

# Welcome to AccuAid Care

To Improve  
Quality of Life for  
Those who we  
Serve.



(817) 754-0089

[www.accuaidcare.com](http://www.accuaidcare.com)



We are a Family Owned Company,  
Differentiating Ourselves from the Corporate In-Home Care World by Striving to Build Long-term Relationships with our Clients and Providing the Highest Quality Care.

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 talent of our caregivers, the responsiveness of our staff and our expertise in In-Home care.

This document was created to be a resource for you and your family as you adjust to having a caregiver in the home. It provides a more in-detail understanding of how our care team works with clients to help them live safely and comfortably in the place they most want to be.



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## How to work 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. We match caregivers with you in your local area, who are experienced, thoroughly trained. Caregivers 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.

**Call Us Today**

## 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

## Awards



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## Beyond Essentials

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 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 your caregiver is assigned and 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

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 by care manager 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.

## We Listen

Our goal is to provide our clients with the highest quality services. To assist us in meeting this goal, we encourage you to call 817-754-0089 to talk with a team member 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.

## Hourly Care versus Live-In

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.

**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.

**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.

## Clocking In and Out

Caregivers will use mobile application to clocking in and out, as a backup they 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.

## 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.

## Payment

Clients can expect to receive invoices on a weekly basis. 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.

## 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. AccuAid care offers an extensive roster of caregivers with experience, skills and personalities from which to choose.

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## 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.

## Partners



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