



What Sets Us Apart

At First Light Home Care there are many facets of our operations and procedures that set us apart from other in-home care agencies. For example,

- Free needs assessments
- HIPPA compliant
- *A Culture of Care* with "client first" philosophy
- Comprehensive & tailored client care options
- Online portal for family members ¹
- Hiring process - all employees are:
 - ✓ Direct hires – which means that caregivers are fully insured while in the client's home.
 - ✓ Background checked
 - ✓ Drug Tested
 - ✓ Undergo quality care testing consisting of – Cognitive, Attitude and Personality tests
- Caregiver/client matching
 - ✓ by geography, needs, schedule, and by skills

¹ To provide piece of mind, our family portal allows approved family members access to service history and caregiver daily notes / observations



- Initial and ongoing caregiver training
 - ✓ In addition to our general training requirements, Dementia training is required of all employees
- Frequent follow-up with client / family
 - ✓ We maintain 7 touch points – 1) client intake, 2) initial home visit, 3) caregiver introduction, 4) call after the first visit, 5) call after the first week, 6) visit after the first month, and 7) ongoing quarterly follow-up visits
- Equipment
 - ✓ Personal Emergency Response Equipment (PERS) to aide in providing immediate assistance if a client falls
 - ✓ Medication smart dispensing (MedSmart) for prescription management assistance
- Service is available 24 hours per day, 7 days per week
- We and our employees are insured and bonded
- Caregiver on-time via telephony timekeeper software
- Independently administered client satisfaction surveys
- Member - National Private Duty Association
 - ✓ We operate to national, professional standards of care
 - ✓ Our procedures and care activities are delivered at state licensing levels

51 Pine Hill Rd. • Casco, ME 04015

Tel: 207.627.1125 • Fax: 207.627.1126 • www.firstlighthomecare.com

EXTRAORDINARY PEOPLE. EXCEPTIONAL CARE.