



Heartland's companions are trustworthy, caring, compassionate, loyal, and professional caregivers of seniors or the infirm. Our companions are incredibly giving people with a high regard and respect for elders and also offer a comprehensive understanding of geriatrics. These competent and sensitive caregivers ease the difficulties of advanced age while allowing seniors the space and independence they require – all while forging a harmonious, long-term relationship.

Our companions are dedicated professionals hand-selected for the rewarding yet highly demanding work of in-home senior care. Over the years, our companions have shared the following suggestions to help ensure positive relationships between the caregiver, senior, and family members.

1. Easing the transition At first, the senior may resist the need for live-in assistance. If so, it's important that family or friends be on hand to help with this transition of a live-in caregiver.

2. Accommodations Ensure the caregiver's room is cleared of all family belongings. We strongly suggest providing a television in the room and space for a computer. At minimum, the room should be furnished with a bed (with a good mattress), dresser, and chair.

3. Preparing for the caregiver's arrival Your home should be clean and in good repair. If necessary, hire a cleaning service to ensure the house is clean and well-organized for the caregiver's arrival.

4. Community Ask a friend or family member to show your caregiver around the neighborhood. This will help the caregiver feel comfortable about venturing out when time permits.

5. Household budget Ensure the caregiver has an adequate budget to buy food and household items.

6. Respite relief If the senior cannot be left alone, your caregiver must be given time off. Caregivers cannot provide around-the-clock care seven days a week. Be considerate, create a fair schedule, and remember their dedication to the care of your loved one.

7. Medical History If the senior is under a doctor's care, the caregiver must be allowed (and

encouraged) to communicate with the doctor when needed. A full disclosure of medical diagnosis is necessary for the caregiver to provide the best possible service.

8. Communication The very best relationships develop when people take time to communicate. Encourage the caregiver to discuss working conditions with you if something is amiss.

9. Incentives Caregivers thrive when they feel salary raises are possible. An end-of-the year bonus, thanks for a job well done, and encouragement to stay on are highly appreciated.

10. Support The senior's decline in health will increase your caregiver's workload, especially if the caregiver's sleep is disrupted. Use all local services available through Medicare and be prepared to raise the salary of the live-in caregiver as decline sets in.

11. Changes A caregiver's salary should not be docked if the person needing care is hospitalized. Of course, if the hospital stay is lengthy, some negotiation of pay is appropriate.

12. Thanking your caregiver Upon the death or relocation of the person needing care, it's customary to provide severance pay to the caregiver. We suggest paying the caregiver the equivalent of two to four weeks' salary. Also, consider asking the caregiver to remain in your employ to organize the home and to housesit as a security measure until the estate is settled or the house is sold.