



## How do I arrange for services in my home?

Call Glenmeadow at 413-567-7800 or 800-633-6313 and ask to speak with Torrie Dearborn. Torrie will ask you some basic questions about your need for services and will provide an overview of how we might be able to help. If appropriate, she can meet with you in person, either at your home or in our office. Depending upon the services needed, Torrie will identify an appropriate service coordinator to work with you. The coordinator can provide you with a personalized plan and a detailed cost estimate for your review.

## Do you offer care management? Is that different than service coordination?

Glenmeadow offers care management, and is a member in good standing of the National Association of Professional Geriatric Care Managers. Care management is the process of assessing, identifying resources, and planning care to help an individual achieve the highest level of independence, dignity, comfort, and safety. It is sometimes called case management. We refer to it as service coordination, because we can provide a global assessment, addressing all areas, such as medical, psychiatric, social, financial, and legal. Also considered are the ability of the elder to perform the activities of daily living, such as personal care, instrumental activities of daily living, such as grocery shopping and house-keeping, and the safety and security of the home.

You might call Glenmeadow because you heard we provide dependable staff to take care of chores around your house. We will do that. If your needs change, or increase over time however, we'll still

be there for you. Your service coordinator will be a licensed social worker or registered nurse, with the experience and background to proactively identify potential issues and recommend solutions. Our service coordinators can work independently, or within the framework and support system you already have in place, to maximize your independence, safety, and quality of life.

## Why should I work with Glenmeadow? Aren't there other providers offering the same thing?

### A MULTI-DISCIPLINARY TEAM

Glenmeadow at Home's expanded offerings represent the nation's first comprehensive fee-for-service retirement-at-home program. We offer and coordinate a suite of services, including wellness programs, personal care and support, and home and property services—all of which you can arrange with one phone call. Our approach utilizes the resources of a multi-disciplinary team of professionals—licensed social workers, registered and licensed nurses, certified nursing assistants, experienced administrative professionals, and vetted external partners—to provide around-the-clock support that's lower in cost and higher in quality than that provided by independent practitioners.

### TRUSTWORTHY, SUPERVISED STAFF

We carefully select and supervise our staff, so you don't have to. We recruit individuals who are caring, considerate, respectful, and patient, and provide them with ongoing training and support to ensure high-quality care and service. All of our staff have had thorough reference- and criminal-background checks performed, are bonded, and are covered by

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comprehensive liability and worker's compensation coverage. The external vendors we use as partners are also carefully screened, have proof of insurance, and demonstrated experience. We monitor staff and vendor performance on an ongoing basis and take responsibility for all scheduling.

#### **DEMONSTRATED TRACK RECORD**

Glenmeadow has been caring for and serving seniors as a nonprofit organization since 1884. Today, we are one of the most experienced and innovative providers of senior living services in the area. We have built a reputation for exceptional service and compassionate, quality care, and have a demonstrated track record of financial stability.

#### **How much does this cost?**

Most services are billed at an hourly rate and scheduled to suit your needs on an hourly, daily, or weekly basis. Regular hourly rates range from \$21 to \$50, depending on the service and the level of expertise required. Routine service coordination is charged at a rate of \$50-\$75 per hour. Emergency coordination is also available.

We try to be fair and consistent in our pricing and will do our best to provide services to you wherever your home is located. Since some areas are more difficult for us to serve, we may be limited in our ability to provide consistent coverage. If this is the case, we'll let you know what we are able to provide up front so that you can decide whether to proceed.

#### **Is this covered by insurance?**

Many of our services are reimbursable through long-term-care insurance. Since plans vary, please check with your insurance provider for reimbursement guidelines.

#### **Are there any restrictions?**

Clients must be 62 and over.

#### **How do I get started?**

For more information, or to arrange for personalized services, please call 413-567-7800 or 800-633-6313 and ask to speak with Torrie Dearborn.

