

We recognize there are numerous agencies and home care alternatives available in our community. At Carepoint, we are committed to providing exceptional care and service to our clients while establishing ourselves as a premier employer employing only the most qualified and caring staff. We guarantee your satisfaction and believe our commitment and attention to detail set us apart from the rest.

### **Family owned and operated**

We are a local, family-owned business, committed to the communities in which we live and serve - utilizing our agency's services directly supports the local economy. Further, there is never any waiting to talk to someone – we are always accessible if there is ever a need, question, or issue.

### **State-licensed to provide Personal Care Services**

We are licensed and regulated by the *Department of Health and Human Services* (DHSR) to deliver Personal Care (In-Home Aide) services. Additionally, we are accredited by the *Better Business Bureau*.

### **Leadership with experience**

Our Agency Director, Heather Rahrig, is a Registered Nurse (RN BSN) with extensive experience in the elder care and Alzheimer's fields. Heather works closely with our clients to establish an effective Care Plan and to ensure our services are delivered with highest quality and satisfaction.

### **We hire only the most qualified Caregivers and CNAs**

All home care staff are employees of Carepoint – we do not sub-contract. Each employee has been subject to a rigorous screening process, including: criminal background checks, certification of license(s), review of prior experience, multiple interviews, reference checks, and driving record checks.

### **Peace of Mind**

In addition to our screening process, all home care staff members are bonded, covered by workers' compensation and unemployment insurance, and subject to payroll tax withholding. Further Carepoint carries general and professional liability insurance and un-owned auto insurance.

### **Flexibility and Innovation**

Because we are privately owned, we have greater flexibility to provide unique, client-tailored, solutions – we are not boxed into one or two zip-code(s) and/or a specific set of services. We are also continuously evaluating additional services and unique opportunities to provide exceptional value to clients.

### **We are developing strong partnerships**

Our primary objective is to enable and empower seniors and disabled adults wishing to remain independent – it is our belief that strategic partnerships with quality service providers who share this vision strengthen our position and benefit our clients.

### **Your satisfaction is guaranteed**

We do not construct long term contracts – we understand needs change and it is our charter to provide flexibility to our clients when they need it. We are confident you will be 100% satisfied with our services and our rates.