your opinions and ideas.

Live-In versus Hourly Care

At Home Care Assistance, we tailor our services to meet each client’s unique needs. There are no contracts or obligations, and the schedule is up to you. You may change your care plan at any time as long as you provide 24 hour notice to a care manager or staffing manager.

Live-In Care: Live-in care provides older adults with full-time, around the clock care. Clients and their families can have peace of mind knowing that reliable caregivers are consistently monitoring safety, attending to any immediate or daily needs and providing companionship. Should you decide to use our live-in care service, you must provide the following for caregivers: meals, storage space for personal belongings, and a bed outside of the client’s room. Live-in caregivers will not leave the premises during their 24 hour shift, but do require eight hours of sleep at night and a reasonable amount of free time during the day for meals and personal care.

Hourly Care: Hourly home care allows clients to use our caregivers on a short-term or as-needed basis. By helping with daily activities, our caregivers enable clients to maintain their normal routines and promote overall independence. Hourly care can also provide respite for family caregivers that need some time off. We require a minimum amount of hours each visit and week.

Your Premier Care Team

Client Care Managers
oversee clients’ care plans, ensuring the highest standard of professionalism from all members of the care team. Care managers work directly with families to make sure clients are happy over the course of our service. They are also in charge of training and managing caregivers.

Staffing Managers are responsible for scheduling, training, recruiting and expertly matching caregivers with clients. They work with client care managers to help manage all aspects of staffing, supervising and coordinating client care.

Client care managers and staffing managers are available 24/7.

Caregivers are expertly matched to each client’s needs and personal preferences. All our caregivers are highly experienced, thoroughly trained and personally committed to their clients.
Home Care Assistance University

We developed the Home Care Assistance University online training portal to give our caregivers the opportunity to continue enhancing their client care skills. Our e-learning platform is unparalleled in the industry and provides state-of-the-art education on topics including dementia care, healthy nutrition, mobility support, and more. Our curriculum is constantly changing to reflect the best practices and cutting-edge research in aging and longevity. Most importantly, the University reminds our employees about the Home Care Assistance vision of healthy mind, body, and spirit for our clients.

Logistics for Care

Your care management team will handle all the details of overseeing and scheduling caregivers but there are a few logistics you should be aware of to ensure a seamless care experience.

Clocking In and Out
Caregivers will need access to your home phone line to clock in and out at the beginning and end of each shift. This is how we keep track of the precise number of hours each caregiver works and also how we ensure that they are arriving on time.

Payment
Clients can expect to receive invoices on a weekly or bi-weekly basis following care. We require that clients remit payment upon receipt of invoice. In addition to private pay, we also accept long-term care insurance. We are happy to assist with paperwork submission, collection of care notes and submission of records of service so that you, our client, are reimbursed by the long-term care insurance company in a timely fashion.

Scheduling
Our scheduling team strives to deliver services as quickly as needed. However, there may be situations where this is not possible. For example, a caregiver may suddenly fall ill, be late due to traffic, or unable to come at all due to severe weather conditions. When a disruption in service is anticipated, the care team will notify you as soon as possible. We will work diligently to replace your caregiver with another for that specific shift.

Changing Caregivers
Our goal is to provide a caregiver who matches the needs and preferences of each client. If at any time a client wishes to try
another caregiver, he or she is encouraged
to notify his or her staffing manager who
will work to assign a better fit. Home Care
Assistance offers an extensive roster of
caregivers with experience, skills and
personalities from which to choose.

Contact us with Questions
Should you have any further questions
about care for yourself or a loved one,
you can always contact your client care
manager or staffing manager. Remember,
your care team is on call to address your
needs 24 hours a day, 7 days a week.
Enjoy the peace of mind that comes with
knowing your needs will always be taken
care of by our comprehensive care team
members.

Frequently Asked Questions

Is a personalized care plan developed
during the assessment?
Yes. We understand that no care situation
is ever the same and pride ourselves
on tailoring our care plans to each
unique client. We make this care plan
accessible to those involved in care
management and update it as needed
during our quality assurance visits and
based on caregiver feedback. Care
notes are kept and monitored to make
sure care plans are being followed.

Does Home Care Assistance
accommodate a full range of home
care needs – from light duty
companionship care to heavy care,
including end-of-life care?
Yes. Home Care Assistance is a full-
service, all-inclusive agency that can
address the wide spectrum of care
needs from those requiring light duty
companionship care to those who need
hospice or end-of-life care. We service
clients who may only need a few hours/
days per week, to those who are
completely bedbound and may need
around the clock care. Often we start
services when care is only needed a few
times a week and increase services as
needs change.

Does Home Care Assistance have
nurses or CNAs on staff?
We employ care professionals from a
variety of backgrounds so our roster
includes nurses, CNAs, and caregivers
with various training and certifications.
However, because we are a non-medical
agency, we do not offer nursing or
medical advice. We have many partners
in the community and can recommend
home health and hospice companies
that provide skilled nursing care should
that be necessary.

What types of background checks are
conducted?
Home Care Assistance is extremely
thorough when it comes to checking the
history and experience of our caregivers.
We require that every caregiver undergoes
a background check, which reviews the
caregiver’s entire history and alerts our
company of any criminal acts even after
the date the background check is
performed. Additionally, we complete
reference checks, conduct a proprietary
psychological evaluation and perform
in-person interviews for all candidates.

Does Home Care Assistance arrange
regular conversations with the family
about the client’s case?
Our client care managers are happy to
speak with any family members about
a client’s care. These updates can be
set as regular meetings, emails or just
impromptu conversations.
Bringing you the best in professional in-home care

Live-In Experts
We specialize in around the clock care to help seniors live well at home.

Available 24/7
Care managers are on call for clients and their families, even during nights and weekends.

High Caliber Caregivers
We hire only 1 in 25 applicants and provide ongoing training and supervision.

Balanced Care
Our unique approach to care promotes healthy mind, body and spirit.

No Long Term Contracts
Use our services only as long as you’re 100% satisfied.

A Trusted Partner
We’re honored to be Preferred Providers for professionals in both the medical and senior communities.

Peace of Mind
Independent industry surveys place our client satisfaction rate at 97%.

1-866-454-8346
www.HomeCareAssistance.com