



FAMILY FIRST SENIOR CARE INFORMATION GUIDE

CONTACT US

Family First Senior Care
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SERVICES PROVIDED

- Personal Care and Medication Reminders
- Light Housework
- Meal Preparation
- Errands and Transportation
- And Much More

WHO WE ARE

We provide non-medical, in-home care for seniors who wish to remain independent in their own residence and have been doing so with pride since 2005. We offer complimentary in-residence assessments by a registered nurse and are always happy to visit with family when preparing care plans and to answer questions.

All caregivers are thoroughly screened, bonded, and insured; in addition, Family First Senior Care is licensed with the Washington State Department of Health.

COVERAGE AREA

Spokane, Stevens, Adams, Whitman, Lincoln and Pend Oreille counties

THE FAMILY FIRST EXPERIENCE – OUR COMMITMENT TO YOU!

Our Guarantee, No Senior Left Behind, 24/7 on-call support. We guarantee a one-hour response for calls placed after hours or you receive two hours of free service*; Family First Senior Care wants you to know support is there 24/7, 365 days a year.

* After hour times start at 4:30 p.m. and includes weekends and holidays.



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CALL FOR A COMPLIMENTARY ASSESSMENT ► 509.326.5525

WELCOME HOME COMPANION CARE SERVICE

Take the worry out of who will take care of you upon discharge from the hospital. Let our professionally trained caregivers from Family First Senior Care assist you in getting home, and getting comfortably and confidently settled back into your residence. **Home is Where the Heart is...Let us help you get there AND stay there.**

Our Welcome Home service will assist you with non-medical transportation home from the hospital, day surgery, rehab, or doctor visits. We then work hard to make sure you are comfortable, well taken care of and safe.

Our mission is to make it possible for seniors to live confidently and age gracefully in their own homes. We assist our clients and families with many tasks, so they can live meaningful and dignified lives.

REST EASY – COMPANION CARE SERVICE

With concern about how to facilitate care for loved ones while they sleep, we at Family First Senior Care provide a 10-hour sleepover shift. During the shift, we will make sure your loved one gets to bed safely, has assistance with toileting during the night, and is bathed and dressed with breakfast on the table in the morning!

CAREGIVER QUALITY ASSURANCE



As a son, daughter, sibling or spouse of someone who has, or will need, home care services, nothing is more important than selecting the right caregiver for your loved one. Family First Senior Care now uses **CAREGIVER QUALITY ASSURANCE.™**

The CAREGIVER QUALITY ASSURANCE program allows FFSC to select the right individual who represents high standards and values of making each client and family member's experience with Family First Senior Care pleasant, consistent, safe and worry-free.

Family First Senior Care is committed to matching each client to the right caregiver through its Caregiver Pre-employment Assessment. The caregiver pre-employment assessment examines whether an applicant has the right personality and behavioral skills to provide quality care.

WELCOME HOME RATE AND SERVICES

Services Provided

- 4 hours of Exceptional Care
- Transportation Home, if requested
- Light Laundry and Change Linens
- Light Housekeeping, Tidy Kitchen and Bath
- Meal Preparation
- Medication Reminders
- Companionship

Our service is available for \$100 for the initial 4-hour assignment. Our caregivers are also available for additional services after this time. Let us help you enhance the quality of your life by assisting with the things that aren't as easy as they used to be!

REST EASY RATE AND SERVICES

Services Provided

- 10-hour period \$170 per night

Services included but are not limited to Meal Preparation, Medication Reminders, Bathing and Toileting assistance.

Rate assumes caregiver has a 6-8 hour sleep period.

HOME CARE PULSE CERTIFIED

HOME CARE PULSE certified agencies are measured in two important categories, client and employee satisfaction.

Client satisfaction is measured in these areas:

- Feedback regarding overall quality of service
- Caregiver timeliness, empathy and work ethic

Employee satisfaction is measured in these areas:

- Caregiver morale and performance
- Workplace gratification

BEST of HOME CARE 2011 By implementing these changes, we at Family First Senior Care recently were honored with the **BEST OF HOME CARE** award. What does it mean to win a Best of Home Care Award? Simply put, a Best of Home Care award means we have proven that we care about quality in both our client and employee interactions.