



# Nessa Home Care LLC

*“Quality care you can count on”*

*License No. 42044*

Nessa Home Care, LLC (NHC) is a homecare referral and placement agency. Our in-home care services use qualified and screened caregivers to help with our clients’ activities of daily living including but not limited to respite care, companionship, personal care, transportation, bathing assistance, and much more, all at the convenience of our clients’ own home. Our caregivers provide elder/senior care and caters to other challenging conditions of our clients such as dementia care (including Alzheimer’s), Parkinson’s care, hospice care, and rehabilitation care.

## **Client Assessment and Services**

Each client must be evaluated by a Nessa Home Care Assessor. The client will be assessed based on his or her physical capabilities and the home environment in order to properly assign the client to their appropriate Tiers (see below). Once assessed, we will set up each client with their respective caregivers and create the kind of care that fit the clients’ needs.

Each Tier pricing varies on the condition of each client, and the amount of assistance required of caregivers per client.

Nessa Home Care will introduce pre-screened and qualified caregivers to the clients, and at any time that client may decide that the caregiver is not a good fit for them or that they do not like

how any of the caregivers have treated them, we will immediately take appropriate action and find a replacement caregiver for the client.

The cost of the assessments is **\$375.00\* per client per assessment**, due at time of assessment in cash or by check. The initial assessment includes 1 to 3 hours of personal consultation with clients and their families to discuss all things relevant to clients plan of care and the respective duties of the caregiver.

**Tier Pricing:** Each Tier pricing also varies on the condition of each client, and the amount of assistance required of caregivers per client, and includes up to 2 caregivers if needed per shift at no extra cost to clients.

**Tier 1-Companion\***

1. All indoor/outdoor activities (i.e., nature walks, exercising, games, gardening, etc.)
2. Shopping, Movies, Scenic drives
3. Appointments (Dr's, Dentists, hair, nail, pet groomers, etc.)
4. Sitting and visiting with client and keeping them company
5. Medication reminders
6. Personal care reminders
7. Meal Prepping & Meal reminders
8. Taking out trash/bins to street/returning bins to house
9. Checking mail/mailed envelopes
10. Picking up prescriptions
11. Walking/feeding animals

**Tier 2-Some Assistance\***

1. All indoor/outdoor activities (i.e., nature walks, exercising, games, gardening, etc.)
2. Shopping, Movies, Scenic drives
3. Appointments (Dr's, Dentists, hair, nail, pet groomers, etc.)
4. Sitting and visiting with client and keeping them company
5. Medication prepping & reminders
6. Personal care reminders & some assistance/transfers
7. Meal prepping & Meal reminders
8. Light housekeeping
9. Taking out trash/bins to street/returning bins to house
10. Checking mail/mailed envelopes
11. Picking up prescriptions
12. Walking/feeding animals

**Tier 3-Full Assistance\***

1. All indoor/outdoor activities (i.e., nature walks, exercising, games, gardening, etc.)
2. Shopping, Movies, Scenic drives
3. Appointments (Dr's, Dentists, hair, nail, pet groomers, etc.)
4. Sitting and visiting with client and keeping them company

5. Medication administration
6. Full personal care
7. Full transfers
8. Full housekeeping
9. Cooking and serving meals
10. Taking out trash/bins to street/returning bins to house
11. Checking mail/mailling envelopes
12. Picking up prescriptions
13. Walking/feeding animals

**Tier 4-End of Life Comfort Care-in conjunction with Hospice (Fees may vary)**

1. 24/7 caregiving at the client's home
2. All-inclusive care including but not limited to housekeeping, medication administration, feeding, changing, hand-over-hand assistance, and more.
3. Flat fee for a designated period (2 weeks or 1 month, etc.; fees may vary)

**\*All service fees will be determined once the assessment has been performed and are subject to change with prior notice.**

## **Our Caregivers**

Our network of caregivers is the cornerstone of Nessa Home Care. While they are independent contractors, each applicant is very thoroughly screened and trained. We search for those who are truly committed to serving as a caregiver and we endeavor to match the right caregiver based on our clients' needs.

All Caregivers are first required to be First aid/CPR certified, and due to Covid-19 pandemic; each caregiver is required to get Covid tested before employment and are also required to keep current with testing, and certifications.

Some of our caregivers have also chosen to get the Covid vaccine. If any of our caregivers may be coming down with anything, or are feeling really tired, they are sent to get tested, and are not put back on schedule until they can provide a negative covid test result.

## **Referrals**

If you were referred to us by someone, please make sure to tell us their name. We would love to send the referrer a gift card to show our appreciation for their referral.

## **Caregiver Shifts**

Our caregiver shifts are as follows but may be tailored to each client's needs:

- Day shift 6am-2:30pm.

- Swing Shift 2pm-10:30pm.
- NOC shift 10pm-6:30am.
- 12hr shifts 6am-6:30pm, and 6pm-6:30am.
- 24hr shifts 6am-6:30am
- Minimum paid caregiving hours per Day &/or Swing shift is 5hrs per shift and 6hrs per NOC shift. 24hr shifts must be scheduled/cancelled with a minimum of 24hrs notice of shift starting or a fee will be added to the invoice for each un-scheduled cancellation and if this occurs 3 times in a week, services may be suspended for a short period of time, as caregivers have to have enough time to rearrange their schedules as necessary to cover these shifts.
- Caregivers may not leave their shifts early unless pre-approved by the owner and clients.
- Clients that don't need 24-hour assistance may let caregivers leave their shifts early if they feel they do not need to be there for the full shift, but they must still pay the minimum hours as agreed on.
- All NOC's have to be available to wake up and help clients as much as clients need them to on a NOC shift, so they may or may not get any sleep throughout nights like normal, so they are paid \$1 more per hour than Day/Swing shifts.
- All our caregivers are required to get in serviced with the owner for their first shift with each client before they are allowed to be on their own with each client.

## **Concerning Covid-19 and Caregiver**

- All Caregivers are first required to be First aid/CPR certified, and to get Covid tested before employment
- They are required to keep current with testing, and certifications relevant to our line of work.
- Some of our caregivers have also chosen to get the Covid vaccine.
- If any of our caregivers feel like they may be coming down with anything, or are feeling really tired, they are sent to get tested, and are not put back on schedule till they bring me a negative covid test result.

## **Client and Caregiver Money Exchange**

- No money over \$40 should ever be exchanged between Caregivers and Clients and/or clients' families. If a client wants a burger, fries and a shake, Caregivers can get them some food from a local restaurant, fast food joint, or store, as long as there's someone else there to keep an eye on clients to allow them to pick it up.
- All other monetary transactions must go through Nessa Home Care directly and should not be given to the caregiver. This is a safety precaution for all parties involved.
- If clients choose to have us (NHC) buy food and supplies, groceries and household supplies, etc., it will be paid by NHC and the receipts will be added to the caregivers'

payroll at the end of every week, and copies given to clients with invoices for services rendered for each week.

- Invoices are sent to the clients every Thursday, and payments due every Friday; we request that payments are made promptly (late fees may apply).
- Payroll is done bi-monthly
- Invoices are sent out 5 to 7 days before due dates, and payments must be received by no later than 2 days passed the due date.

## **Client and Caregiver Relationship**

Nessa Home Care reserves all rights to hire and manage our own caregivers. The caregivers placed by Nessa Home Care are not allowed to be employed or contracted with, either directly or indirectly by the same client upon the termination of the client and caregiver relationship that was established by Nessa Home Care without the consent of Nessa Home Care. The client nor the caregiver cannot resume client and caregiver relationship no earlier than 6 months after the caregiver's relationship has been discontinued by Nessa Home Care. If such relationship occurs without our knowledge, Nessa Home Care may take necessary legal steps to protect its business interests in pursuance of such actions.

For any further questions or concerns about any of our policies, please do not hesitate to contact us.

**Email: [vmhomecare@outlook.com](mailto:vmhomecare@outlook.com)**

**Call or text: 530-953-6684**

Thank you!

Vanessa Myers, CEO/OWNER