



There are many new in-home care agencies popping up all over the US due to the fact that our senior population is large, and growing larger every year due to the fact that they are living longer! But the years bring with them ailments that will sometimes make it harder for our seniors to live independently within their homes. That's where we come in.

### ***Why Choose Us?***

**The excellence of a service agency is only as valuable as the people who make up the company.** Older companies who have been around forever seem to lose the "personal touch" as they grow too large to remember the goals they had when they first started in this industry. Our company has not lost sight of the fact that we deal with people who are worried about parents and frustrated with inept companies who don't follow through with their promises to clients. We promote "family values," just as if it were our own families who require our services. We are NOT a franchise and are able to make our own decisions about our company.

### ***We Answer the Tough Questions and Offer Solutions***

**Does my parent have to go to a nursing home to get rehabilitation after a stay in a hospital?** Not always. If your parent has Medicare, a call to his or her doctor can help your mom or dad get skilled nursing visits at home, and most rehabilitation services will come into your home. Our caregivers cannot perform hands on medical treatments or rehabilitation services, but they can offer much needed companionship, light housekeeping, meal preparation, and activities to keep your parent as comfortable and happy as possible in their home. However, sometimes the type of rehabilitation required by the doctors cannot take place within the home. This is something you would need to question the doctor about, and listen to his answers carefully. If you or your parent needs rehabilitation at a facility, our caregivers will be ready to care for you when you return home. If you wish, you can request for a caregiver to be present to help out during your stay at the facility.

**I feel strange having a person in my home who is not part of my family. How do I know if a caregiver will fit comfortably into my parent's home?** As Owner/Administrator of Caregivers Today, I have experienced this same situation myself. After hiring and firing a few agencies for sending 4-5 unfamiliar companions into my mom's home, I hired caregivers who now work for this company to care for my mom. At Caregivers Today, our Case Manager completes the initial assessment in your home. At this assessment, she develops a plan of care for you or your parent and finds out your likes/dislikes, any disabilities and infirmities, any personal history you'd like to share so we can get to know you better, and the hours you want a caregiver/companion to be at your home. Back at the office, we decide on a caregiver(s) best suited to your needs. If you are requiring only a few hours a day, we choose a caregiver best suited to you or your loved one who needs care. If you need 12 to 24 hour care, clients are able to meet the caregiver/companion(s) we have chosen to see if you feel they are a good fit for you. We do our best to adapt to all situations and to comply with your wishes.

**Why do so many different caregivers show up at my parents home? We have never even met them before!**

Many agencies promise to send only one or two people into a client's home, and you then notice that three or four caregivers are showing up on your doorstep--they are unfamiliar with your parent's needs and the tasks they are supposed to accomplish for your loved one or yourself! Our promise to you is that you will have no more than 1 - 3 caregivers and that we will do everything within our power to assure that your caregiver(s) fit into the home as seamlessly as possible. In case of an emergency (a sick caregiver, weather) a new person may have to come to your home, but she will not be alone. First, we will call you to inform you of the change. Our Case Manager will accompany the fill-in caregiver to the home, introduce her to you, and advise her as to you or your parent's likes/dislikes and her duties for that day. Your parent will be familiar with our Case Manager and will feel at ease with the change, and you do not have to explain to the fill-in person what they are supposed to do.

**When I have a problem with a caregiver or would like to change something about the service, I am not able to get hold of someone to answer my questions. Is the agency ignoring or evading my calls?**

Unfortunately, it is very possible that you are being put off for many reasons. If you have a problem with a caregiver, we want to be told and do not avoid your calls. In fact, you will be sent each month a form to fill out if you wish as to your satisfaction with the caregiver/companion and any changes you'd like made. We do our best to make the changes you request. If you have an immediate concern, we **want** to know so we can help remedy the problem.



**Why shouldn't I put an ad in the paper and hire a private-duty person instead of an agency?** You do have that option. However, you won't have the safeguards that you will get with our agency. Our caregivers/companions have proven experience. For your safety and the safety of this company, our employees are bonded, insured and must agree to a thorough background screening. They are trained in hands-on care and in various infirmities experienced by our aging population. When we discover at the assessment a disability or illness that you or your loved one has, that caregiver is trained in ways to make your life more comfortable. One more thing--when you hire a person on your own, you must keep in mind that she/he will get sick, will call off, and will want time off. Will you have someone to fill in on a moment's notice? We have staff who are willing to fill in when they are needed.

**In-home care is expensive, isn't it?** You or your aging parent may not qualify for Medicaid because you have money or assets. Unless you have long term care insurance, which is expensive, you will have to pay for care. Find out about reverse mortgages--they may not be as scary as you think. Our rates are competitive and appropriate in this neck of the woods, and we can work out a plan of hours to fit your budget. Knowing that you or your aging loved one is getting the best care possible is "value." Why not get it at home and have peace of mind?

***As we fit caregivers/companions to your needs, keep in mind that we don't hire an employee that we wouldn't trust with our own families.--Deb Brandmeyer, Owner***