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# WELCOME TO GRACE COMMUNITY SERVICES

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Welcome to **Grace Community Services** ., (hereinafter “Agency”.) We’re glad you have chosen to use our in-home non-medical care services. Every family's situation is unique; therefore, we are committed to providing quality service by qualified individuals, coordinated by our care coordinators. I have enclosed information for your review.

Through our FREE in-home assessment, we can determine whether you need just a few hours a week or more extensive care and create a program that provides the right balance of service and value. We encourage you to assist us in providing the right service plan for you and your family. We will make every attempt to fulfill all reasonable customer service requests and accommodations for you and your loved ones. Please let us know if you require special care when you complete our Client Service Agreement.

**Type of Service** – The agency provides in-home care for adults eighteen (18) and up, the elderly, the disabled, the recovering, or anyone in need of special care. Service is provided in your home, hospital, nursing home, or convalescent center. We provide live-in, overnight, or hourly shifts. Service is available for as little as 4 hours or as many as 7 days a week. Service schedules will be customized to your specific needs.

The services listed below are all designed to meet the needs of the client only. Excluded are seasonal chores, maintenance, general housecleaning, lawn services, pet care, or care for other family members or guests living in the household unless specifically arranged for through the office.

For those in need, we can arrange for general housecleaning and/or service for other household members at a slight increase in our regular fee.

**Your Live-in Caregiver** - We provide a screened and qualified live-in Caregiver to assist you with your personal care, companionship, and homemaking needs on a daily basis. There are several things that your Live-in Caregiver requires:

- Two (2) hours of personal time each day;
- Eight (8) consecutive hours of sleep each day;
- Appropriate personal sleeping space; and
- Food, provided by you.

The reason for these requirements is that your Live-in Caregiver is staying in your home twenty-four (24) hours a day, but cannot possibly work twenty-four (24) hours each day. Everyone needs personal time to rest, shop, run errands, see the doctor, etc. Appropriate personal sleeping space and eight (8) hours of uninterrupted sleep means a rested Caregiver is able to respond to your needs during waking hours.

**Day-to-Day Caregiver** - We provide a screened and qualified Caregiver to assist you with your personal care, companionship, and homemaking needs on a daily basis. There are several things that your Day to Day Caregiver requires:

- One (1) hour lunch (eight hours or more) each visit and
- Two (2) fifteen-minute breaks (six hours or less) each visit.