



EVERLIGHT

CARE

*“Providing the highest quality in
home care experience available.”*

SERVICES- INFORMATION- SUPPORT

**Serving Fresno, Madera, Kern, and Los
Angeles Counties**

Fresno: (559) 353-2847

Bakersfield: (661) 489-5188

Los Angeles: (310) 214-5144



About Us

At Everlight Care, our mission is to provide the best and most trusted non-medical home care in the industry. We are dedicated to the highest standards of integrity, respect and compassion while delivering the highest quality of care possible. Everlight Care is locally owned, family operated and committed to serving our local community. We live and work in the Central Valley and we know the people, the values, and the needs on a very personal level. Your community is our community, and we are dedicated to making it a great place to age.

Award Recognition



Owner/CEO



Gina Kendall has over 25 years of work experience serving the aging and the disabled. Her extensive experience in care and management began as a Social Services Coordinator in skilled nursing facilities. While working in this capacity, she became aware of the need for, and the importance of, good, quality, home care.

Gina worked with families to keep their loved ones home and avoid a return visit to the hospital. As she continued her career of service, she began working with the disabled population helping to expand and improve their independence throughout all aspects of life. This combination of experiences has afforded Gina a unique view of the needs of the aging and the disabled and how to best serve those needs in a home setting.

Building Relationships

Choosing a caregiver to assist you or a parent, child or other loved one is an enormous decision. Where do you turn, and what kind of caregiver do you need?

At Everlight Care, we know the importance and value of a solid relationship. We want you to be confident in your choice and know that you have a compassionate, reliable, and trusted partner in care. From the initial in-home assessment to determine needs, to the customized care plan to address those needs, Everlight Care will provide the very best person-centered service and care available.

When you become a client of Everlight Care, you don't just get matched with a caregiver. You work with a full team of qualified, experienced care professionals who will ensure the highest standards of care are met throughout the length of service.

Care Managers - Our care team is comprised of Employee and Client Care Managers, who will work closely with you and your family members to ensure the perfect caregiver is selected to best suit the needs, interests and goals of your loved one. The

team is available 24/7 to address any client or family members' needs or concerns for your total peace of mind. Our Client Care Managers oversee clients' care, ensuring the highest standard of professionalism from all members of the care team are met. He or she works directly with families to make sure clients are happy over the course of our service by conducting weekly in person check in visits and phone call check ins. Care Managers perform a comprehensive in-person evaluation and create a care plan that will best serve the needs of the client.

Client Care Managers can also coordinate between healthcare professionals based on our clients' ever changing needs. We are your 24/7 professional resource. Client Care Managers are connected to a wide range of care professionals in the communities we serve. They can serve as a valuable resource to your family and loved one by advising them on local care professionals they may need. Whether it's coordinating with social workers, hospital staff, or geriatric care managers, we are there to make sure the aging journey is a smooth one.

Scheduling and Operations - Our Scheduling and Operations Team is comprised of Employee Care Managers and Staffing Managers, who are responsible for recruiting, training, scheduling and expertly matching caregivers with clients. They work with Client Care Managers to oversee all aspects of staffing, supervising and coordinating client care.



Our Caregivers

We insist our caregivers represent our ideals of integrity, respect and empathy. We make all efforts to match their qualifications, interests and unique characteristics with your needs.

All of our caregivers are required to:

- Must be registered through the State of California Department of Social Services by passing our industry-exclusive background screening process through the FBI and DOJ
- Must possess extensive home care experience
- Must be drug and alcohol free
- Be fully vaccinated and boosted, if eligible

Services Provided

Companion Care/Home Help

- Appointment assistance
- Protective supervision
- Light housekeeping
- Laundry and linens
- Meal preparation
- Correspondence
- Transportation & Shopping
- Games, arts, and crafts



Personal Care

- Dressing, Bathing & Grooming
- Total assistance
- Incontinence care
- Feeding assistance
- Standby assistance
- Medication reminders
- Transferring and positioning



Specialized Care

Dementia/Alzheimer's

- Minimizing behavioral symptoms
- Encouraging engagement
- Keeping the person safe
- Family support

Respite Care

- 3-24hr continuous care
- One on one attention
- Comprehensive levels of personal management available

Hospice Support

- End of life care
- Companionship
- Transitional grievance support

Diabetes Support

- Diet monitoring
- Nutritional planning/preparation
- Exercise reminders and encouragement

Why Choose Everlight Care?

- We provide the highest service standards in the industry.
- Extensive caregiver background screening.
- Drug-free and alcohol-free workplace.
- Licensed, Insured and Bonded.
- All caregivers must be fully vaccinated and boosted, if eligible
- Consistent caregiver oversight and supervision exceeding state requirements.
- Extensive hands-on and virtual caregiver training using both classroom and e- learning instruction methods.
- Individualized Assessment and Care Planning.
- Electronic validation and alert system for caregiver attendance.
- Wide range of fully-customizable services to meet the unique and specific needs and their families.
- We provide a matching process through client and caregiver

Client Onboarding Process

Client Service Process



Signs Your Loved One Needs Help



Older adults deserve their autonomy. And at the same time, they may need help and don't realize it. It's hard for family members to know when a serious problem is brewing.

Review these 10 warning signs from the Administration on Aging. If any of them seem to apply, don't jump to conclusions! Consider, instead, an assessment by an expert in aging. A Care Manager can provide a holistic perspective addressing the biological, psychological, and social changes; and make recommendations for next steps based on the individual needs and concerns of your loved one.

Here are some changes to be watchful of:

Eating. Losing weight, no appetite, missing meals. Or eating more.

Cleanliness. Neglected household chores, wearing dirty clothes, not bathing, neglected nails and teeth, bad breath.

Skin. Burns, unexplained cuts or bruises, sores (especially on the feet).

Ability to move around. Unsteady gait, dizziness, difficulty getting up from an armless chair, inability to walk more than 1–2 blocks, difficulty getting in and out of a car.

Driving. Dents and scratches on the car, drivers honking, friends expressing concern, two tickets in two years, two accidents in two years.

Money. Not paying bills, paying bills twice, losing or hiding money, unusual purchases, overly concerned about money, unwilling to discuss finances.

Mood or behavior. Paranoid or agitated, unusually loud, unusually irritable, inappropriate behavior.

Withdrawal. Loss of interest in things that used to be pleasurable, social isolation, hopelessness, crying, irritability, changes in sleep or eating patterns, talk about suicide.

Forgetfulness. Unopened mail, piles of newspapers, unfilled prescriptions, missing appointments, unremembered conversations, misplacing objects.

Reasoning and memory. Repetitive questions, difficulty completing familiar tasks, not recognizing familiar places, problems following conversations, poor judgment. On the following page, you will find an at home assessment on activities of daily living that will help figure out your or your loved ones needs.


What Help Is Needed?



Begin by taking stock of your loved one's abilities and tasks he or she may need assistance with. Some tasks can be done by friends and family, but not always reliably and usually just short term. A care manager can save you time and energy by directing you to the most appropriate and cost-effective resources.

Unlike some advisors who get kickbacks, a care manager does a thorough assessment and advocates for your loved one and his or her specific needs. You are spared inappropriate placements, duplicate services, and poor-quality care. Their experience will help you get it right the first time.

In addition, a care manager can check in periodically, coordinate these multiple services, and be on-call in the event



of an emergency. Care managers are experts in aging allowing you and your loved one to talk about the difficulties of this passage and receive insightful support and assistance in both finding and accepting care.

Chores. Laundry, yardwork, housekeeping.

Meals. Cooking and cleanup.

Medication management. Taking medicines as directed. Filling prescriptions and getting refills.

Transportation. For errands, the doctor, church...

Medical advocacy. Talking with doctors, deciding on treatments.

Help in a crisis. Someone nearby who is available on short notice in case of an emergency.

Money management. Paying bills, balancing the checkbook, banking. Handling investments.

Dealing with insurance. Managing benefits and handling paperwork and reimbursements from Medicare, Medi-gap, prescription insurance, long term care, disability and the Veterans Administration.

Legal assistance. Will or living trust, durable power of attorney, health care power of attorney.

Home maintenance. Making needed repairs and installing safety features (e.g., bathroom grab bars).

Financial assistance. Low-cost programs.

Social visits and emotional support. Getting together with friends, talking with clergy or a counselor.

Check-ins. A knowledgeable person to touch base periodically to see if there are new changes or needs for help. Getting realistic. Creating a team. It's tempting to feel that you can do it all. But it's likely you have a busy life of your own. Perhaps a partner, children, or a career. Putting these on hold for a short-term urgent need might be realistic. But over the long haul, you will need help.

Transportation. For errands, the doctor, church...

Medical advocacy. Talking with doctors, deciding on treatments.

Help in a crisis. Someone nearby who is available on short notice in case of an emergency.

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Is the Home Senior Friendly?

Below is an in-home checklist you may utilize to make helpful changes that will benefit you or your loved one daily.

Home Care Checklist

Bathroom Safety

- Bath Mat/Shower Strips
- Commode
- Elevated Toilet Seat
- Grab Bars
- Shower Seat
- Toilet Safety Frame
- Transfer Bench
- Other _____



Personal Care

- Long Handled Sponge
- Lotion Applicator
- Shampoo Tray/Basin
- Toe Nail Clipper
- Toileting Aid
- Other _____



Dressing

- Button Aid
- Compression Stocking Aid
- Dressing Stick
- Elastic/Coil Shoelaces
- Long Shoehorn
- Sock Aid
- Velcro Shoes
- Other _____



Eating/Drinking

- Built-Up Utensils
- Foam Tubing
- Insulated Mug
- Mug with drinking spout
- Nosey Cup
- Other Adaptive cup/mug
- Other Adaptive Plate/Bowl
- Plate with Suction Cups
- Silicon/Non-Slip Placemat
- Two Handled Mug
- Weighted Utensils
- Other _____



Mobility

- Cane Holder
- Crutches
- Cup Holder
- Oxygen Tank Holder
- Rollator
- Transfer Board
- Walker
- Walker Basket
- Wheelchair
- Wheelchair/Walker bag
- Other _____



Kitchen/Household

- Adaptive Cooking Utensils
- Adjustable Portable Table
- Door Knob Extender
- Jar Opener
- Key Holder
- Lamp Switch Adaptor
- Large Remote Control
- Other _____



Bedroom

- Bed Assist
- Bed Rope Ladder
- Bed Tray
- Other _____



Miscellaneous

- Adapted Pen
- Card Holder
- Foam Tubing
- Hand/Finger Exerciser
- Leg Lifter
- Reacher
- Therapy Putty
- Other _____



Notes: _____

Support & Community Resources

24 Hour Hotlines <i>Call 911 in an Emergency</i>	Adult Protective Services – Fresno	600-3383
	Adult Protective Services – Madera	675-7839
	Alcoholics Anonymous	221-6907
	Central Valley Crisis & Suicide Prevention Hotline	888-506-5991
	Domestic Violence Line -Marjaree Mason Center	233-4357
	Long-Term Care Ombudsman CRISISline	800-231-4024
	Rape Crisis Line – RCS Fresno	222-7273
	Veterans Crisis Line	TTY 800-799-4889 800-273-8255
Adult Day Care	Somerford Place Daybreak Program (Fresno)	446-6226
	Valley Caregiver Resource Center (OASIS day ctr.)	221-0396
	Valley Caregiver Resource Center (PALS day ctr.)	224-9121
Adult Day Health Care	Adult Day Health Care of Fresno & Clovis	227-8600
	Valley Adult Day Health Care – Fresno	454-0386
Alzheimer’s Disease	Alzheimer’s Association	753-8200
	Alzheimer’s Foundation of Central California	222-2444
	Operation Lost & Found-Madera County Sherriff	675-7770
	UCSF Fresno Alzheimer’s & Memory Center	227-4810
Case Management	Agency on Aging	600-4405
	Fresno PACE for Seniors	400-6420
Disability	California Department of Rehabilitation TTY 226-3173...	445-6011
	California Relay Service	711
	California Telephone Access Program	800-806-1191
	Central Valley Regional Center	276-4300
	Deaf & Hard of Hearing Service Center	225-3323
	Resources for Independence, Central Valley	221-2330
	Valley Center for the Blind	222-4447
Elder Abuse	Adult Protective Services – Fresno	600-3383
	Adult Protective Services – Madera	675-7829
	Long Term Care Ombudsman	224-9177
Financial Assistance	General Relief – Fresno County Dept. of Social Services	600-2650
	General Assist. – Madera County Dept. of Social Serv.	675-2300

Food Programs	Agency on Aging – Home-Delivered Meals	600-4405
	CalFresh – Fresno County	855-832-8082
	CalFresh – Madera County	675-2300
	Community Food Bank	237-3663
	Madera County Food Bank	674-1482
Fraud	Identity Theft Hotline	TTY 866-653-4261 877-438-4338
	Medicare Fraud	800-447-8477
	Social Security Fraud	800-269-0271
Health Insurance	Medicare	TTY 877-486-2048 800-633-4227
	Medi-Cal for Aged (65+), Blind and Disabled	
	Fresno County	600-5490
	Madera County	622-2639
	Covered California	TTY 888-889-4500 800-300-1506
	HICAP (Health Insurance Counseling) Valley Caregiver	224-9117
Hospice	Agency on Aging (call for referrals)	600-4405
Housing	Housing Authority – Fresno County	443-8400
	Housing Authority – Madera County	674-5695
	US Dept. of Housing & Development (HUD)	415-489-6400
Housing Advocacy	State of California	
	Dept. of Fair Employment & Housing	800-884-1684
	Fair Housing Council of Central California	244-2950
Legal	Central California Legal Services	570-1200
Medical Supplies	Agency on Aging	600-4405
Mental Health	Older Adult Mental Health Clinic – Fresno County	600-5755
	National Alliance on Mental Illness – Fresno County	224-2469
Money Management	Catholic Charities – Representative Payee Program	485-3144
	Public Guardian – Fresno County	600-1500
Social Security	Social Security Administration	800-772-1213
Transportation	Fresno Area Express (FAX)	621-7433
	Handy Ride – City of Fresno – Application	621-7433

Utilities Assistance	PG&E-California Alternative Rates for Energy	866-743-2273
	Fresno EOC Energy Assistance Program	263-1135

Guide to Senior Care Resources. (2018). *Guide to Senior Care Resources*.