

248.862.4934

HOME CARE SERVICES CONCIERGE SERVICES

SPECIAL CARE TRANSITION CARE PRODUCTS



Level of care that meets your discerning standards

OUR PHILOSOPHY

At Arbor Care, we believe there's no place like home. Our goal is to let your loved ones enjoy the comfort, privacy and luxury of their own home, instead of being confined to a facility with regimented care.

OUR COMMITMENT & PROMISE

We understand our clients are accustomed to a certain lifestyle. We pay meticulous attention to each client's personal needs, as well as focus on their health and wellness.

HOME CARE REIMAGINED



HOME CARE RE-IMAGINED

The Arbor Experience



Senior Concierge Services



WE DELIVER PEACE OF MIND

Specializing in Senior Care and Wellness, Arbor has a pool of compassionate staff, dedicated to pamper your loved ones and cater to their needs.

Your Arbor Liaison will work with you and your loved ones to develop a custom care plan for personalized companion care and non-medical assistance, offering you the peace of mind that they are receiving the best care possible.

As your Arbor Companion meticulously attends to your loved one's needs, their goal is to form a bond with them, where they feel completely comfortable and look forward to their Companion's visit.

Please call us to schedule a no obligation, in-home consultation with your Arbor Liaison

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HOME CARE RE-IMAGINED



We understand that it can be difficult and confusing to wade through the vast array of home care agencies, all offering similar basic services.

- ❖ At Arbor Care, we strive to revolutionize the idea of in-home supportive care through our unique concept of Senior Concierge Services
- ❖ Our goal is to provide the level of care that lives up to the discerning standards that your loved ones expect
- ❖ We will work closely with you to match the best suited personal companion for your loved ones, based on their preferences and needs
- ❖ Your Arbor Liaison is also able to assist your loved ones in planning a vacation, making travel arrangements, and if needed, provide an Arbor travel companion
- ❖ If your loved ones wish to throw a party, they can rely on their Arbor Liaison to assist them with event planning, ordering food, and any other details
- ❖ With Arbor taking care of your loved ones, the care possibilities are endless, allowing you complete peace of mind



START YOUR DAY WITH A SPA-LIKE TREATMENT

- ❖ Showering, bathing, grooming and helping you get dressed
- ❖ Assistance with Incontinence care, if required
- ❖ A gentle head massage to stimulate the scalp
- ❖ Lotions on your arms and legs to keep your skin moisturized

Your companion will be happy to pamper you – And get you ready for your day

AN ACTIVE MIND IS A HEALTHY MIND

- ❖ Do you like playing cards or board games?
- ❖ Do you enjoy reading or listening to audio books?
- ❖ Do you stay in touch with family and friends via Facebook or Skype?
- ❖ Do you enjoy entertaining guests at home?

Your companion will arrange any of the above, and prepare a healthy snack and beverage of your preference, for you and your company

GETTING OUT OF THE HOUSE

- ❖ Enjoy lunch or dinner at your favorite restaurant
- ❖ Go shopping at the mall, go to your bank, or visit the hair salon
- ❖ Sit and relax in your garden, while reading a book or listening to music
- ❖ Get exercise with a pleasant stroll in the park, go to the gym or a Zumba class

Your companion will assist you with all of the above, or cater to any other activity of your choice

ASSISTANCE WITH DAILY TASKS

- ❖ Your bed will be made, room vacuumed, and closet organized
- ❖ Your laundry washed, folded and put away
- ❖ Your companion will do your grocery shopping, pick up your dry cleaning, prescriptions, etc.
- ❖ Your companion will prepare a delicious, well-balanced nutritious hot meal, even if you are on a special diet

Your companion will perform all of the above tasks, while you rest or enjoy a nap



SENIOR CONCIERGE SERVICES

At Arbor Care, our goal is to provide a comprehensive set of services for our senior clientele. In addition to providing basic **Care Services**, we understand that other unique situations may arise from time to time. These may include;

- ❖ OUT OF TOWN TRIP - A family get-together, wedding, or vacation, that may require an Arbor companion to provide general assistance and ensure overall comfort and safety
- ❖ EVENT PLANNING – Host family or friends at home, and your Arbor Liaison will be happy to make all arrangements, catering, ordering and picking up any supplies needed, arranging the food/beverages, and clean-up later
- ❖ MINOR HOME MODIFICATIONS FOR SAFETY – Arbor Care works with a wide network of vetted contractors and handy men that can perform any task, big or small. Your Arbor Liaison will oversee the project, and make sure everything is completed to satisfaction.
- ❖ SPECIAL NEEDS ITEMS – Incontinence items (garments), DME (cane, walker, wheel chair, catheter, etc.); Your Arbor Liaison will be happy to coordinate with your loved ones' Physician and order the items for them
- ❖ TRANSPORTATION NEEDS – Whether it's a Doctor appointment, dialysis treatment, or a general ride, your Arbor companion is able to drive your loved one anywhere they desire.
- ❖ PET CARE – We understand how attached your loved ones may be to their pets. Your Arbor companion will take very good care of the pets, including grooming, letting pets out, taking them to the park
- ❖ GENERAL UPKEEP – Depending on the season, your Arbor Liaison is able to arrange for services like gardening, snow removal, etc.
- ❖ RE-ORGANIZING THE HOUSE – If your loved ones need to change things around; furniture re-arranged, closet re-configured, basement organized and cleaned, our companion will be happy to assist in any way possible

Arbor's Care Team pride's itself on paying meticulous attention to our clients' needs and wants. Our staff will work together to provide the best possible care to your loved ones – allowing you complete peace of mind.



CARE SERVICES

DROP DOWN MENU:

- Complete Personal Care
- Homemaking Services
- Companionship
- Transportation
- Respite Care

COMPLETE PERSONAL CARE

At Arbor Care, our comprehensive Personal Care Services are designed to get your loved ones out of bed, and ready for their day. Our well-trained Companions will not only attend to your loved ones' every single need, but pamper and spoil them in the process, while maintaining the highest level of personal dignity and respect for them.

BATHING, GROOMING AND HYGIENE

- Assist with bathing or showering
- Assist with shaving - using an electric shaver
- Assist with hair combing and styling
- Assist with any other grooming need - brushing teeth, lotioning, nails, etc.

TOILETING AND INCONTINENCE CARE

- Assist with toileting needs
- Assist with changing of incontinence garments - pull-ups, diapers, where applicable
- Empty out bed pan, urinal or catheter, where applicable

GETTING DRESSED

- Our Companion will pick out the clothes your loved ones desire for the day
- Iron any clothing items, if needed
- Help your loved ones get dressed, so they look and feel their best

MOBILITY ASSISTANCE – TRANSFERRING AND POSITIONING

- Assist with getting in and out of bed
- Transfer to and from a chair or wheel chair
- Assist with mobility devices - cane, walker or wheel chair
- If bed-bound, transferring and re-positioning to reduce the risk of bedsores and muscle atrophy



HOMEMAKING SERVICES

Your Arbor Care Liaison will work with you and your loved ones to assess their daily preferences and needs, and put together a comprehensive care plan. Our Companion will take care of all the daily tasks like housekeeping and errands, allowing your loved ones to relax and enjoy their day.

HOUSEKEEPING

- Making the bed and changing linens
- Dusting and vacuuming
- Cleaning the bathroom sink, shower, tub and toilet
- Doing laundry, folding and putting all items away
- Ironing clothes as requested
- Home organization and re-arranging if desired
- Doing dishes, cleaning the kitchen area and taking out the trash
- Any other chore requested

ERRANDS

- Grocery shopping
- Picking up dry-cleaning
- Picking up medications from the pharmacy
- Any other errand requested

MEAL PREPERATION

- Our Companion will prepare a nutritious and healthy meal for your loved ones
- In the case of special dietary needs or restrictions, recipes will be followed very strictly
- Snacks and beverages can be provided at any time, as desired
- If your loved ones enjoy cooking, their Companion will act as their assistant and clean up afterwards



COMPANIONSHIP

Arbor Care's Companionship Program is designed to provide seniors with emotional as well as physical support. We have a pool of compassionate staff who will act as trusted partners for your loved ones. Our goal is to offer healthy interactions and encourage activities that improve both, physical and cognitive health of our clients.

SOCIAL ACTIVITIES – at home

- Playing cards or board-games
- Reading or listening to audio books
- Sitting and relaxing in the garden, while listening to music
- Staying in touch with family and friends via social media (Facebook, Skype, FaceTime, etc.)
- Entertaining guests at home

PHYSICAL ACTIVITIES – outside the house

- Going to the restaurant for lunch or dinner
- Going shopping at the mall or visiting the hair salon
- Going to the bank or any other store of choice
- Getting exercise with a pleasant stroll around the block or to a park
- Going to the gym or a fitness class
- Going to a community center for classes, workshops, or to meet friends



TRANSPORTATION

At Arbor Care, we believe in promoting independence for our clients, as much as possible. We want to make sure that your loved ones do not feel isolated or helpless, if they lose the ability to drive. Our companions are able to address all transportation needs for our clients, allowing them to remain active and independent.

GENERAL TRANSPORTATION

- Shopping trips – mall, barber shop, hair salon, grocery store etc.
- Recreational trips – restaurant, movie theater, museum, etc
- Social trips - visiting family, or friends
- Religious services

MEDICAL TRANSPORTATION

- Doctor's appointments
- Medical tests, or outpatient procedures
- Therapy sessions
- Dialysis treatments



RESPITE CARE

If you happen to be taking care of an ailing or elderly family member, you could probably use a little break for your self. While it's a rewarding and fulfilling experience, being a family caregiver can also be physically and emotionally taxing. Arbor Care's Respite Program is designed offer support and assistance, allowing you to relax and have some time for yourself.

RESPITE CARE SERVICES

- Complete Personal Care
- Homemaking
- Companionship
- Transportation

HOW THE PROCESS WORKS

- You Arbor Liaison will meet with you, first. After a detailed discussion, and fully documenting your loved one's needs and personal preferences, a comprehensive Care Plan will be created.
- Next, we will arrange for a meet-and-greet, where your Arbor Liaison and Arbor Companion will meet with you, and you can introduce them to your loved one.
- As your loved one becomes more comfortable with the Arbor Companion, you will be able to attend to your own personal needs, or just rest and recharge.

Respite Care services are available for a few hours a day, to 24 hours a day, depending on your need and situation.



SPECIAL CARE SERVICES

DROP DOWN MENU:

- **ALZHEIMER & DEMENTIA CARE**
- **END OF LIFE CARE SERVICES**

ALZHEIMER & DEMENTIA CARE

Caring for a loved one who may be suffering from Alzheimer's or another form of Dementia can be challenging and difficult. Arbor Care's Pathway Program addresses Alzheimer's and Dementia Care. We have specially trained staff dedicated to taking care of your loved ones who may be affected by Dementia.

Alzheimer and Dementia Pathway Program:

- Your Arbor Liaison will meet with you and document in detail your loved one's daily routine, personal preferences and anything they dislike or may upset them.
- Based on data collected during initial consultation, a custom care plan will be created, which will encompass creating a comforting and supportive environment for you loved one.
- Your Arbor Companion will arrange different activities for your loved one, to promote mental stimulation; playing their favorite songs, looking through old family photos, reading their favorite book, a card game or a board game, painting.
- Encouraging physical stimulation is considered just as important. Our Companion will take your loved one for a leisurely walk, or a picnic in the park (weather permitting), join them in their exercise regimen, or any other physical activity of their liking.
- As your Arbor Companion meticulously attends to your loved one's needs, their goal is to form a bond with them, where your loved one feels completely comfortable and looks forward to their Companion's visit.



END OF LIFE CARE SERVICES

We understand how difficult it is to have a family member diagnosed with a terminal illness. At Arbor Care, our goal is to offer you all the support and assistance you may need, so you are able to spend more quality time with your loved one.

While the hospital or hospice agency focuses on your loved one's medical condition, providing them relief from symptoms and reducing their suffering, your Arbor Companion will be able to tend to their other needs like;

- Complete Personal Care
- Homemaking
- Companionship
- Transportation

Arbor Care is here to help you in your time of need. Our Companions are trained to handle such delicate situations, and provide any and all help that your loved one or you may require.



TRANSITION CARE

If your loved one is returning home after being discharged from a Hospital or Skilled Nursing Facility, we will make sure they have the proper support and care at home, to avoid any complications, and help them on their way to a full recovery. Arbor's Transition Care Team will help your loved one settle in at home and make all necessary arrangements for them.

FOLLOW-UP APPOINTMENT

- Coordinate with the discharge planner and document the date & time for the 7- Day follow-up appointment
- Arrange transportation (if necessary) for their appointment
- Reminder phone call on the day of their appointment

MEDICATION MANAGEMENT

- Document all prescribed medications – Make a Med. List
- Put together a Time-chart for all medications with directions – Set up a Pill Box
- Pick up prescription from the pharmacy (if required)

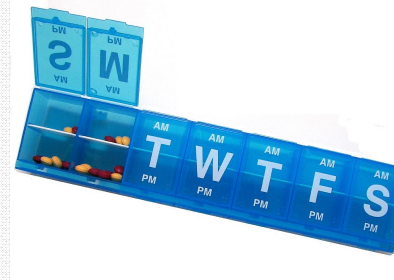


MEDICAL EMERGENCY INFORMATION

- Create a Medical Emergency Contact List (PCP, Specialists, Hospital, Home Health Care Agency, POA – if applicable)
- Document all medical/health conditions, any allergies, dietary restrictions
- Notify their PCP of the discharge date

HOME NECESSITIES

- Light grocery shopping for essentials
- Prepare a meal or snack
- Unpack their luggage



Emergency Contact Sheet	
FOR EMERGENCY SERVICES, DIAL 911	
<small>The best time to prepare for an emergency is before it happens. Fill out this sheet and keep it near each phone. Update the sheet when necessary, and be sure to let family, babysitters, and others know that it is available.</small>	
EMERGENCY NUMBERS	
Poison Control Center: 1-800-222-1222	Phone: _____
Hospital Name: _____	Phone: _____
Doctor's Name: _____	Phone: _____
Dentist's Name: _____	Phone: _____
Pharmacy Name: _____	Phone: _____
Health Insurance Plan: _____	Policy #: _____
FAMILY CONTACT NUMBERS	
Parents' Names: _____	
Kids' Names: _____	
Address: _____	
City: _____	State: _____ Zip: _____
Home Phone: _____	Mom Work #: _____
Dad Cell #: _____	Dad Work #: _____
Emergency Contact 1	
Name: _____	
Relationship: _____	
Phone: _____	
Emergency Contact 2	
Name: _____	
Relationship: _____	
Phone: _____	
<small>In an emergency, call 911 or your child's doctor. Before your child gets sick, speak with your doctor about the best way to handle an injury, illness, or emergency.</small>	

