



## Clinical Assessments

A registered nurse and care manager meet with each client for a complete clinical assessment. Members of the client's professional care team are then able to develop an individualized, written plan of care. The client's physician must also agree that the plan of care and a home setting are appropriate for the client.

## Matching Clients and Caregivers

Most often, a family member becomes the caregiver. But when that's not an option, we look for the best possible match between a client and nonfamily caregiver, based on the client's needs and preferences.

## Professional Team Support

Moving in is just the beginning. Once a placement is made, our professional team—including a registered nurse and a care manager—will provide ongoing care planning to both the caregiver and the client. Support includes additional caregiver training as the client's needs change, periodic reviews of the plan of care, and regular telephone contact and home visits.

The case management team also uses information from SeniorTouch to monitor each client's daily care. SeniorTouch, our Web-based, case management system, is where caregivers keep track of the client's health and well-being.

## Experience You Can Count On

Caregiver Homes is a subsidiary of Seniorlink, Inc., a company that provides innovative caregiving solutions and services for caregivers, families, and companies nationwide.

## How to Get Started

For more information about Caregiver Homes of Massachusetts or to discuss your specific situation, give us a call or visit our Web site.

**Phone: 866-797-2333 (toll-free)**

**Web: [www.caregiverhomes.com](http://www.caregiverhomes.com)**

### Regional Offices:

**North: 781-683-0713**

**South: 781-223-6291**

**Central West: 413-304-4126**

**Greater Boston: 866-797-2333**

**Caregiver Homes  
of Massachusetts  
20 Park Plaza, Suite 920  
Boston, MA 02116**



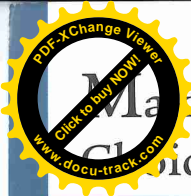
# Family Caregiver

# The Comforts of Home

**Compensation  
and Support for  
Home-Based Care**







## Making a Difficult Choice Easier

What do you do when an older or disabled family member can no longer live alone safely? You struggle with the idea of nursing home care, because you think you don't have a choice. Maybe you're not sure you have the skills needed to provide care at home, or maybe you can't afford to quit your job to be available 24/7. It's a difficult decision. But you do have a choice. Caregiver Homes™ can help you care for family at home.

### What Is Caregiver Homes?

Caregiver Homes of Massachusetts is a community-based alternative to nursing home care. Here's how it works: You live together with your family member and are responsible for his or her care. We pay you for providing that care and support you with our clinical team.

We begin by carefully screening interested caregivers to make sure they're suited to making a full-time, around-the-clock care commitment. And we assess potential clients (usually a family member), to see if at-home care seems like an appropriate option. Once you're accepted into the program, we'll train you. You'll also be assigned a team of professionals to support, guide, and educate you about your family member's health issues or disabilities.

### Who Can Be a Client?

To be a client, a person must meet three criteria. He or she must:

1. Be an elder or disabled adult over 16 years old who has (or is eligible for) MassHealth

2. Need help with either:

- One or more activities of daily living, like bathing, dressing, eating, toileting, transferring (getting from bed to chair or from sitting to standing), and walking around
- Managing behaviors like wandering, abusive or disruptive behavior, or resistance to care

3. Need 24-hour care and supervision

### Who Can Be a Caregiver?

A caregiver can be a family member or a member of the local community. However, MassHealth does not allow us to pay a client's spouse, legal guardian, or the parent of a minor child to be a caregiver.

### What a Caregiver Does

A caregiver agrees to provide care to the client seven days a week, 24 hours a day, according to an established plan of care. (Some clients may also be eligible for other MassHealth or Medicare services, like adult day health, home care, private-duty nursing, or hospice care.)

In addition, the caregiver agrees to report changes in client status by telephone and through daily notes entered into SeniorTouch™, our Web-based, case management system.

### How We Select Caregivers

We choose potential caregivers very carefully—even if you're a family member. Every caregiver goes through a rigorous screening process, including:

- An initial telephone screening
- Completion of a written application
- Personal background checks, including reference checks and a criminal offender record information (CORI) check
- A face-to-face interview in the caregiver home
- A home assessment

We interview and check the background of all members of the household and anyone else who will be involved in caregiving. Our goal is to ensure that the placements we set up will create a positive, long-lasting experience for both the client and the caregiver.



*Caregiver Homes:  
Experience you can count  
on to help you care for a  
family member at home.*

