



HouseWorks | BetterCare
at Home™

A Guide to Finding BetterCare at Home™

- Understanding what's most important
- Making informed decisions
- All about HouseWorks



Years ago, I suddenly found myself in an unfamiliar role as family caregiver. Like you, I wanted to line up the extra support my parents needed to live safely and comfortably at home. Yet I found myself daunted and frustrated by the lack of home care resources to help me get started.

Today, BetterCare at Home™ from HouseWorks has supported thousands of families searching for in-home care services. With more than 20 years of experience finding, training, and supporting the best caregivers, our collaborative approach wraps clients and their families in a safety net of support as we guide them through every possible challenge aging can throw their way.

Inside this helpful guide, you will find important information on in-home care, the various options available to families like yours as well as useful information describing HouseWorks' personalized services and technology. Knowing your home care options is the right first step to take in this journey.

Let me end by saying that we are here and ready to work with you in whatever way you need. We want to help you find the best care option for you and the one you love.

Wishing you good health,

Andrea Cohen
Founder & Vice Chair, HouseWorks
Board Member, Home Care Association of America
Senior Advisor, eCaring

About HouseWorks

Our mission is to keep clients safe, happy and engaged, aging at home for as long as possible.

Founded in 1998 in Greater Boston, HouseWorks has worked to make life easier for those families who invite us into their home – whether that means a private home or senior housing.

Today, we have more than 500 exceptional Caregivers who care for families across Greater Boston, Philadelphia and parts of New Hampshire and southern Maine.

Serving seniors goes beyond offering personalized home care – it also means being a leading industry voice and affiliating with organizations that share our passion and commitment. Being a leading voice on issues of aging is ingrained in our culture.

Providing a higher standard of in-home care for more than 20 years.

HouseWorks Leadership

Our leaders are visionaries. They think about the future, are intimately involved in the details of the business, and are committed to a fundamental re-imagining of what it means to age. HouseWorks CEO Mike Trigilio has more than 25 years of experience in home care. Mike is committed to providing the best in-home care experience for older adults who wish to age in the comfort of their homes.



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HouseWorks' Approach to Home Care

HouseWorks' approach to home care is better. We get to know seniors, their families and their Activities of Better Living™. We listen, learn and guide. We match each client to the right Caregiver and Care Team. That's BetterCare at Home™.

What's In-Home Care?

In-home care allows older people to age in place. In-home care can be in a private home, a local senior housing residence, or any place people call home.

In-home care is ideal for seniors who need extra support but not full-time, intensive nursing care. In-home care allows seniors to stay connected with those they love.

HouseWorks' Caregivers are 100% Certified Home Health Aides or Certified Nursing Aides with an average 5-10 years' experience – above industry standard.

In-home care might be right for you if you need:

- ✓ **Daily Care** — Set daily schedules for consistent support and companionship
- ✓ **Weekly Care** — Caregivers once to several times a week to provide generous companionship and help with weekly chores and tasks
- ✓ **Respite Care** — Caregiving to relieve and fill-in for family caregivers
- ✓ **24-hour and Live-in Care** — Around-the-clock care for seniors who need continuous assistance and supervision
- ✓ **End-of-Life Care** — Care that supports quality of life, promotes comfort and safety, and respects dignity and privacy

In 2019 alone we've delivered over ½ million hours of care in the home.



The BetterCare at Home™ Difference

Better Caregivers.

Skilled. Dependable. Big-Hearted.

We recruit, train and support the best Caregivers in Greater Boston.

- 100% Certified Home Health Aides or Certified Nursing Aides
- 5-10 years' experience on average – above industry standard
- Dementia & memory loss training
- eCaring mobile app training
- Recognized for industry excellence
- Extreme reliability & trustworthiness

Better CareTeams.

Specially Selected for Each Client.

Your CareTeam is familiar with your preferences and habits, your appointments and daily schedule.

- A dedicated team of professionals oversees each client's care
- Consistent direct point of contact for families, available 24/7
- Holistic assessment focused on health & wellbeing
- Customized care plan, regularly updated
- Daily documentation of client health, wellbeing, and activities

Better Daily Life.

Innovative Services & Technology.

We work to improve daily life by creating innovative, personalized services.

- Care options for those with Dementia or Memory Loss
- Real-time information that monitors what's happening in-home
- Prescription drug delivery and medication organization & reminders
- Focus on Activities of Better Living™ – beyond routine activities

Noticing Even the Smallest Changes

HouseWorks Caregiver Sandra says it's her job to pick up on changes in her clients' behavior or physical health. When her client, Eva, wasn't feeling well, Sandra called the doctor. Eva had COVID-19 and she had to be hospitalized. Sandra supported Eva during her hospitalization. "I told them Eva likes her drinks a little warm and her soups a little bit cold and if everything else fails, she'll always eat dessert. Those kinds of tips that got her eating again," Sandra said.

Our Core Services

Helping someone live at home is an important job that requires, time, energy and perseverance.

Some clients come to us knowing exactly what they want. Other families need help figuring it out. HouseWorks is with you throughout the process and finds in-home solutions that work for your family now and in the future.

Activities of Better Living™



Personal Care

In-home help to provide extra support with all of life's daily activities. From a few hours a week to 24-hour live-in care.

Personal Assistance

Help with showering, getting dressed, medication reminders, nutrition, transitioning from hospital to home, and more

Health & Wellness Support

Coordination of medical visits, doctor appointments; help with medication organization and physical therapy regimens

Transportation

Driving to medical appointments, running errands, and accompanying to family events



Dementia Care

Certified Dementia Practitioners trained to identify & care for those with dementia or memory loss; provide structured routines for seniors at home in their safe, familiar environments.

Personal Care

Help with bathing, grooming, dressing, toileting, cleaning, and Activities of Better Living™

Structured Routines

Consistent routines to provide a sense of comfort and familiarity

Brain Fitness Program

Puzzles, games, music, and activities to help slow symptoms and maintain memory and cognition

Tablet-Based Monitoring

Tablet-based technology to ensure the care plan is followed

Capturing Client Stories

A journalist captures clients' life stories to help your Caregiver get to know you and to memorialize your life



100% of client-facing staff are Certified Dementia specialists.



Activities of Better Living™ could include:

- Visiting with friends
- Transportation to classes
- Keeping up with current events, and more!

Why do we offer Activities of Better Living™?

Research shows that seniors who have meaningful relationships and activities have less anxiety and depression and have better, happier days.



Home Safety and Falls Prevention

A scan of the home to determine if adaptive equipment – grab bars, hand-held showers and transfer aids – is necessary. Our in-home dedicated team of skilled tradespeople are always available if needs change



Home Transition Services

Specially tailored care for those returning home after discharge from a hospital or rehab, including medication assistance, prescription pick-up, meal prep and more



Care Kits

Kits to help clients learn about their disease and manage it better at home with educational materials and supplies



Connected Care

Our caregivers seamlessly track activities, mood, vitals, and the care they provide on our eCaring mobile app and our families can see in real-time the care that is being delivered.

- Gives the family access to view the digital activity log and communicate with other family members, the home office, and the Caregiver in one place
- Flags changes in behavior, health, and medication adherence, and ensures the case manager can respond quickly as issues arise
- Makes it easier for the CareTeam to monitor trends and, if needed, recommend changes in the level of care or the course of treatment to prevent hospitalizations
- Utilizes eCaring's electronic home care record (eHCR™) that the client can utilize when speaking with doctors, specialists, and other care providers



98% of Caregivers say eCaring helps them deliver quality care.

Why Choose an Agency Versus Hiring on My Own?

When it comes to in-home care you have choices. You could hire on your own, use a placement agency, or use a home-care agency like HouseWorks.

Hiring on your own:

You are responsible for paying and supervising the caregivers, assuming liability, and paying employment taxes. You should conduct interviews, call references, run a criminal background check, negotiate pay rates, ensure the candidate has the appropriate skill set and training, and be "on-call" to deal with a crisis or a worker.

You may be liable if the Caregiver gets hurt on your property. Your Caregiver will not be eligible for worker's compensation and does not receive health insurance and other benefits. That means, if a Caregiver has been injured while working in your home, you could be responsible for paying medical expenses and lost wages until they can return to work.

Hiring a private Caregivers usually means you wouldn't be covered in cases of theft, fraud, property damage, or abuse.

Placement agency:

A placement agency, or registry, screens caregivers and matches them with clients, but does not employ direct-care workers. The consumer is the employer and must pay employment taxes, supervise caregivers, and assume liability for on-the-job injuries. They typically charge an agency fee on top of the hourly rate.

You may liable if the Caregiver gets hurt on your property. Your Caregiver will not be eligible for worker's compensation and

will not receive health insurance and other benefits. And, you have no protection against fraud, theft, property damage or abuse.

HouseWorks:

In addition to screening Caregivers and matching them with clients, HouseWorks pays Caregivers' wages and employment taxes, carries workers compensation insurance, and provides case management, supervision, and 24-hour backup. We also provide a caregiver and family mobile app to organize care and provide insight to all members of the CareTeam. While the hourly rates charged are typically higher than placement agency rates, the total cost to the consumer is comparable.

HouseWorks is licensed, bonded and insured.

Before deciding to hire on your own, be sure to ask these questions:

- Will you be able to use your long-term care insurance policy?
- How often will you have to pay mandatory payroll taxes? How much time will this take?
- If you don't purchase a worker's compensation policy, what will happen if your employee hurts him or herself while working for you?
- Do you have the time and energy to be an employer?

Quality Home Care Checklist

	Agency	Direct Hire
General		
Affordable Prices	✓	✓
Flexible Hours	✓	✓
Convenience at Home	✓	✓
Employer Obligations		
Payroll Taxes	✓	
Workers Compensation	✓	
Unemployment Insurance	✓	
Peace Of Mind		
Reference Checks	✓	
Employee Interviews	✓	
Background Checks	✓	
Security & Contingency		
Replacement Workers	✓	
Bonded & Insured	✓	
Protections Against Abuse	✓	
Training & Supervision		
Continuing Training	✓	
Infection Control Protocols	✓	
Falls Prevention Protocols	✓	
Emergency On-Call	✓	
Professional Oversight	✓	

Source: Home Care Alliance of Mass.

200 clients per week;
57 cities and towns.
50% receive round-the-clock care. Live-in and hourly.



Home: It's Where You Are

A HouseWorks client is discerning – a person who does their research to find the best and who expects the best.

For more than 20 years, we've risen to the challenge, and it shows. Whether you need care in a family home or senior housing you can be sure HouseWorks is up to the task.

Working with Senior Housing

HouseWorks has a long history of serving residents of local senior housing communities. Our Caregivers are familiar with each residence and can provide as much or as little extra care as you need.

HouseWorks CareTeam works side-by-side with residence staff and follow all rules, policies and protocols established by our community partners.

Communicating with Families

When you hire a HouseWorks Caregiver, you have an entire CareTeam to help.

- **Schedulers** — They get to know your loved one and match them with their perfect Caregiver
- **Case Managers** — Your direct point of contact. They provide oversight to our Caregiving staff and work with families to solve issues and keep clients engaged
- **Caregiver Engagement Specialists** — Skilled care leaders who make sure clients receive the highest quality care
- **Family Support Groups** — virtual and in-person talks to help families manage having an aging loved one

Over our history we've delivered over 5 million hours of care in the home.

Partners & Affiliations

Serving seniors goes beyond offering personalized home care – it also means being a leading industry voice and affiliating with organizations that share our passion and commitment. Being a leading voice on issues of aging is ingrained in our culture.

Through these organizations, we champion many important issues and causes:

- AARP Social Isolation Task Force
- Boston Women's Workforce Council
- Caregiver Action Network
- Community Servings
- The Commonwealth Institute
- FriendshipWorks
- Hebrew SeniorLife
- Home Care Alliance of Massachusetts
- Home Care Association of America
- Massachusetts Gerontology Association
- Massachusetts Women's Forum
- Schwartz Center for Compassionate Healthcare

Get Started with HouseWorks

Are you ready to get started with HouseWorks? If you need immediate help, we can be at your home within 24 hours — sometimes in the same day.

STEP 1

Personalized Consultation

617-928-1010

Call us for a free care consultation. Our CareTeam will meet with you – virtually or in person – to listen to your concerns, answer your questions and guide you through your options.

Rates

We offer hourly and live-in services with weekend and weekday rates.

Long-term Care

Our pricing is competitive and based on client need.

The Fine Print

- Services begin when Service Agreement is signed
- Easy auto draft payment options
- No long-term contracts required
- Flexible scheduling
- No deposit required
- No sign-on fees
- Bi-weekly billing cycle
- Free access to our family portal

STEP 2

Customized Care Plan

We will create a plan that's tailored for the client, taking into account habits, likes/dislikes, and personal interests.

STEP 3

Service Agreement

You sign the service agreement, and we get started right away.

Average length of service with us is 26 months.



Call us for a free care consultation.

617-928-1010

www.house-works.com



We're here to help 24/7.

If you need immediate help, we can be at your home within 24 hours — sometimes in the same day.

Personalized Care Consultation – Take it to the next step

Our CareTeam will meet with you – virtually or in person – to answer your questions and guide you through your options. If you need immediate help, we can be at your home within 24 hours – sometimes in the same day.

Call us for a free care consultation!



We're here to help 24/7.

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COVID-19

We take extra precautions to safeguard clients and keep our dependable Caregivers healthy. Every Caregiver has completed advanced infectious disease training and is outfitted with personal protective equipment (PPE) including masks, gloves and hand sanitizer. Call us to learn more about our special COVID-19 protocols.

house-works.com/coronavirus-response