

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

3821 Clark Road, 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

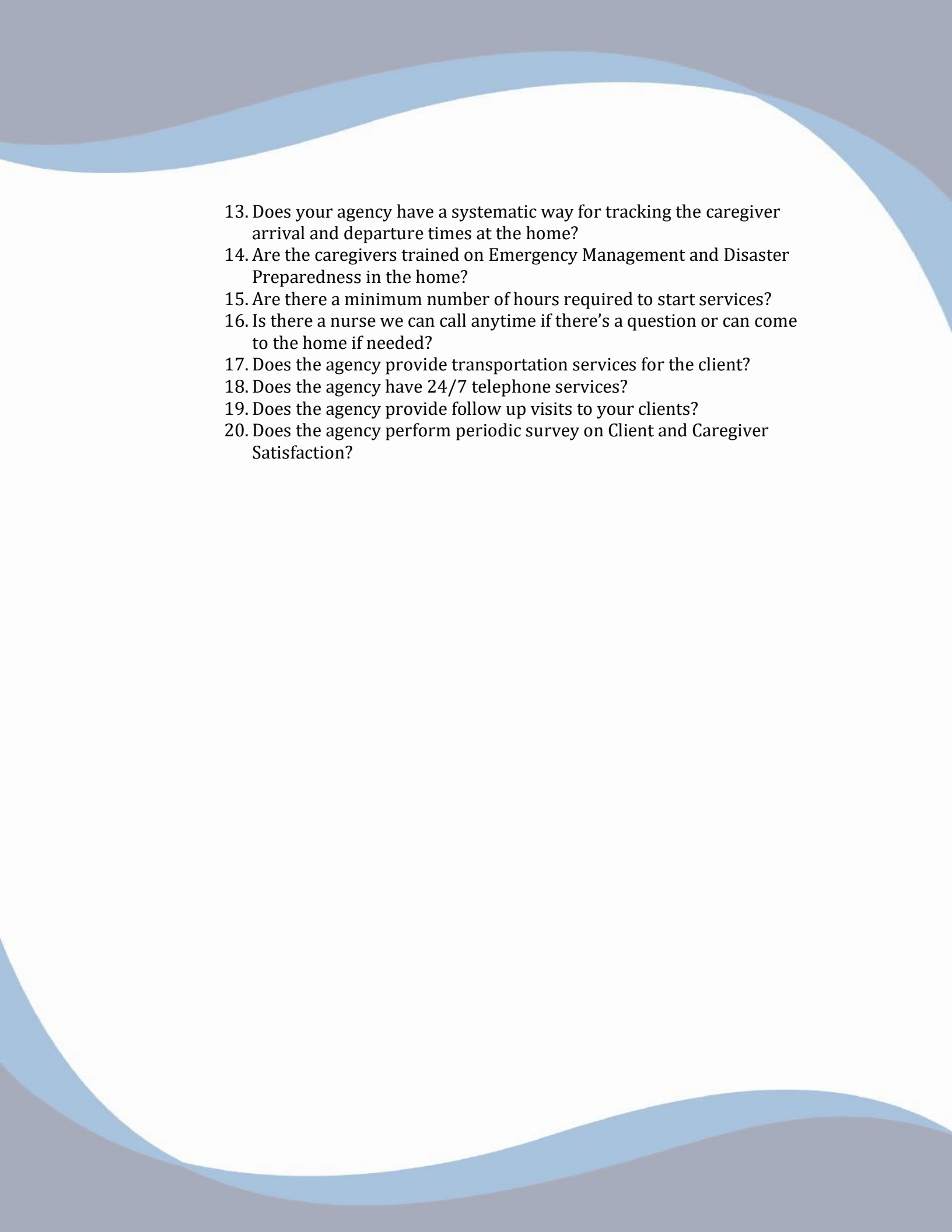
20 THINGS TO ASK TO AVOID IN-HOME CARE NIGHTMARE

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?

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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

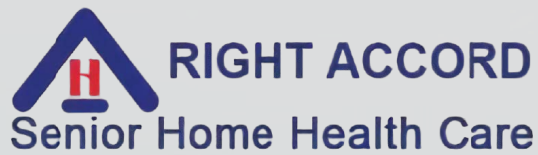
Choosing care for your loved one can be an overwhelming task. For many families, understanding the difference between a home care agency, nurse registry, or hiring a private caregiver can be very difficult and confusing at times.

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



"Committed to Caring with Compassion"

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

TESTIMONIAL



"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