

FREQUENTLY ASKED QUESTIONS

You are not alone when it comes to homecare. Golden Heart is ready to answer your questions and guide you through the process so that you feel confident and well-informed.

"How do we overcome resistance to care?"

Golden Heart offers a "Getting to Know Us" program as well as tips on how to approach the subject of homecare with your loved one.

"We don't want a stranger in the house." Golden Heart employs honest, well-referenced and compassionate caregivers. Each one is thoroughly background checked and drug screened. All Golden Heart caregivers are bonded and insured for your peace-of-mind.

"Are the caregivers reliable?" Golden Heart makes every possible effort to ensure that caregivers arrive at the client's home on time, prepared and ready to help. In cases of absence, there is a system of back-up caregivers in place who can step in when needed.

"What does a caregiver do?" Each caregiver follows an individualized daily Care Plan, documents the results and provides feedback to the family and Golden Heart Care Coordinators.

"Are the caregivers qualified to provide good service?" Golden Heart employs STNA's, CNA's, and experienced caregivers. All caregivers must complete Golden Heart's training programs and sensitivity training, regardless of their professional background.

"Should we skip homecare and just look into a nursing home?" Absolutely not! Most people want to stay as independent and remain in their home as long as possible. Also, the cost of homecare is usually less than 70% of nursing home costs. Golden Heart Senior Care is the best alternative to a nursing home!

GETTING TO KNOW US PROGRAM

This program is designed as a unique way to overcome the resistance to homecare. It also serves as a low-cost introductory period during which the care recipient (client) and caregiver can get acquainted.

Once the care assessment is completed, a short-term schedule is established which generally includes two, three hour shifts in the home.

The caregiver is introduced to the client by either the family or the Golden Heart Executive Director. The caregiver focuses on tasks geared towards helping

around the house such as light housekeeping, meal preparation, general conversation and companionship. During the following visit, the caregiver begins to de-emphasize the household tasks and begins to build a relationship with the client. After the visits, the Golden Heart Executive Director, client and family meet to discuss how the first visits went, how the client liked the caregiver and plans to continue homecare service.

Providing quality care is a collaborative effort. All parties involved (client, family and Golden Heart) must be comfortable with each other in order to make homecare a viable option.

The rate for the "Getting to Know Us" program is only \$99.00.

(Pricing effective 6/1/2013, subject to change)

HEMOCARE PAYMENT OPTIONS

There are three primary forms of payment for homecare services: private pay (out-of-pocket), long-term care insurance, and VA benefits. Homecare services are usually not covered by Medicare, Medicaid and private healthcare insurance. Golden Heart does not accept Passport.

If you or a loved one needs assistance paying for homecare services, please contact Golden Heart for other financial options.

HEMOCARE RATES

Please see other side for a complete list of homecare services offered.

(Prices effective 6/1/2013, subject to change)

**Companionship, Household
& Transportation Services**
\$19.95-\$20.95/hour



Non-Medical Personal Care Services
\$21.95-\$22.95/hour

No contracts or long-term agreements. Please call for 24/7 rates and prices on electronic safety services for seniors. Couples care available. Transportation fees are additional (if required).



NEXT STEPS

It's simple to start enjoying quality care and "peace-of-mind" from Golden Heart Senior Care.

- Call Golden Heart to discuss your needs or those of your loved one.
- Ask Golden Heart for recent family testimonials and letters of recommendation.
- Schedule a FREE in-home consultation and needs assessment.
- Talk openly and thoroughly about needs and concerns.
- Learn what tasks and services can and cannot be performed by Golden Heart.
- Review the unique care plan, safety procedures and contact list and provide your input.
- Set a schedule that works best for you.
- Review caregiver profiles and assist in the selection process.
- Review the caregiver's notes and recommendations regularly.
- Be open with the Golden Heart Executive Director about the quality of care provided.
- Contact Golden Heart immediately when any conditions change.

The decision to hire a homecare agency is an important step to keeping loved ones safe and independent in their homes. Golden Heart is excited to assist with the process and provide the best homecare available.



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For Franchise Opportunities, Please Call 877-441-2001



GOLDEN HEART
SENIOR CARE®

*We Understand Your Desire
for Independence in the
Comfort of Your Home*



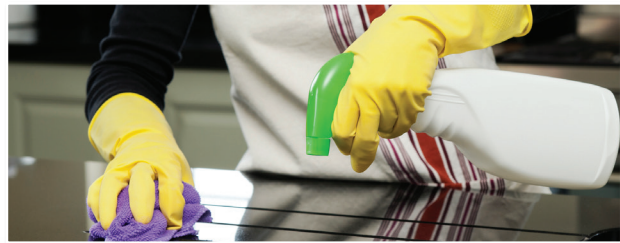
***Non-Medical
In-Home Care***

***Bonded & Insured
Background & Drug Tested
Compassionate Caregivers***

GOLDEN HEART UNDERSTANDS

Golden Heart has served hundreds of seniors and their families. While the individual needs of each person are unique, the situations, family dynamics and desires of those involved are actually quite similar. Typically, the person in-need wants to remain at home, independent, and is somewhat resistant to help. Loved ones desperately want to help, but time and geographic distance can make that difficult.

Hiring an agency to help can make things easier for everyone involved. Golden Heart offers a process of education, collaborative planning, and care introduction to address the desires of current caregivers and the requirements of the person in-need. Please read through the following information and feel free to contact us for additional information. Thank You.



SIGNS OF CAREGIVER STRESS

Caregiver stress occurs over time and as needs increase. Are you experiencing any of these signs of stress?

1. *Exhaustion* makes it nearly impossible to complete necessary daily tasks.
2. *Sleeplessness* caused by unbounded concerns.
3. *Irritability* leads to moodiness and triggers negative responses and reactions.
4. *Tension* from constantly being pulled in different directions.
5. *Denial* about health concerns and their effect on the person being diagnosed.
6. *Anger* because no effective treatments currently exist.
7. *Social withdrawal* from friends and activities that once brought pleasure.
8. *Depression* begins to affect ability to cope and breaks the caregiver's spirit.

Please contact Golden Heart for information on reducing caregiver stress.

COMPANIONSHIP SERVICES

FRIENDSHIP: THE NEXT BEST THING TO FAMILY

- Elderly companionship and conversation
- Visit neighbors and friends
- Provide respite care
- Play games, cards and crafts
- Assist with evening and tuck-in
- Assist with entertaining
- Answer the door
- Reminisce about the past
- Assist with clothing selection
- Discuss current and historical events
- Mail bills and letters
- Plan visits, outings and trips
- Read religious materials
- Maintain calendar
- Record family history

HOUSEHOLD AND TRANSPORTATION SERVICES

TRANQUILITY: A CLEAN AND ORGANIZED HOME

- Aid with morning and wake-up
- Arrange appointments
- Plan, prepare and clean up meals
- Accommodate special dietary needs
- Prepare future meals
- Light house cleaning / Change linens
- Make beds / Dust furniture
- Organize and clean closets
- Drop off and pick up dry cleaning
- Pick up prescriptions
- Prepare grocery lists
- Assist with pet care
- Shop for groceries and supplies
- Escort to appointments
- Escort for shopping and errands
- Escort to religious services

NON-MEDICAL PERSONAL CARE SERVICES HANDS-ON CARE FROM A COMPASSIONATE HEART

- Typically staffed with STNA's / CNA's
- Assist with eating
- Alzheimer's and Dementia care
- Grooming
- Dressing
- Bathing
- Incontinence
- Assist with walking / Mobility
- Cognitive impairment • Assist with exercise
- Provide medication reminders
- Advocate on your behalf with other medical and health care professionals



We started our Golden Heart Senior Care business in 2011 after seeing, first hand, how difficult it was for my father to care for Mom who suffered for years with the progression of Parkinson's, Alzheimer's and Dementia. My father would call us from Arizona, completely exhausted and say, "I can't get to the grocery store or even take a break because your Mom requires my help all the time. Who can I call for help?"

We believe that quality home care from a trusted team of compassionate caregivers will enhance the lives of both our clients and their loved ones. Whether it's simply a "friend around the house" for a few hours a week or 24/7 personal care, Golden Heart Senior Care helps clients remain independent at home and provides families a much needed break and peace-of-mind.

Steve and Michelle T. ~ Owners Dayton, OH

SIGNS THAT NON-MEDICAL HOME CARE COULD HELP:

- Individual is at risk for falling
- Poor nutritional habits
- Memory deficit or early dementia
- Needs transportation
- Requires help with household chores
- Depression and loneliness
- Additional "family" type support needed
- Post-operative or post-rehab support services needed



ADDITIONAL SAFETY ITEMS

We can also assist you with Medical Alert ID's and Personal Emergency Response Systems

