**PEACE OF MIND GUARANTEE**

(In Home Assessment)

**Let me go over our PEACE OF MIND GUARANTEE:**

1. **We are Part of AHI Group –** Nationwide Organization of 300+ Home Care Agencies. If they ask “how long you have been in business?” say: *“We have 300 locations nationwide and we just opened an office in this area recently.”*
2. ***We are Bonded*** *– so if anything gets accidentally broken while one of our employees is in your home then it will get paid for by our policy – so you don’t have to worry about that type of thing.*
3. ***We are Insured*** *–* We have liability and workers compensation insurance of $3,000,000 – so if a caregiver ever got hurt while working in your home we would pay for their medical bills and that wouldn’t be something you would be responsible for – so you don’t have to worry about that ever happening. We are ready for the unexpected!
4. **We are Licensed in Our State –** Not all home care agencies are licensed. So you know we are a legitimate organization.
5. **We don’t use Sub-Contractors** – all of our caregivers are employees of our company so we have full control and oversight over them.
6. **We have a minimum of 4hrs a day and 16 hours a week** – to help ensure that our clients get the same caregiver coming to their home each day.
7. **We Background Check and Drug Check all of our employees.** We use a detailed background checking system that checks more than most background check systems – to help us ensure that we hire only the best and safest caregivers out there.
8. **We are a member of the Home Care Association of America –** which ensures that its members are legitimate organizations and screened.
9. **We have Certified Senior Care Managers / and RNs that perform in home assessments and manage our caregivers –** to help create a personalized plan of care and to help ensure that appropriate care is being provided.
10. **Our Caregivers will login to work on an app on their phone** which via GPS positioning knows they are at your home - and they cannot login otherwise. This ensures accurate time keeping of their hours of service and accurate billing.
11. **Super Flexible Care Services Contract - Our Clients can cancel services anytime** but we ask for 24hrs notice for the caregiver sake – so they don’t show up to work at your house unnecessarily.
12. **We are fall prevention specialists** and I will go over our fall prevention questionnaire shortly – to help ensure your home is from things that pose a risk of falls.
13. **Then talk rates** - pull out the Genworth financial caregiver rate for the state. Then show your pricing sheet and say we are just above average by $0.50.
14. **Then talk Hours of Care** - I would Recommend 24 hours of care initially after the surgery to ensure that if you need help at night that help is available and you won't fall and end up back in the facility. We can then downgrade from there as time goes on. Our goal when we bring you home is to help you stay home and not go to the hospital/facility! How does that sound?
15. **Caregivers are trained by the client Physical Therapist** before the client discharge.
16. **We will find the best companion possible for you. Please give the caregiver 3-5 days** so that you both have chance to get to know each other. We don’t get engaged on the first date – need some time to get to know the other person….haha.
17. **Do you have any questions** for me to this point?