



*Companionship &  
Homemaking Services*



## Our Services

At Home is the perfect adjunct service for the elderly or disabled person who is beginning to have trouble coping with independent living because of chronic disability or increasing frailty.

Our service also provides relief for the caretakers, freeing them from the stress and guilt, even helping them to improve the quality of life for the elderly people they care so much about.

At Home Companions will work in conjunction with in-home medical service providers to allow families the ability to provide total comprehensive care solutions. At Home Companions do not provide medical services.

- **Companion / Homemakers**

Provide hourly services any time of the day, which can often serve as respite for family caretakers.

- **Live-In Companions**

Provide around the clock oversight of client's and their homes. Companions have the ability to sleep and have personal time.

- **Sitters**

Provide additional resources day or night to families wanting to have a watchful eye looking after their loved ones who are staying in the hospital, rehabilitation facility or nursing home.

- **Tech Advantage**

A new approach in home care is the combining of home health technology with home care services allowing the elderly and the disabled to live independently longer. Benefits of combining technology with services are reduced cost of care, increased safety of the individual and comfort to concerned family members.



## Our Difference

### A Commitment to Caring

Our companions are mature experienced homemakers, chosen because they have demonstrated a true commitment to caring for others.

At Home utilizes a client / companion matching process that has been refined over 29 years, that assists our service coordinators with matching companions to the specific client needs, personality and environment.

Consistency in care is important, so we make every effort that one companion is assigned to a client allowing a bond to be built between the client and companion.

All companions are personally introduced before any services are started. Careful supervision and positive interaction with our service coordinators maintains the companion's professionalism and enthusiasm.

All companions are trained insured, bonded, referenced checked along with an extensive background check performed by local law enforcement.

### Care Coordination and Concierge Services

At Home provides care coordination and concierge services to our clients, providing a single point of contact for services relating to the individual or individual's home. At Home created CNY Care Connection, a group of dedicated local companies and professionals committed to providing the best, most comprehensive service offerings designed to allow the elderly and the disabled to live independently at home. To learn more visit our website at [www.cnycareconnection.com](http://www.cnycareconnection.com).

## Addressing Your Needs and Concerns

A locally owned business, At Home was founded in 1984 to meet the need for safe and affordable in-home, non-medical services. As time has progressed, so have our offerings. Today we consult individually with every client and their family to develop a custom care solution that utilizes our in-home companion services, assistive technology options and our thorough knowledge of community resources. This comprehensive approach allows our clients the ability to live safely at home for as long as they choose.

### Our Mission & Values:

To respect your independence, support your choices and provide the care you or your loved one needs to live safely at home. We believe you deserve Respect, Honesty, Compassion, Support and Concern.

## Non-Medical Home Care Services

### Why Choose At Home

The commitment to our clients and their families from the management, companions and service coordinators is to meet our mission and service goals and to resolve all client concerns in a timely and courteous manner.

An experienced management team with backgrounds in business administration, social work, nursing, recreational therapy, dementia care, technology consulting, training and as caregivers.

That's what At Home is all about. Confidential non-medical home care services by dedicated professionals who have the experience and training to offer you the personalized support you need to continue to live your life to the fullest while still remaining in your own home.

- ✕ *Hourly & Live-In Companions*
- ✕ *Companionship & Conversation*
- ✕ *Dementia/Alzheimer's Care*
- ✕ *Homemaking Services*
- ✕ *Appointments*
- ✕ *Mobility Assistance*
- ✕ *Transportation*
- ✕ *Entertainment*
- ✕ *Respite Care For Caregiver*
- ✕ *Outings*
- ✕ *Shopping*
- ✕ *Meal Preparation*
- ✕ *Medical Reminders*
- ✕ *Convalescent & Rehab Care*
- ✕ *Individualized Service Plans*
- ✕ *Assist with Pet Care*

### Dementia Services

Dementia is one of the most complex, challenging and at times heartbreaking issues facing families and professionals today. The number of people who have this condition is steadily rising and the growth rate will continue to increase in the coming decades. There is no cure but there is help. At Home has the experience and an understanding that the symptoms of dementia not only affect the individual, but the family and loved ones as well. That's why in addition to providing services to the individual, At Home provides resources to the family through consultation, support groups, training sessions and access to our resource materials.

### Veterans Helping Veterans

Is simply a continuation of our regular service offerings with an emphasis on employing veterans. The benefits are significant and mutual do to the special bond and understanding that veterans have for each other. They served us - now we're helping to serve them.



**Call Us Today:**  
**(315) 579-HOME (4663)**

## A Commitment To Quality

### Mobile Workforce Management System

In pursuit of providing the best quality of service to our clients, At Home utilizes a mobile workforce management system that proactively monitors all employees in the field on a real-time basis, providing immediate notification to management of all arrivals, departures or missed appointments. Through the use of Caller ID technology the management system provides accurate, detailed data that eliminates any chance of billing errors or fraud. The system also allows employees to enter specific activities performed, supplies used and mileage. New features allowing our client's or family members the ability to view schedules, billing history and the ability to view and update the "Plan of Care" in real time provides a more transparent relationship with our clients. At Home was one of the first to implement proactive management technology in Central New York and continues to raise the bar for others to follow.

### Quality Care with Proven Results

At Home is the only agency in Central New York to have an outside company measure and publicize the quality of our customer service and client satisfaction. Having a highly respected national company who is impartial document, measure and certify our quality of service allow us to provide measurable means to both our current and prospective clients, as opposed to an unsubstantiated opinion or boast. To learn more about our quality assurance program, go to [www.bestofhomecare.com](http://www.bestofhomecare.com).



## A Recognized Leader In Excellence

At Home Independent Living, located in the village of Camillus received this year's distinguished "Leader in Excellence" Award by Home Care Pulse, the leading firm in quality assurance for private duty home care. The "Leader in Excellence" Award was awarded to less than 50 private duty home care agencies across the country.

Dean Bellefeuille, President and owner of At Home Independent Living, stated "It was imperative to our business to be able to demonstrate some tangible measures for individuals to use to assist them in choosing an agency to care for themselves or their loved ones. Reliability, consistency, and a "client-first" approach are not necessarily easy to demonstrate to potential clients so this was a mechanism for us to gauge our services to allow for an impartial measure of what our current clients and employees identified as our" strengths. We could not be more pleased with this designation and we will continue to strive for excellence in all our services.

At Home Independent Living also earned the "Best of Home Care" designation from Home Care Pulse in 2011, 2012 and 2013, which acts as a guide to help consumers choose the best home care agency in their area. "Leaders in Excellence" are the top-performing "Best of Home Care" agencies in the nation. Performance is evaluated based on factors such as staff training, communication, caregiver performance, caregiver morale, response to problems, likeliness to recommend, and overall quality of care.



*Sometimes, we need help...*

*Would you prefer to stay in your own home, safe and secure?*

*Would you like to maintain your independence?*

*Do you treasure you current life-style, friends and neighbors?*

*Would you like to find a trusted and valued resource that will allow you to achieve all of this?*

***Call Us Today:  
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That's what AT HOME INDEPENDENT LIVING is all about. Confidential home care services by dedicated professionals who have the experience and training to offer you the personalized support you need to continue to live your life to the fullest while still remaining in your own home.



**At Home Independent Living, Inc.**

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