



RIGHT ACCORD

Private Duty-Home Health Care

"Committed to Caring with Compassion"

3900 Clark Road Suite B5 , Sarasota, FL 34233

WELCOME



**THANK YOU FOR CHOOSING RIGHT ACCORD TO ASSIST
YOU AND YOUR FAMILY WITH HOME CARE NEEDS♥**

**THIS PACKET INCLUDES VALUABLE INFORMATION ON HOW WE CAN
BEST MEET YOUR NEEDS.**

Please don't hesitate to call us at **941.366.0801** or email us
at **management@rightaccordhealth.com** if you have any questions.

Again Thank you and we look forward to serving you.



OUR PHILOSOPHY

is to **make it possible** for seniors to
live confidently and **age gracefully**
with dignity.

We choose to make a **positive difference**
in the lives of mature adults
and their families who love them.

The **RIGHT ACCORD** team will perform
its collective duties with
confidence, concern, commitment,
cheerfulness and **care.**

We will treat every contact as a **friend,**
every client as **family**
and perform every
task with **honor.**



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Toll Free: 1-877-685-3889 | **Fax:** (941) 240-2145 | **Email:** management@rightaccordhealth.com

OUR SERVICES

1. In-Home Caregivers

- Personal Care by CNA and Home Health Aides
- Companions
- Homemakers

2. Skilled Nursing

- RNs/LPNs
- Private Duty
- Non-Medicare

3. Temporary Staffing – Hospitals and Facilities

- RNs/LPNs
- CNAs/HHAs

4. Senior Housing and Facility Referral Services

- Independent Living Communities
- Assisted Living Facilities
- Alzheimer's/Memory Care

5. Case Management

- Senior Care Advisors

6. Caregiver Training Programs

- CNA Course
- Home Health Aide Certification
- CPR Training
- Alzheimer's Training
- Parkinson Training





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PRIVATE DUTY SERVICES

Personal Care & Medication Reminders

- Bathing & Showering
- Dressing Assistance
- Incontinence Care and Toileting
- Transferring
- Walking
- Personal Grooming Assistance
- Overall Hygiene
- Medication Monitoring

Homemaking/Companionship

- Companionship / Supervision
- Light Housekeeping
- Dusting
- Vacuuming
- Laundry/Ironing
- Kitchen duties
- Change bed linens

Errands & Transportation

- Doctor Appointments
- Shopping
- Transportation to Activities and Events
- Personal Appointments
- Hair Appointments





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Meal Preparation

- Menu Planning
- Meal Preparation
- Eating Assistance
- Grocery Shopping
- Managing Food Storage (Outdated Food, Etc.)
- Dietary Management

Other Services

- Attend Events
- Conversation
- Games and Activities
- Alzheimer's and Dementia Care





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WE CAN HELP

Free Senior Living and Care Referral Services

Finding the suitable facility, housing or home care is a daunting task let alone understanding the differences.

Does your family need help with navigating care options and living arrangements in the community?

CALL US | 941-366-0801

VISIT OUR WEBSITE | www.rightaccordhealth.com



SENIOR LIVING AND CARE OPTIONS

SENIOR LIVING AND CARE OPTIONS is a **FREE** Referral Service provided to seniors and their families by **RIGHT ACCORD** by connecting them to senior care living options available in the community. We help seniors and families make informed decisions about the health care continuum from senior care to senior housing. We will assist in finding the right place that will fit their needs, location and budget.

- **Continuing Care Retirement Communities (CCRC)**
- **Independent Living Facilities**
- **Assisted Living Facilities**
- **Memory Care Units**
- **Alzheimer's and Dementia Care Facilities**
- **Long Term Care / Nursing Homes**
- **In-Home Care Services**

CONTINUING CARE RETIREMENT COMMUNITIES - Continuing Care Retirement Communities, also known as CCRCs, offer mature adults the ability to 'age in place' without ever having to move for health reasons. Whereas most traditional retirement communities offer only independent living and assisted living, CCRCs provide a continuum of care that includes everything from independent and assisted living to memory care and skilled nursing. CCRCs often require a buy-in fee and a long-term contract.



SENIOR LIVING AND CARE OPTIONS

INDEPENDENT LIVING FACILITY - provide seniors with an alternative to conventional retirement living options. Independent Living communities feature apartment or condominium living for seniors who do not require specialized care, although Home Care is often available. Typically, these communities offer weekly housekeeping, three meals a day, local transportation and regularly scheduled social activities for an all-inclusive, monthly rental fee.

ASSISTED LIVING FACILITY - Assisted Living communities provide 24-hour assistance based on individual needs, including daily activities such as bathing, dressing, housekeeping, meals and medication.

ALZHEIMER'S / DEMENTIA / MEMORY CARE UNITS - Alzheimer's/Memory Care facilities offer specialized care and programs for individuals suffering from Alzheimer's disease or other memory loss. They provide a safe and physically secured environment and may operate as a stand-alone facility or part of an Assisted Living community.

LONG TERM CARE FACILITY / NURSING HOME - Nursing Homes provide 24-hour skilled care for seniors on a longterm basis. Care may also be provided for seniors who require short-term nursing care or rehabilitation assistance.

IN-HOME CARE SERVICES – individualized services by caregivers provided in the home or facility anywhere from few hours to 24 hours.



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"Serving Sarasota & Manatee Counties"

HHA299993655 ● HCS39965638

Services Offered:

- Personal Care
- Homemakers and Companions
- Sitters
- Few Hours to 24 Hours
- Live-In Care
- Skilled Nursing Care
- Staffing Services
- Case Management
- Facility Referral Services

Payors for Our Services:

- Long Term Care Insurance
- Veterans Aid and Attendant Benefits
- Medicaid Waivers
- Worker's Compensation Benefits
- Private Trust Accounts
- Private Funds
- Medicaid Waiver and Long Term Care



- Personal Care and Assistance
- Errands and Transportation to Appointments
- Grocery Shopping
- Meal Preparation
- Light Housekeeping
- Medication Reminders
- Companionship
- Bathing, Dressing, Grooming, Toileting
- Walking and Transferring Assistance
- Few Hours to 24 Hours, Live-In Care
- CNA, Home Health Aides, Companion,
- Homemaker, Sitter
- Specialty Packages Available
- Employees are Certified, Insured and Bonded
- Criminal Background Checks
- Supervised and Case Managed by a Nurse
- Specialized in Dementia/Alzheimer's, Parkinson and Post Stroke Care

SCHEDULE OF FEES

CERTIFIED HHA/CNA

(Minimum 20 hours/week)

SUNRISE PACKAGE - \$170 (5 HOURS)

- Personal care morning routine
- Bathing, dressing, grooming
- Assistance with medication
- Toileting or incontinent care
- And more...

Choose between 8am-2pm

SUNSET PACKAGE - \$175 (5 HOURS)

- Assistance with Dinner
- Medication Reminder
- Assist with Bedtime Routine
- And more...

Choose between 2pm-7pm

8 Hours and up - \$30 per hour

RN Visit - \$100 per hour | **LPN Visit** - \$65 per hour

Care Coordination - \$75 per hour

Wellness Check In Service - \$150 per visit (up to 2 hours)

Assistance with Initial LTCI Claim - \$150

LBK, Keys or Islands - \$35 per hour plus tolls

Short Term Case (less than 2 weeks of services): \$35/hour

Weekend Shifts - add \$2/hour

COVID Rate - \$50/hour

CREDIT CARDS ACCEPTED

We accept credit or debit cards and electronic payments,
4% Merchant Fee is added on all gross receipts if paying with Credit Card.

- Preferred Caregivers will be paid overtime and client billed overtime over 40 hours.
- Minimum 2 weeks of services required.
- Unused services are non-refundable.
- Deposit of one week home care services ordered is required before starting care.
- Payable by check, credit card or ACH.
- Ongoing payments are by ACH or Credit Card only. (Please fill out forms provided)
- Couples, Overtime or Major Holidays will billed at time and a half. Insurance cases- if holidays are not covered by the Insurance company, client will be billed the difference.
- Mileage fee .585 cents per mile is charged when using caregiver vehicle.
- Merchant Fee of 4% added on all gross receipts if using credit cards.
- Caregivers sent home early will be billed full shift ordered or assigned.
- NOTE: If you decide to switch to another agency, no caregiver must be requested to change employment to the new agency for at least a year. No employee shall be hired or contracted by clients directly. A fee of \$15,000 will be billed to client if caregiver employed by this agency is contracted or solicited in any way to work with client.



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SENIOR CARE ADVISORS

What is a Senior Care Advisor?

A Senior Care Advisor at RIGHT ACCORD is an individual who hold a degree in Nursing (Associate, Diploma, Bachelor's, Masters or Ph.D), Physical Therapy, Occupational Therapy or Social Work with experience or practicing in areas of gerontology, home care, mental health and counseling. These professional are able to provide clients and families guidance in times of difficulty in making health care decisions.

Who may need a Senior Care Advisor?

- Senior living alone with no family support
- People confused about the different care services
- Someone need guidance with availability of services
- Family is not available to provide care
- Families not satisfied with current health care providers
- Individual who need legal and financial advisors
- Overwhelmed family caregiver
- Family who has difficulty navigating the health care system
- Individual with cognitive and medical issues
- Person living in unsafe conditions
- Need for caregiver support systems
- People with cognitive issues such as Dementia

Senior Care Advisors will:

- Complete a thorough assessment
- Support with Problem-Solving
- Monitor the overall care
- Advocate for client and family
- Initiate Planning
- Establish a Plan of Care
- Educate and Coach client and family members

RIGHT ACCORD Senior Care Advisors will recommend local and cost effective resources depending on your needs. After a comprehensive assessment, we will customize a plan of care that best suit your needs.

These needs are in areas such as:

- Appropriate Housing
- Home Care Services
- Primary and Specialty Doctors
- Legal Counsel
- Financial Advisors
- Social Activities
- Safety and Security Systems
- Home Technologies
- Personal Alarm Systems
- **And more...**



RIGHT ACCORD SENIOR CARE ADVISORS

**"Helping for Best Aging
Decisions for Best Solutions"**

Services Provided:

- Aging life care professionals help families adjust and cope with the challenges of aging by:
- Conducting care-planning assessments to identify problems, eligibility for assistance, and need for assistance;
- Screening, arranging, and monitoring in-home help or other services;
- Reviewing financial, legal, or medical issues and offering referrals to geriatric specialists to avoid future problems and conserve assets;
- Providing crisis intervention;
- Acting as a liaison to families at a distance, making sure things are going well and alerting families to problems;
- Assisting with moving an older person to or from a retirement complex, care home, or nursing home;
- Providing consumer education and advocacy;
- Offering counseling and support.

OUR specialty program "Dementia Care" highly recommends our Senior Care Advisors because families are faced with multiple challenges when someone in the family is diagnosed with Alzheimers or Dementia. It requires a lot of planning and preparation as client and family take on to the journey of caregiving.

OUR goal is to ensure individualized and personalized providing the best possible care for your loved ones while assuring your peace of mind. Our Senior Care Advisors are available 24/7 to communicate with you the care and changes in your family's condition.



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Quick Care Package

PROTECTION FOR YOUR PEACE OF MIND

"RIGHT ACCORD QUICK CARE PACKAGE programs have been here every step of my journey. Being able to focus on what was important rather than what 'might be' gave me the ability to really live. Now that my care needs have increased, I don't have to worry about the next step because RIGHT ACCORD has already planned to take it with me." - T. Brown

Whether you are needing to ensure your loved one's well-being, recovering from a planned or unplanned surgery, or just the comfort in knowing someone will be coming by, **RIGHT ACCORD's Quick-Care Package** provides everything you need for a flat weekly fee of \$450 for In-Home Service (Monday - Friday at minimum 1-2 hours per visit).

TASK BASED CARE SERVICES:

- Flexible Hours (depending on caregiver location and availability)
- Medication Assistance
- Meal Prep
- Light Housekeeping
- Grocery and Care Related Errand Services
- Grooming
- Bathing
- Dressing
- Toileting and Incontinent Care
- Doctor's Appointments
- RIGHT ACCORD's Family Room Care Portal



For inquiries please call:

SARASOTA OFFICE:
(941) 366-0801

3900 Clark Road Suite B5,
Sarasota, FL 34233

BRADENTON OFFICE:
(941) 487-3665

9040 Town Center Parkway
Lakewood Ranch, FL 34202

VENICE OFFICE:
(941) 366-0801

1960 South Tamiami Trail
Venice, FL 34293



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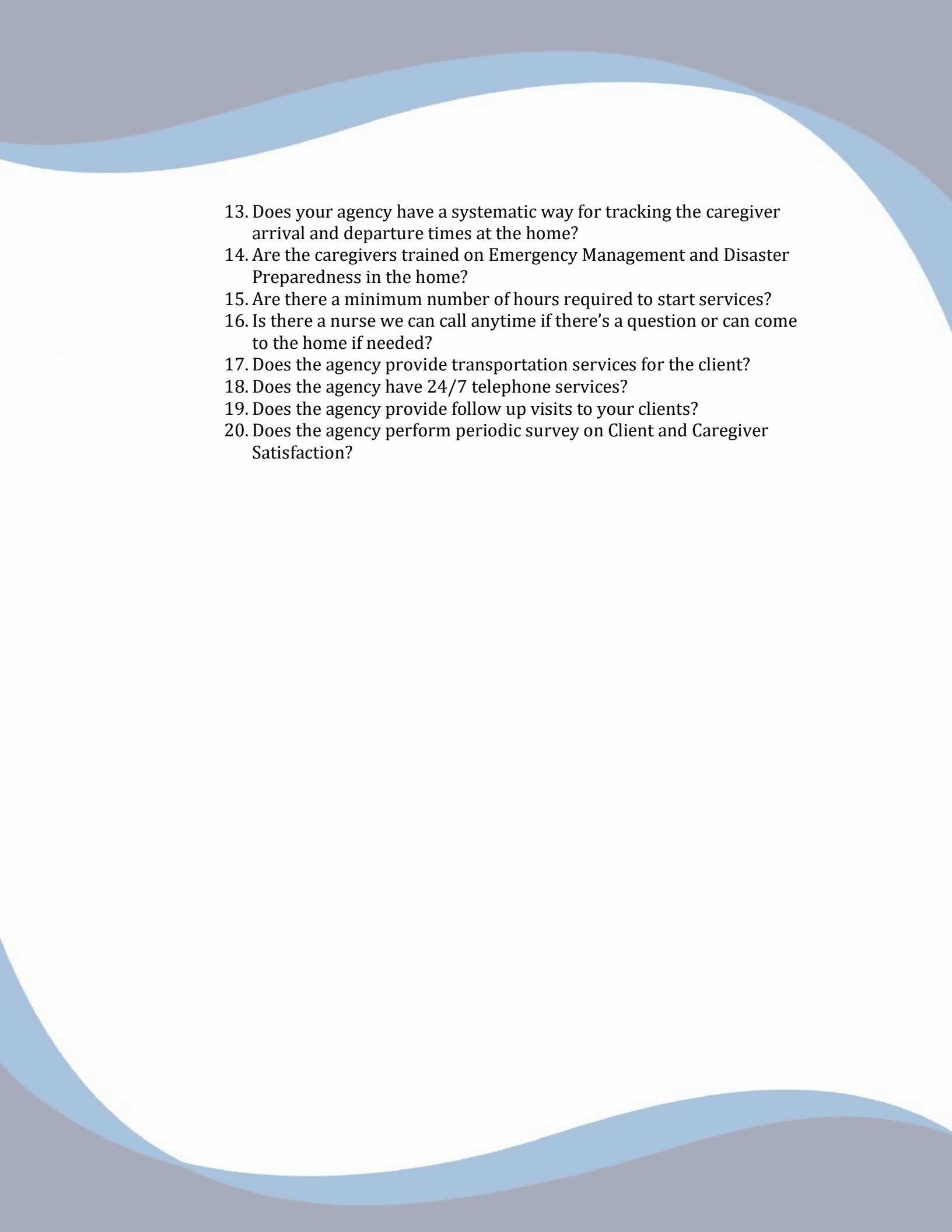
20 THINGS TO ASK TO AVOID IN-HOME CARE NIGHTMARE

When you or your family now needs the support of a care provider in the home, the task of selecting the right agency can be a difficult decision.

Health care professionals when connecting your patient or client to a home care agency for private duty in home care assistance can be a daunting task.

Here are some pointers or questions you can ask when interviewing an agency to avoid possible consequences later.

1. Is the Home Care Agency licensed in the State of Florida through AHCA?
2. Does the agency carry Liability Insurance?
3. Does the agency employ caregivers (employer take taxes out) or contract caregivers (caregivers are responsible for their taxes)?
4. Are the caregivers' Employees not Contractors of the agency and protected by Worker's Compensation?
5. Are the caregivers insured and bonded for theft?
6. Is there supervision provided to the caregivers?
7. Does the agency conduct criminal background checks and driving records of all their employees?
8. Does the agency have a system to validate the caregivers' experience and training and certification?
9. Does the agency provide Orientation Training and Continuing Education?
10. Does the agency provide back up coverage in case caregiver cannot report to scheduled shift?
11. Does the agency provide Annual Competency reviews and Performance Evaluations to their employees?
12. Does the agency provide documentation explaining Client Bill of Rights, Worker's Compensation and HIPAA Privacy and Confidentiality?

- 
13. Does your agency have a systematic way for tracking the caregiver arrival and departure times at the home?
 14. Are the caregivers trained on Emergency Management and Disaster Preparedness in the home?
 15. Are there a minimum number of hours required to start services?
 16. Is there a nurse we can call anytime if there's a question or can come to the home if needed?
 17. Does the agency provide transportation services for the client?
 18. Does the agency have 24/7 telephone services?
 19. Does the agency provide follow up visits to your clients?
 20. Does the agency perform periodic survey on Client and Caregiver Satisfaction?



Choosing the Right In-Home Care Provider

KNOW THE DIFFERENCE: Agency, Registry, or Private Caregiver

Choosing care for your loved one can be an overwhelming task. For many families, understanding the difference between a home care agency, nurse registry, or hiring a private caregiver can be very difficult and confusing at times.

RIGHT ACCORD believes that the process of hiring care for your loved one should be simple and less complex. It should be a comfortable transition for the person receiving care and for your family. Every step of the way, we believe you should be part of your loved one's care but not have to actively manage all aspects of their care.

We take pride in hiring qualified, compassionate employees who can provide excellent health care to all of our clients. As employees of RIGHT ACCORD they are:

- Bonded and insured
- Covered by worker's compensation
- CPR Certified
- Required to participate in Continuing Education/In-Service Training and Skills Assessments
- Demonstrate Competencies
- Are monitored with performance evaluations regularly.

Description	 RIGHT ACCORD Private Duty-Home Health Care	Nurse Registry	Private Caregiver
Is Caregiver Employee?	✓	✗	✗
Level II Background Check?	✓	✓	✗
Drug Screening?	✓	Maybe	✗
CPR Certified?	✓	✓	Maybe
License Verification?	✓	✓	✗
Provides Caregiver Training?	✓	✗	✗
Provides CEU Opportunities?	✓	Maybe	✗
Company handles Federal and State tax withholding?	✓	✗	✗
Handles FICA and Medicare withholding?	✓	✗	✗
Handles Unemployment Insurance?	✓	✗	✗
Provides worker's compensation insurance for caregivers?	✓	✗	✗
Company carries professional liability insurance for the caregivers?	✓	✗	✗
Bonded and insured for theft?	✓	Maybe	✗
Creates written plan of care?	✓	✗	✗
Conducts random supervisory visit?	✓	Maybe	✗
Monitored care by office staff?	✓	✗	✗
Provide replacement staff if caregiver cannot make the shift?	✓	Maybe	Maybe
Answers phones 24/7?	✓	Maybe	Maybe



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TESTIMONIAL



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"Everything was first class."

B.P. Sarasota, FL

"Just want to thank you for services to me. Pat was very obliging and concerned, and very caring in every way. I would truly recommend your services.

Thank you again."

L.A. Sarasota, FL

"Thanks for the care given to my husband. Rosemarie and Ashley were both very nice and a tremendous help to us. If we return to Siesta Key, we will call again for care."

T.C. Indiana

"I do feel that the staff has been responsive to our needs & requests. The aides that have worked with my husband have been capable and pleasant."

D.K

"I was very impressed by the service and expertise of Rosemarie. She was extremely thorough in her evaluation and is always professional. I highly recommend your company."

K.M. Bradenton, FL

"Rose. Thank you for taking such good care of my mom while we were away. She just loved Pat. I know your business will be a huge success."

L.

"I have been very fortunate in receiving good care."

D.M. Sarasota, FL

"Tina. I never had a chance to thank you for the wonderful way you helped my husband when he had a seizure or convulsion. We were very fond of you Tina and I am sure you know this. I just want to say thank you so very much. You are always welcome here."

M.A. Sarasota, FL

"We had outstanding service from Alice, Glenda and Tina and of course Rosemarie and Pat."

L.K. Sarasota, FL

Yes, I would recommend Right Accord for obtaining professional and skilled Care Providers. I am pleased with the service and I know that I have skilled help on a daily basis.

J.U. Sarasota, FL

"Without Tina's fabulous job, we would have not got through. We are forever indebted to you."

S.R. Siesta Key, FL

"Outstanding and caring services rendered. We are all really pleased."

C.E. Sarasota, FL

"It was so beautiful to see you and so many Right Accord "girls" at Dad's service. Thank you! The care that Dad and all of us received from you and the crew was outstanding! We are all touched by the patience and compassion of all of you. My father was very blessed!"

C.S. Vienna, VA

"Thank you for the flowers & for your help and support over the last few years. Our father was well cared for by you."

The W. Family, Sarasota, FL

"Pattie was an excellent Care Provider for the day. She was kind, courteous and extremely helpful in every way. Her care helped to make a rather difficult day run more smoothly. Thank you."

H.B. Sarasota, FL

"To Glenda. David and I want to thank you for the wonderful and loving care you have given him these past months. It was a pleasure to have you in our home! We hope you will do something nice for yourself with this gift."

J.K. Sarasota, FL

"Called to follow up on how the new caregiver (Brandy) is working for them. He expressed that things are working extremely well with her and he is quite pleased."

G. & P.H., Sarasota, FL

"Thank you for the cooperative and professional way that Rosemarie and the caregivers have served us. We look forward to a long future and pleasant relationship with you."

W.G. Sarasota, FL

"I will definitely use RIGHT ACCORD again. It is a very well run organization and all the people I was in contact with were very kind and considerate."

L.A. Sarasota, FL

"Yes, I would recommend RIGHT ACCORD for obtaining professional and skilled Care Providers. I am pleased with the service and I know that I have skilled help on a daily basis."

J.U. Sarasota, FL

"Dawn. Thank you for the loving care you gave to my husband and me. Without your help I could not have kept Maurice home and that truly meant so much to both of us. My entire family feels that you are a very compassionate Caregiver, who allows the client to keep his dignity. All of us respect you for the way you cared for Maurice."

Thank you."

A.A. Sarasota, FL

"The caregivers who we were familiar with were all caring and compassionate people. We would definitely use your services in the future if needed."

M.A., Venice, FL

"Crystal was excellent, now Myra is wonderful. They have all been very good and have taken good care of my mom."

You have done a good job of hiring competent and caring aides. Thank you."

C.K.

"Thank you for the flowers & for your help and support over the last few years. Our father was well cared for by you."

The W. Family Sarasota, FL

"We had outstanding service from Alice, Glenda and Tina and of course Rosemarie and Pat."

L.K. Sarasota, FL

"Thank you, thank you all for a most wonderful birthday party. A day I will always remember goodies and sinful chocolate cake. The flowers are bright as ever and enjoyed by all."

J. Sarasota, FL

"Dear Kim, It meant a lot for me to get away briefly knowing Ed was well taken care of. What a plus! He enjoyed your company, and I appreciate you being there. Perhaps we will meet again."

P.&E.L.

"Yes, I would recommend RIGHT ACCORD for obtaining professional and skilled Care Providers. I am pleased with the service and I know that I have skilled help on a daily basis."

J.U. Sarasota, FL

"To the RIGHT ACCORD Team: THANK YOU for the patience and care that you have provided to my mother Pat. Your team has always been available and responsive to requests made by my father George & showed concern for his health as well. One example was when 24hr care was provided for several days on short notice when my father was hospitalized. I would like to commend Deborah N. for the exemplary care that she provided to my mother. My father had nothing but positive comments about the way that Deborah treated and interacted with mom. I know they parted as good friends. Your team provides a great service to situations that are dynamic with changing variables. THANK YOU again! I would not hesitate to refer your services and employees to others."

K.R. Penhook, VA

"RIGHT ACCORD's services have allowed my mother to continue to live independently despite a broken neck! Even when my mother had a setback – services were started immediately and I live 1200 miles away. I really appreciate Right Accord. The girls are wonderful company to mom and Pat (in the office) is marvelous!"

V.D. Sarasota FL

"Thank you all for your wonderful support during and after Herman's illness. You are all very special and should you want a personal recommendation, please let me know and I will send it. Be assured that should I need professional help, I would not hesitate to call on you."

L.K. Sarasota, FL

"This note is to all the kind people that I have dealt with at Right Accord. I want to thank each one especially the drivers, Raymond, Steve and John. You have taken me many SAFE miles and made my life a lot brighter!!"

N.P. Sarasota, FL

"On behalf of my late husband, I'd like to thank you for the gently and professional care you gave to him in his last weeks. Because of my confidence in you, I was able to get through a very difficult time a bit easier. Each and every Caregiver showed personal interest in my husband's care and I know it eased his mind knowing someone was always at his side when he was in need. Special thanks to Dawn for her sparkling smile and to Tina, who stayed with him during his last hours."

E.M. Sarasota, FL