



GOLDEN HEART

S E N I O R C A R E

Licensed • Bonded • Insured • Supervised

WHO WE ARE

About Our Company

It's our mission to empower our clients and caregivers to work as a team, which keeps you or your loved one feeling independent and secure. Whether you need a full-time caregiver or just someone to give you a helping hand, our fully licensed and bonded caregivers will be there for you. **YOU'RE IN CARING HANDS WITH GOLDEN HEART!**

Our Team



Bob Swadkins, Owner/Administrator



Canda Newman, Care Coordinator



Kaitlyn Loya, Care Coordinator



Laura Garcia, Field Care Coordinator



Joyce Kreuz, Community Liaison



Loretta Blanck, Community Liaison

WHAT WE DO

ALZHEIMER'S AND DEMENTIA CARE



Alzheimer's is a common form of dementia that negatively impacts the portions of the brain that affect thought, memory, and language. At Golden Heart, we are especially equipped to provide expertise and support in both these areas. Whether or not the family is involved in the daily care, we have professional staff who can offer counseling, education, mentoring and support to these family members. We offer anything from a few hours' respite care to 24-hour care.

COMPLEX CARE

We are experienced in caring for frail seniors struggling with a broad range of illnesses and geriatric conditions. While we are a non-medical service, we enlist the support of medical professionals in exceptional home health or hospice agencies and liaise with our Clients' medical practitioners. Our case management approach ensures your loved one is receiving cohesive care from all service providers.



COMPANION CARE FROM THE HEART



Are you looking for dependable companion care from professionals that you can trust? At Golden Heart Senior Care, we can provide your loved one with the personalized attention that he or she deserves. We understand how overwhelming it can be to care for a loved one on your own. We are here to offer our professional home services as frequently as you would like. We are committed to providing the most excellent, effective, and compassionate care available.

WHY US?

- **Owner Involvement** – The Owner of Golden Heart is actively involved in the day-to-day operations of the business. He takes calls 24 hours a day and is the Administrator.
- **24-Hour Availability** – We are a 24-hour a day business. If you have a problem or an issue you can rest assured that we will handle it immediately.
- **Caregiver Selection** – All of our Caregivers are carefully selected by the Owner. Each Caregiver completes the following prior to working a shift at Golden Heart:
 - CARE Series - Is a unique and multifaceted assessment designed to select the best Caregivers. The assessment uses a multimethod approach (biodata, situational judgement tests and behavioral-based interview questions) to determine candidates' scores on retention, safety, productive work behavior, integrity, role awareness and impression management.
 - A multitude of additional requirements including:
 - ✓ Drug Test
 - ✓ Background Check
 - ✓ Medical Clearance
 - ✓ TB Test
 - ✓ Golden Heart Training
 - ✓ Review of Driving Record
 - ✓ Proof of Vehicle Insurance
 - ✓ First Aid/CPR Training
- **Caregiver Training** – All Caregivers are provided standard and advanced training. This training includes, but is not limited to, Elder Abuse, First Aid, CPR,
- **Caregiver Field Supervision** – Golden Heart management is active in the care of our clients. Management routinely visits each client to ensure a high standard of care is provided.
- **Case Management** – Each Client is carefully evaluated to ensure the proper plan of care is designed. The Owner is active in this process.
- **Family Support** – Golden Heart understands that caring for a loved one is difficult. We provide emotional and professional support to the families as needed.

Why
CHOOSE US?

CLIENT BILL OF RIGHTS

QUALITY: Receive high quality services in an empowered environment that responds to your changing needs.

RESPECT: Be valued and treated with dignity, respect and courtesy.

EMPOWERMENT: To make choices, have a voice, be heard, and be consulted and informed about your care.

ADVOCACY: Receive advocacy for integrated care designed to protect your rights, optimum health & lifestyle — if desired, to have another person of your choice support you and advocate on your behalf.

CONFIDENTIALITY: Your privacy is protected and all matters concerning your medical and personal affairs are kept in the strictest confidence according to HIPAA standards.

FREEDOM FROM DISCRIMINATION: of any type including age, religion, disability, ethnicity, or gender. Your cultural/personal beliefs and lifestyle are respected.

TRANSPARENCY: Be provided with a written plan of your care services and have access your personal information.

COMMUNICATION: Your comments are heard and valued. We welcome your feedback, grievances and suggestions through any communication channel.

TIMELY RESPONSES: Your concerns are addressed appropriately.

SELF-SUFFICIENCY: We are not replacing you; we are assisting you to the best of our ability and encouraging your independence.

RESPONSIBLE CARE: as provided by compassionate employees who have been screened and trained to deliver outstanding care.

CONTINUITY OF CARE: Continuous Quality Improvement standards ensure you receive our high standard of personalized care and services while they are still necessary and appropriate to meet your needs.

PEACEFUL ENVIRONMENT: Your services will be provided by Caregivers who practice courtesy, positive communication, and who leave their problems at home. Potential conflict resolution will be handled with sensitivity and respect.



GOLDEN HEART
SENIOR CARE



GOLDEN HEART

SENIOR CARE

Caring For Someone With Alzheimer's/Dementia

PROBLEM:

- More than 11 million family members and other unpaid caregivers provided an estimated 18 billion hours of care to people with Alzheimer's or other Dementias in 2022.
- Alzheimer's is the most common cause of Dementia, accounting for an estimated 60% to 80% of cases.
- An estimated 6.7 million Americans aged 65 and older are living with Alzheimer's/Dementia today.
- In the severe stage of Alzheimer's/Dementia, an individual's ability to communicate verbally is greatly diminished, and they are likely to require around-the-clock care for their safety.



Golden Heart recognizes the importance of caring for a family member who has Alzheimer's/Dementia and has developed training, caregiver oversight and in-home care procedures to help your loved one live a fulfilled life.

By taking the below steps, Golden Heart can assist your loved one to live a more fulfilled life in the safe and comfortable surroundings of their home.

SOLUTION:

Step 1 – Plan of Care & Home Inspection

Golden Heart designs a personalized Plan of Care and performs a Home Inspection to ensure the safety of the stroke survivor when they are at home.

Plan of Care & Home Inspection Includes:

- Develop a specialized Plan of Care with input of the family, physicians, and therapists.
- Inspect the house to ensure all safety measures are in place to reduce the risk of a fall or injury. This includes shower/toilet bars, as necessary.
- Ensure all medical equipment ordered by the physicians/therapists is on hand to improve comfort and regain independence.

Step 2- Caregiver Selection & Training

Each Golden Heart caregiver is carefully selected to ensure the best care is provided. Each caregiver is trained in Alzheimer's/Dementia care and familiar with the Plan of Care. Golden Heart communicates with the family, medical personnel, and therapist(s) to ensure continuity of care while allowing the client the opportunity to live comfortably and safely in their home.

Step 3 – Caregiver Supervision & Communication

The Plan of Care will be implemented by Golden Heart and updated as necessary by the therapists, medical providers, and family. Golden Heart Supervisors will visit the client on a regular basis to ensure continuity of care. This helps track the client's outcomes and improves the communication between the family, care providers, therapists, and medical personnel.

Call 702-800-4616 for a Free Consultation



GOLDEN HEART

SENIOR CARE

Fall Prevention

PROBLEM:

- Annually, falls are reported by one-third of all people over the age of 65. Two-thirds of those who fall will do so again within six months. The most profound effect of falling is the loss of functioning associated with independent living.
- In 2021, nearly 2.9 million senior fall victims were treated in emergency departments.
- Falls are the leading cause of death from injury among people 65 and older.
- More than half of all fatal falls involve people 75 or over.



Golden Heart recognizes the importance of fall prevention and has developed training, caregiver oversight and in-home care procedures to help reduce the chance of injury from a fall.

By taking the below steps, Golden Heart can assist your loved one to live a more fulfilled life in the safe and comfortable surroundings of their home.

SOLUTION:

Step 1 – Plan of Care & Home Inspection

Golden Heart designs a personalized Plan of Care and performs a Home Inspection to ensure the safety of our Client to reduce the risk of a repeated fall.

Plan of Care & Home Inspection Includes:

- Develop a specialized fall prevention Plan of Care to include proper transfer protocols and toileting/shower procedures.
- Inspect the entire house to ensure all safety measures are in place to reduce the risk of a fall or injury. This includes shower/toilet bars (as necessary), entry way inspections, ensuring the lighting in the house is adequate (adding brighter light bulbs, if necessary) and eliminating items that are tripping hazards.

Step 2- Caregiver Selection & Training

Each Golden Heart caregiver is carefully selected to ensure the best care is provided. Each caregiver is trained in fall prevention and is familiar with the Plan of Care and the special needs of the Client. Golden Heart will meet with the therapist to ensure coordination of care is maintained in between therapy visits.

Step 3 – Caregiver Supervision & Communication

The fall prevention Plan of Care will be implemented by Golden Heart and updated as necessary by the therapist(s). Golden Heart Supervisors will visit the client on a regular basis to ensure continuity of care. This helps track the Client's progress and improves the communication between the family, care providers, therapists, and medical personnel.

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Caring For a Stroke Survivor

PROBLEM:

- Stroke is the leading cause of serious long-term disability in the United States.
- Ischemic strokes are the most common type of stroke, representing about 87% of all strokes.
- Approximately 25% of people who recover from their first stroke will have another stroke within 5 years.
- Stroke ranks No. 5 among all causes of death in the United States.



Golden Heart recognizes the importance of stroke care and has developed training, caregiver oversight and in-home care procedures to help stroke survivors live a fulfilled life.

By taking the below steps, Golden Heart can assist your loved one to live a more fulfilled life in the safe and comfortable surroundings of their home.

SOLUTION:

Step 1 – Plan of Care & Home Inspection

Golden Heart designs a personalized Plan of Care and performs a Home Inspection to ensure the safety of the stroke survivor when they are at home.

Plan of Care & Home Inspection Includes:

- Develop a specialized stroke Plan of Care with input of the physicians and therapists.
- Inspect the house to ensure all safety measures are in place to reduce the risk of a fall or injury. This includes shower/toilet bars, as necessary.
- Ensure all medical equipment ordered by the physicians/therapists is on hand to improve comfort and regain independence.

Step 2- Caregiver Selection & Training

Each Golden Heart caregiver is carefully selected to ensure the best care is provided. Each caregiver is trained in stroke care and familiar with the Plan of Care. Golden Heart schedules a training session(s) with the therapist, client, and caregiver to ensure continuity of care while providing the stroke survivor the opportunity to regain their independence.

Step 3 – Caregiver Supervision & Communication

The Plan of Care will be implemented by Golden Heart and updated as necessary by the therapists and medical providers. Golden Heart Supervisors will visit the client on a regular basis to ensure continuity of care. This helps track the stroke survivors progress and improves the communication between the family, care providers, therapists, and medical personnel.

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24 Hour Orthopedic Program

PROBLEM:

- Approximately 790,000 total knee replacements and over 450,000 hip replacements are performed annually in the U.S. This number continues to grow as our population ages.
- Annually, falls are reported by one-third of all people over the age of 65. The most profound effect of falling is the loss of functioning associated with independent living.
- In 2021, nearly 2.9 million senior fall victims were treated in emergency departments.



Golden Heart recognizes the importance of fall prevention after a knee or hip replacement and has developed training, caregiver oversight and in-home care procedures to help reduce the chance of injury from a fall.

By taking the below steps, Golden Heart can assist your loved one to live a more fulfilled life in the safe and comfortable surroundings of their home while recovering from hip or knee replacement surgery.

SOLUTION:

Step 1 – Plan of Care & Home Inspection

Golden Heart designs a personalized Plan of Care and performs a Home Inspection to ensure the safety of our Client to reduce the risk of a fall.

Plan of Care & Home Inspection Includes:

- Develop a specialized fall prevention Plan of Care to include proper transfer protocols and toileting/shower procedures.
- Inspect the entire house to ensure all safety measures are in place to reduce the risk of a fall or injury. This includes shower/toilet bars (as necessary), entry way inspections, ensuring the lighting in the house is adequate (adding brighter light bulbs, if necessary) and eliminating items that are tripping hazards.

Step 2- Caregiver Selection & Training

Each Golden Heart caregiver is carefully selected to ensure the best care is provided. Each caregiver is trained in client comfort & fall prevention and is familiar with the Plan of Care and the special needs of the Client. Golden Heart will meet with the therapist to ensure coordination of care is maintained in between therapy visits and assist with the exercises.

Step 3 – Caregiver Supervision & Communication

The fall prevention Plan of Care will be implemented by Golden Heart and updated as necessary by the therapist(s). Golden Heart Supervisors will visit the client on a regular basis to ensure continuity of care. This helps track the Client's progress and improves communication between the family, care providers, therapists, and medical personnel.

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OUR CREDENTIALS

- STATE OF NEVADA BUSINESS LICENSE - #NV20131249154
- DEPARTMENT OF HEALTH AND HUMAN SERVICES LICENSE - #8587-PCS-0
- CITY OF LAS VEGAS BUSINESS LICENSE – #G67-01311
- GENERAL LIABILITY INSURANCE
 - \$3,000,000 General Aggregate Liability
 - \$1,000,000 Rental Premises
 - \$1,000,000 Personal Injury
 - \$25,000 Crime Coverage
 - \$20,000 Medical
 - \$1,000,000 Liability Umbrella
 - \$1,000,000 in Non-owned Auto
 - \$500,000 Employment Practice Liability
 - \$500,000 Employee Benefits Liability
- WORKERS COMP INSURANCE
 - \$1,000,000 Employee Injury/Disease
- Surety Bond for Care Facilities and Services
 - Merchant Bonding Company - \$50,000
- DEPARTMENT OF THE TREASURY EMPLOYEE IDENTIFICATION NUMBER - #46-2662076
- PROUD MEMBER OF THE FOLLOWING ORGANIZATIONS:



CARE RATES

Caregiver rates are based on the level of care needed to ensure the safety, level of care and continuity of care for the Client. Our rates are as follows:

<u>Rate Per Shift</u>	<u>Hourly Client Rate</u>
More than 4 hours	\$31.00
4 hours or less (3 hour minimum)	\$36.00
Couples Care (2 people) more than 4 hours	\$36.00
Couples Care (2 people) Less Than 4 Hours	\$41.00
Transportation Only (3 hour minimum)	\$36.00
COVID Care	Current client rate +\$5/hour
Field Care Coordinator Services	\$50.00

Note to Rates

For Clients who require a higher level of care (dementia, stroke, bed bound, hoyer lift, etc.) a charge up to \$5.00 may be added.

Field Care Coordinator services are generally required on higher care level cases (dementia, stroke, bed bound, hoyer lift, Hospice care, Home Health, etc.) as determined by Golden Heart.

****Prices are subject to change****

