

WELCOME *to* *Home Care Assistance*



CHAMPIONS OF AGING WELL

You have chosen to live well at home with the **support** of the industry's most **qualified caregivers**.

We offer concierge-level care to help seniors 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 home 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 ensure they live safely and comfortably in the place they prefer - **home**.



Our Care Team works with you

Home Care Assistance is a leading provider of non-medical in-home care services designed to help seniors thrive at home. A Care Team comprised of staffing, operations and client care managers will work closely with you and your family members to choose a caregiver best suited to your needs, interests and preferences. The team is available 24/7 to address any client or family members' needs or concerns; 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
- Assistance with walking and transferring from a bed to wheelchair
- Status reporting to family
- Medication reminders

In addition to assistance with personal care and basic needs, Home Care Assistance caregivers are just as likely to help clients in the garden or play a game of cards - activities that keep clients mentally stimulated and active. Caregivers can also accompany clients outside of the home and drive a car if needed.

Tasks not meant for your caregiver

Our caregivers have varying areas of expertise, but because we offer non-medical care, there are certain tasks that lie outside of their 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
- Post-party or 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 laundry.

If clients are interested and able, we encourage caregivers to engage them in activities that align with our **Balanced Care Method™** such as games, nature walks, or visits to a local senior center, park or art gallery. We also train caregivers in our proprietary **Cognitive Therapeutics Method™**, a one-on-one lifestyle program designed to keep aging minds sharp. We encourage our clients to practice positive lifestyle habits shown to improve long-term brain health, including nutrition, cognitively stimulating activities, socialization and more.

Caregivers are Employees of Home Care Assistance

We take care of our caregivers' employment insurance, taxes and workers' compensation. As a responsible organization, we also bond and insure our employees. We are happy to give you a copy of our certificates of insurance as proof of the various coverage plans we provide for our caregivers.

How We Find the Right Caregiver for You

Step 1: In-Person Assessment. The client care manager who will be overseeing your care plan will conduct an initial assessment. During this meeting, he or she will not only ask specific questions about your care needs, addressing any conditions, mobility issues and your ideal schedule, but will also gather personal details to further promote overall wellbeing including meal preferences, hobbies and favorite activities, and general personality traits. Lastly, the client care manager evaluates the state of the home to ensure that the caregiver is aware of any potential safety hazards.

Step 2: Ensuring Quality Care Over Time. To ensure your caregiver provides the highest quality care, the client care manager will conduct 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. Because we believe in creating long-term, meaningful relationships, we can adjust the caregiver provided if your needs or interests change.

Step 3: Caregiver Recommendation. Your client care manager will share the information gathered from the assessment with the employee care manager and together they will select a caregiver best suited to your

needs and preferences. The employee care manager will then work to schedule the ideal caregiver to all of your shifts, ensuring familiarity and consistency. It is important to note that scheduling the same caregiver for all requested shifts can be difficult if time slots are sporadic.

Home Care Assistance Listens

Our goal is to provide our clients with the highest quality services. To make sure you experience top-notch care, we invite you to communicate openly with members of the Care Team at any time. We also select clients at random to participate in ongoing satisfaction surveys. While you do not have to participate, we value your input and encourage you to share your opinions and ideas.

Comprehensive Hourly Care Options

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 the office team.

24 Hour Care: We are 24/7 care specialists, providing older adults with full-time, around-the-clock care. Clients and their families can enjoy peace of mind knowing that a reliable and consistent team of caregivers and care managers are constantly monitoring safety, attending to any immediate needs – day and night – while also providing the companionship and support essential for successful aging in place.

With continuous, all-inclusive care in the home, you can expect our care team to work alongside home health care, hospice care, and other healthcare professionals to ensure optimal well-being for our clients. Our team can help families secure the ideal care and support structure that will best align with the needs of each client.

Hourly Care: If our comprehensive, around-the-clock care is not needed, our hourly care allows clients to create a schedule that best fits their needs and lifestyle. By helping with daily activities, our caregivers enable clients to maintain their normal routines and promote overall independence. Customized hourly care can also provide respite for family caregivers that need some time off. Ongoing daily, nightly, or weekend care options are available.

Your Premier Care Team

Client Care Managers

oversee clients' care plans, ensuring the highest standard of professionalism from all members of the Care Team. They work directly with families to make sure clients are happy over the course of our service.

Staffing and Operations

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

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

Caregivers are expertly matched to each client's needs and personal preferences. 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 top-notch education on topics including caring for those with a neurocognitive disorder, healthy diet, mobility support, and more. Our curriculum is systematically updated to reflect best practices and cutting-edge research in aging and longevity. Our University is yet another reason why thousands of families, and health and senior care professionals trust Home Care Assistance to provide top tier care.

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 be late due to traffic, suddenly fall ill or be 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, highly qualified person 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 a member of the Care Team who can work to assign a better fit. Home Care Assistance has an extensive roster of caregivers with a variety of experience levels, skills and personality traits.

Contact us with Questions

Should you have any additional questions about care for yourself or a loved one, please reach out to your client care manager or employee care manager. Remember, our 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.

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 individual 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 skilled 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 as well as those who are completely bedbound and require around-the-clock care. We often start

services when assistance is only needed a few times per week and increase care as these needs evolve.

Does Home Care Assistance have nurses or CNAs on staff?

We employ care professionals from a variety of backgrounds and 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 caregivers to undergo background checks, which review their entire histories and alert 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 to assess suitability for the caregiving profession and perform in-person interviews for 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 family members about a client's care. These updates can be set as regular meetings, emails or impromptu conversations.

About

Home Care Assistance

At Home Care Assistance, we provide customized care to older adults so they can live happier, healthier lives at home. We champion the needs of seniors with a positive, empowering approach to aging that celebrates independence, dignity and quality of life. Our caregivers receive exceptional training, support and resources to deliver an unmatched care experience.

High Quality Care

We go above and beyond to deliver concierge-level care for clients who want, and expect, the very best for their aging loved ones.

Committed to Our Clients

We believe the best way to deliver exceptional care is to focus on building long-term, trusting relationships between caregivers, seniors and their families.

Elevated Quality of Life

Our Balanced Care Method™ emphasizes healthy mind, body and spirit. We believe that with the proper care, we can help older family members live happier, healthier and more fulfilled lives.

Trusted Care Expertise

We are experts in all aspects of home care, from family dynamics to nutrition, around-the-clock care to dementia. And we train our caregivers accordingly.

Total Peace of Mind

We understand the trust you place in us, and do everything possible to ensure that the home care experience is worry-free for all concerned.

Connected in the Community

We are the trusted partner of reputable care professionals in the communities we serve. We pride ourselves on connecting our clients to the care solutions they need - even if it's outside our service offerings.



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