joyful hearts
HOMECARE

Client Informational Guide

What services does your company specialize in?

We provide joyful, heart-centered care designed to support both clients and families.

Over 70% of our clients are living with memory-related conditions, and our caregivers are experienced in providing compassionate support for those needs.

Are there services your company does not provide?

We provide non-medical home care services.

While we assist with daily living activities and reminders, we:

Do not administer medications

Do not manage medications

Do not provide nursing services

Do you create a personalized care plan for each client?

Yes. We create an individualized care plan for every client. The care plan includes the client's goals, personal information, care needs and tasks, schedule, and emergency contact information.

What is your policy for communicating with clients and their family members?

We believe open communication is essential. We check in with clients and/or their designated representative after the first day of service, after one week, after one month, and at least every 90 days thereafter. We also encourage ongoing communication and are available by phone or text whenever questions or concerns arise.

How do you handle complaints or requests for a new caregiver?

We always strive to resolve concerns quickly and professionally. However, if a client would prefer a different caregiver, we offer a 100% caregiver match guarantee and will gladly make a change.

Can a caregiver be replaced before their next shift?

Yes. We maintain back-up caregiver coverage for short-term needs and work hard to make changes as quickly as possible — often immediately.

What is your policy for late or no-show caregivers?

Reliability is extremely important to us.

A no-show results in a verbal warning Consistent lateness also results in a verbal warning Continued issues result in being removed from the schedule and evaluated.

If a caregiver is unable to make a shift, a back-up caregiver or one of the owners will step in whenever possible.

How do you handle emergencies?

We follow a standard emergency protocol:

Call 911 if needed

Contact emergency contacts

Notify the owners

If there is uncertainty about the situation, emergency contacts are contacted immediately for guidance.

Are after-hours calls answered by staff or an answering service?

Both owners personally answer after-hours phone calls and text messages to ensure ongoing support and responsiveness.