

Are

We Different...???

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w www.caringheartsofrochester.com



OUR PHILOSOPHY:

"Home care with a heart that never hardens, a temper that never tires, and a touch that never hurts." Caring Hearts of Rochester is a family-owned, family-operated agency. At Caring Hearts we believe that the best care involves a personal-centered focus around the individual that *includes* his or her Caregivers and their professionals. We understand that those around the people who are in need of care are equally as important and have significant needs, just as the individual who needs care does.



HOW WE HIRE PEOPLE:

We use the Leading Home Care Caregiver Quality Assurance Program

Pre-employment screening that identifies candidates that match characteristics of the industry's best Caregivers:

Dependability | Hostility/Aggression | Substance Abuse | Sexual Harassment
Computer Misuse | Cognitive Reasoning | Conscientiousness | Tough-Minded
Conventional | Extroversion | Stability | Caring | Teamwork

HOW WE EDUCATE PEOPLE:

We use industry leading training for personal services agencies

Caregivers have required training, with access to more than 40 hours of online training and knowledge testing.

BASIC CARE TRAINING PACKAGE

There are 14 essential hours of training that cover basic Caregiver duties. These courses will create a solid skill set for any Caregiver and give them the confidence they need to provide for the individuals in their care. They are also appropriate for meeting continuing education needs.

Become a Caregiver | Duties of a Caregiver | Emergency First Aid | Infection Control
Promoting and Maintaining Good Nutrition | Instrumental Activities of Daily Living | Safety
Handling Difficult Situations | Avoiding Caregiver Stress | Caregiver Conduct

COMPLIANCE PACKAGE

Courses in this category have been specifically designed to prepare individuals for work as a Caregiver in community based care setting. 28 modules, totaling 40 hours of foundational caregiving training is the core every senior care professional should have.

Become a Caregiver | Duties of a Caregiver | Ethics and Personal Rights | Communicating with others | Human Needs and Development | Understanding Client Rights | Safety
Understanding Elder Abuse | Observation, Reporting and Recoding | Body Systems and the Aging Process | Promoting your Client's Independence | Nutrition and Hydration

FAMILY LEARNING CENTER

The Family Learning Center offers over 50 courses relating to the roles, responsibilities and challenges surrounding the care of our elderly loved ones. Topics of our family courses range from understanding signs and symptoms of Alzheimer's Disease, managing and coping with challenging behavior, daily care skills, First Aid and even information on how to create engaging activities for your family member.



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HOW WE ENGAGE FAMILIES:

Family Connect Portal

With Family Connect, through a secured and protected portal, family members, friends, Caregivers and professionals can check on daily activities of the individuals who are receiving care. Families can grant access to persons of their choice to view such things as updates, Caregiver notes, account information and schedules. This service is offered at no additional charge to our clients' families, friends and professionals to keep in touch and be informed about day to day activities and happenings.



Brainy Day Activities Program

The "Brainy Day Activities Program" was created to provide daily activities to enhance the lives of individuals with dementia. The program is self-contained, user friendly and works equally well at home or in a long-term care community.



HOW WE MEASURE PROGRESS:

EVALUATE BOTH Client and Caregiver Satisfaction!

We have partnered with the industry-leading experts on non-medical home care evaluation. The Home Care Pulse team will ensure that we have up-to-date information on how both our clients and staff Caregivers view our services. We make the results of this evaluation available to all of our clients and partners. This helps us ensure that we are providing the best possible care to our clients, and top-notch support to our caregiving staff.



HOW WE PROTECT CLIENTS:

An in-home Emergency Medical Information system that will aid emergency response units in their ability to provide informed life-saving medical attention to an unconscious, unresponsive or incoherent person.



MORE ABOUT US:

Our experienced home care Caregivers provide our senior clients with loving care and assistance to help make their lives easier and retain their independence. As the Co-founders and Hands-on Managers, we provide families with seniors the peace of mind that their loved ones are safe. In addition to their formal educations, our managers are **Certified Senior Advisors, Certified Trainers and Support Group Facilitators** with the Alzheimer's Association of America and have been **Certified in Advanced Dementia Training** with **C.A.R.E.S**, a Healthcare Interactive[®] and Alzheimer's Association[®] cooperative. All of our Caregivers are carefully screened, bonded and insured so you can trust you are getting the best possible assistance. If needed, our agency also provides services to seniors who may reside in an assisted living facility or nursing home. Home is where the family enjoys each other's company.

CONTACT US TODAY! 585-861-CARE (2273)