

We are caregivers.  
And more.

Learn more about FirstLight Home Care.

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Home Care



We are  
peace of mind  
problem solvers  
good friends  
{ caregivers }.





**Our Promise.** Our goal is to help every one of our clients live life to the fullest, whatever that means for them. Because caring is not just our job – it's our calling. We're not content to simply help people get through the day – we want to help them have the best day possible, filled with exceptional care, joy and accomplishment. Today and every day.

**Our People.** Our people are extraordinary. We look for staff and caregivers who have been there. We look for intangibles – empathy, compassion, optimism. And unlike other home care organizations, our people work directly for us. They are not contractors. They go through our own extensive screening process with background checks. And then they must pass our rigorous training program, the most comprehensive in the industry.

**Companion  
care services  
include:**

- Regular visits
- Conversation & company
- Medication reminders
- Special diets & meal preparation
- Light housekeeping
- Laundry service
- Shopping, errands & transportation
- Recreational activities
- Mail & paperwork organization
- 24-hour care
- Family respite care

**Personal  
care services  
include:**

- Bathing & grooming
- Oral hygiene
- Walking & mobility assistance
- Transfer & posture positioning
- Continence & toileting care
- Eating assistance

**Our Families.** We provide non-medical home care for seniors, people with disabilities, those recovering from illness, injury or surgery, mothers just home from the hospital, veterans, and anyone who needs a little extra help. From a couple hours a week to 24-hour care, we do what you would, from laundry to listening, from bathing to baking, from helping with mail to helping in the garden.



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**5 reasons to choose FirstLight®**

**Complete access** – Families use our secure, web-based ClientFirst access tool to monitor their loved ones' schedule and communicate with caregivers on a daily basis.

**24/7 Peace of mind** – This comes from working with trusted, caring professionals who are fully committed to providing only the best for you and your family. From exceptional care and our 7-Touch Points process to personal emergency response devices and our telephony tracking, we take care of everything so you don't have to.

**Matching caregivers and clients** – We use a unique client to caregiver matching tool to find the right caregiver for you or your loved one. This identifies matches based on interests and needs.

**"Good" isn't good enough** – We gather feedback from our clients and their families on a monthly basis through a leading national third party evaluation company. Through our ongoing commitment to ask and listen, we learn where we are successful and where we need to improve.

**We'll make it right** – We regularly check in to ensure the safety and quality standards that FirstLight expects are being met. If you or your loved one is unhappy with our services for any reason, we are committed to resolving that issue in a timely, thorough and caring manner.