

The people you serve  
deserve people you trust.



 **Right  
at  
Home®**  
In Home Care & Assistance



# THE PEOPLE YOU SERVE DESERVE PEOPLE YOU TRUST

WHEN YOU RECOMMEND A HOME CARE PROVIDER, THERE ARE MANY THINGS THAT YOUR CLIENTS TAKE INTO CONSIDERATION, INCLUDING:

1. YOUR REFERRAL
2. THE CLIENTS' KNOWLEDGE OF HOME CARE
3. THE CLIENTS' EXPERIENCE WITH A HOME CARE COMPANY

Nothing is more important to your clients than the trust they place in your recommendation of a home care provider, but it's hard for your clients to properly consider that recommendation if they're unaware of home care or Right at Home. That's why we wrote this. We want you to know what we can do for your clients to make them comfortable with your recommendation and why you should be comfortable with referring them to Right at Home in the first place.

We hope this answers any questions you may have about Right at Home. If you have other questions, please don't hesitate to contact our office.

## THE RIGHT AT HOME STORY

Right at Home was one of the first companies to enter into senior care and is a leader in the in-home care industry. We help care for people who need some assistance to maintain their independence no matter where they call home.

Our company provides trained, bonded and insured caregivers to families with seniors or disabled adults. We offer a variety of services that are customized to each family's needs.

Right at Home, Inc., was established in 1995 and now has more than 200 franchised offices in the U.S., the United Kingdom and Brazil. These offices are locally owned and operated and serve thousands of clients just like yours.

# Your Referral

## The Most Important Piece of Your Clients' Peace of Mind

Nothing is more important to your clients than your referral of a home care provider. This is a huge decision. They look to you as an objective third party that has their best interests in mind. Your recommendations are taken seriously, because you're a trusted adviser.

We get it. We understand that your reputation is largely based on the quality of your advice. That's why we do everything we reasonably can to make sure that we live up to the expectations of you and your clients.

To ensure your trust, we make promises to you and your clients. And we fulfill those promises through a rigorous selection process when it comes to who works for Right at Home.

### Our Promises to You

**We are responsive.** Your clients can contact us at any time. We are available 24 hours a day, seven days a week, 365 days a year. Your clients are our clients. We both want the best for them at all times.

**We are selective.** We carefully choose caregivers, and then we put the right caregivers with the right clients through a matching process. Once caregivers and clients are matched, we monitor and supervise the caregivers to make sure the clients' needs are being met.

**We are flexible.** If a family is unsatisfied with a particular caregiver, all it takes is a phone call. We can match another caregiver to a client at any time.

**We are protected.** We carry the necessary liability coverage so that all of our clients and their families are protected. We're bonded and insured. And we cover all employer-related expenses, including the security of workers' compensation.

### Our Promises to Your Clients

When it comes to the care of your clients, you have high expectations. And we have high expectations of ourselves. We do everything we can to live our mission for our clients and to fulfill our promises to them:

**We treat your clients like our neighbors,** because they are.

**We listen,** because your experience and input help us make it simpler for thousands of families – including those of your clients.

**We strive to provide the best experience possible,** because your clients expect nothing less.

**We make doing business with us easy,** because your clients have more important things to worry about.

### Our Mission:

To improve the quality of life for those we serve.



## Our Caregivers

Our caregivers want more than a job. They want to make a difference in the lives of those in their care. Our job is to give caregivers the direction and tools they need to fulfill their personal mission of service, as well as our mission of improving the quality of life for those we serve.

### Selection

To help ensure that the people we employ meet our high standards, we have a rigorous selection process. Before caregivers can become employed with Right at Home and begin caring for clients, they go through:

- Reference checks
- Background clearance
- Competency testing
- Personal interviews

### Training and Continuing Education

Once a caregiver meets our strict selection criteria, it's just the beginning. First, all Right at Home caregivers are insured and bonded. Then, each caregiver goes through a comprehensive orientation process that educates them on our policies and procedures.

Our CERT<sup>SM</sup> (Caregiver Education Retention and Training<sup>SM</sup>) program provides ongoing, specialized training that helps to ensure that our caregivers understand the high standards of care expected by Right at Home.

Through Right at Home University – the educational arm of our CERT<sup>SM</sup> Program – caregivers are given training on issues that help them develop as better overall caregivers, as well as deal with very specific situations.

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## Local Owners. National Support.

Right at Home owners don't choose this business just to make a living. We choose it to make a positive impact on the people in our care and in our communities.

We have roots in our communities. We truly care about our local families and the areas in which they live, and we pride ourselves on being dedicated local resources for people who need information and advice. In addition to our dedication, we receive continuous support from Right at Home's national office for business management, caregiver training and implementation of best practices. This combination of local owners and national support provides clients with unmatched commitment and reliability.

# Information About Home Care

## Helping Your Clients Understand How Home Care Can Help

Not everyone is familiar with home care and how it works. If one of your clients doesn't understand the concept, they may be hesitant to accept your recommendation. Some clients may want to do more research on home care and the providers of those services.

We help your clients through the process of research and assessment with simple, effective tools that are all available online at [www.rightathome.net](http://www.rightathome.net).



### Adult Caregiving Guide

This is Right at Home's most comprehensive tool on the effects of aging and how families can cope with it. The guide walks the reader through the three steps of dealing with the possible detrimental effects of aging and the possible solutions:

1. How to determine whether a loved one needs assistance.
2. How to provide care to a loved one with needs.
3. How to get help with caregiving.



### Online Assessment Tool

Our five-minute assessment tool lets a person walk through a series of questions about the physical and cognitive abilities of a loved one, as well as any special care their loved one may need. Once the assessment is complete, results are generated that begin to determine the level of care and the services that might benefit a loved one and his or her family.



### Care Profiles

No two situations are ever alike, but there are often similarities. Right at Home's Care Profiles offer stories of seniors in particular situations and the care that made the most sense for them. These profiles give people a chance to see how Right at Home can make their lives less complicated by connecting them to the lives of families who faced similar challenges.

**Needs Assessment Worksheet for Adult Caregivers**

Use this worksheet to help you and your loved one identify areas of need and areas of concern for your loved one.

ACTIVITIES OF DAILY LIVING (ADLs)		INSTRUMENTAL ACTIVITIES OF DAILY LIVING (IADLs)	
ADLs	Needs	IADLs	Needs
Bathing		Using the telephone	
Dressing		Shopping for groceries	
Grooming		Transportation	
Feeding		Managing finances	
Medication management		Home safety	
Continence		Light housework	
Getting out of chair		Housework	
Walking			

When do the following affect the person's ability to function?

CONDITIONS/FUNCTIONAL STATUS	Needs	Needs
Hearing		Strength
Vision		Change
Balance		Balance/Postural control
Coordination		Arthritis
Thinking		Hypertension
Memory		Heart disease
Decision making		Diabetes
Judgment		Physical deformity
Physical disability		Depression
Balance		

**Home Safety Checklist for Adult Caregivers**

Use this checklist to measure that your loved one's routine is as beneficial as possible and that their home doesn't pose any threat to safety hazards.

**General**

- ☐ Engage someone to check on the individual daily.
- ☐ Schedule vision check.
- ☐ Discuss medications with physician to determine effects on balance.
- ☐ Schedule light emergency routine.

**Bedrooms**

- ☐ No loose carpeting or rugs that do not have a non-slip backing.
- ☐ Traffic away from foot of furniture.
- ☐ Electrical cords and other wires taped against walls.
- ☐ Weight lifting equipment and all light bulbs in working order.
- ☐ Staircases placed on steps or a height that can be reached by the user.

**Bathrooms**

- ☐ Grab bars near the tub, shower and toilet located and installed properly.
- ☐ Non-slip surfaces in the tub or shower.
- ☐ Highlight for when the entering the room.
- ☐ Rug or bathmat with non-slip backing on the floor.
- ☐ Shower/tub bench or seat.

**Bedrooms**

- ☐ Bedside table with non-slip lamp and nightstand.
- ☐ Clear traffic area from bedroom to bathroom.
- ☐ Corner chairs, sturdy chair to sit in dressing.

**Kitchen**

- ☐ Items placed where they can be reached without the use of a stool.
- ☐ Area to be during food preparation.
- ☐ Flooring free of cracks, spots or oil spilled edges.

**Stairs and Inclines**

- ☐ Edge of items.
- ☐ Stairs or ramps to move at top and bottom.
- ☐ No loose carpeting or edges to catch on.
- ☐ Handrails securely attached and at the proper height for user.
- ☐ Power lifting or all items, including switches at top and bottom of stairs.

## Downloadable Checklists

Right at Home offers two checklists that help a family assess a loved one's needs, as well as his or her safety. Our "Needs Assessment Worksheet for Adult Caregivers" lets families assess different aspects of a loved one's daily life and where he or she might need help. Filling out the worksheet can serve as a guide as to whether or not it's time to hire a professional caregiver.

We also offer the "Home Safety Checklist." This lets family members take a room-by-room assessment of their loved one's house or apartment and look for environmental dangers. Every room presents potential physical danger to someone moving with diminished agility. This checklist covers all rooms in detail.

You can download these checklists by visiting [www.rightathome.net/checklists](http://www.rightathome.net/checklists).



## The Online "About You" Section

Family members often face a tremendous amount of stress when they are acting as caregivers or when determining whether to hire an outside caregiver. We understand how difficult both of those situations can be. The "About You" section at [rightathome.net](http://rightathome.net) offers resources for family caregivers to help them take care of themselves, as well as advice on how to transition into home care.



## The Right at Home Blog

Caregiving isn't just our job. It's our life. We have an outlook on the aging process and its challenges that is more comprehensive than almost any other source. Our bloggers write about many facets of aging and caregiving. This specific advice is enlightening to families that face the situations addressed on our blog. And with dozens of posts, there's something for everyone's distinct situation.



# Your Clients' Experience With Us

## Making Your Recommendation as Positive as Possible

If your recommendations don't live up to expectations, it affects your clients and you. It also affects your credibility moving forward with other clients. We have a very distinct process. We offer numerous services to take care of the needs of almost any family. We also offer care for the various special situations that arise with age. This process and these care services are intended to ensure the satisfaction of your clients with us and, more importantly, with you.



### Our Process

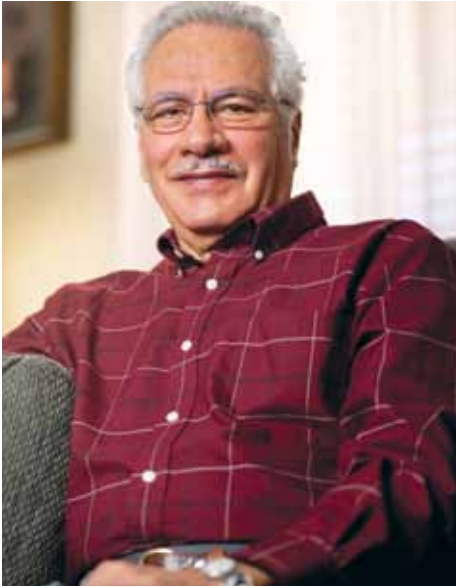
In very little time, Right at Home is able to assess and understand your client's unique situation and recommend a custom plan for his or her particular needs. This gets your clients the care they need as soon as they need it.



### The Initial Call and Meeting

From the moment your client calls the Right at Home office, we begin considering the specific needs of his or her loved one. In that initial call, we ask questions to form a basic needs assessment. Then we set up an in-home visit with the family – including the family member who may ultimately benefit from our care. This visit allows us to gather even more information, answer questions and let your client get a feel for how Right at Home could help the family.





## The Custom Care Plan

After our initial meeting with your client, we develop a Custom Care Plan. This plan is tailored to a person's specific needs, and we make detailed recommendations on exactly what kind of services we feel would benefit them. We then review the Custom Care Plan in detail and modify it as your client sees fit.



## Caregiver Matching

Once your client has approved the Custom Care Plan, we begin our search for the person to implement that care. Our system of matching caregivers to clients takes numerous factors into consideration: services needed, client interests and the personalities of both the client and the caregiver.

By looking at the whole situation, we're better able to provide your client with the most appropriate caregiver. Of course, if there are ever any concerns about a specific caregiver, we can provide a replacement in very little time.



## Care Supervision

Every Right at Home caregiver goes through an extensive interview process, including background checks. Once hired, caregivers are trained through Right at Home University to ensure that they're able to deliver the care set out in your loved one's Custom Care Plan. Before providing care, they're bonded and insured.

Right at Home team members stay in touch with caregivers to ensure things are going well. Those team members also make unannounced visits to the homes of those who are in our care to ensure caregivers are following the specifics of the Custom Care Plan.

# Care Services

Right at Home offers caregiving services for almost any family and practically any situation. Our in-home care lets loved ones enjoy healthy lives in the comfort of a familiar environment. We tailor our care to your clients' unique situations through Custom Care Plans. These individualized care programs include whatever the clients need from any of our care categories.

## Companionship/Homemaking

Safety supervision, transportation and light housekeeping

## Physical Assistance

Ambulatory and dressing assistance

## Hygiene

Bathing, shaving and other personal care services

## Skilled Nursing

Medication setup and administration and hospice support services

## Wellness

Medication reminders, meal planning and preparation

# Special Care Situations

Caring for a loved one who has special needs due to an illness or injury can be overwhelming, which makes Right at Home perfect for either full-time care or respite. Our caregivers can accommodate many special physical and mental situations. Some of these special care situations include:

- Alzheimer's and Other Dementia
- Osteoarthritis
- Hypertension/Stroke
- Diabetes
- Neuromuscular Diseases and Disorders
- Heart Disease
- Mental Health
- Cancer Recovery
- Hospice/Palliative Care Support
- Traumatic Brain Injury
- Paraplegia/Quadriplegia

Not all services are available in every location. For a full list of available services in your area, check with your local Right at Home office.





Right at Home provides in-home care services to clients and equal employment opportunities to employees and applicants, without regard to race, color, religion, sex, national origin, age, disability or other protected class, in compliance with all applicable federal, state and local laws. Each Right at Home office and business is independently owned and operated under a franchise agreement with Right at Home, Inc. For comments, questions or to learn more about Right at Home, please visit [www.rightathome.net](http://www.rightathome.net).