



Thank you for your interest in Tender Hearts at Home. Tender Hearts at Home serves the entire greater Cincinnati area including Hamilton, Butler, Warren, and Clermont counties.

With a large and experienced team of caring professionals, Tender Hearts at Home offers the area's highest quality non-medical, in-home care on an hourly or live-in basis...we even have hospital sitters if the need arises. Services are flexible as clients' needs change.

## Why Tender Hearts at Home?

- **Family Owned & Operated** – We are a Cincinnati family owned and operated company. Decisions regarding care of loved ones often involves the entire family, so a family-run company offers a unique perspective on these important decisions.
- **Leadership by Example** – A proud member of The Senior's Choice network, a leading in-home assistance network provider with over 20 years of experience. Tender Hearts at Home's involvement in this nationally respected network provides invaluable resources and constant attention to "best practices" operations.
- **Not a Franchise** – Tender Hearts at Home is not a Franchise. We own our own company, without the operational restrictions of a franchised care company, so we have the flexibility to quickly adapt to our client's needs.
- **Live-In Specialists** – We are proud to be the Cincinnati area's Live-In specialists! Our caregivers are experienced and trained in round-the-clock care. Clients and their families can have peace of mind with live-in caregivers that monitor safety, attend to any immediate or daily needs and provide companionship.



- **Our Services** – We are proud to have a distinguished reputation for high-caliber caregivers. Our caregivers take a holistic approach to our clients by encouraging independence and engaging them in physical, mental and social activities. Our caregivers lend a hand with meal preparation, personal hygiene, bathing, medical reminders, transportation and more on both an hourly and live-in basis.
- **We are available 24/7** – We are available by phone 24 hours a day. We don't rely on voicemail, even during evenings and weekends. We are on call day or night for all the clients we're privileged to serve.
- **Our Network** – We are the trusted provider of home care services to the clients of care managers, assisted living and nursing communities, hospitals and senior centers throughout the area. Our clients are referred to us from many channels, and we continue to build relationships within the community on a daily basis.
- **Our Caregiver Screening** – We only hire about one out of every twenty caregiver applicants. All caregivers must have at least two years of senior care experience. We also check references, criminal backgrounds, driving records and work authorization documentation. Finally, we administer our exclusive Caregiver Quality Assurance™ Screening developed by the premier consulting firm serving the home health industry for more than two decades. The test verifies honesty, kindness and conscientiousness, all essential traits in our employees.
- **They Are Our Employees** - Unlike some senior care companies (who simply serve as a referral agency and do not employ their caregivers), all of our STNAs and Caregivers are employees of Tender Hearts at Home and are on our payroll.
- **Our Caregiver Training** – Based on the scientifically studied lifestyle choices of the world's longest living people, our exclusive Home Care Plus and Certified Companion Aid Programs™ train our caregivers to provide moderation and variety to our clients in the areas of nutrition, physical exercise, mental stimulation and sociability.



- **Flat Rate** – We have a flat rate fee structure. By the hour or by the day. These rates are inclusive of bonding and insuring, employee taxes and workers compensation.
- **Our Live-In Care Expertise** – Our in-home caregivers are trained to attend to any immediate or daily needs, monitor safety and provide companionship to our clients. Live-in care makes an affordable option for seniors who choose to have long-term care 24 hours a day.
- **No Long-Term Contract** – We do not require a long-term contract. Our clients stay with Tender Hearts at Home only as long as they are 100% satisfied. We set up scheduled visits based on when you need them.
- **Our We Will Be There Guarantee** – Our automated time reporting system requires that caregivers check-in and check-out for appointments from a home phone, or our care manager is notified immediately. In the event a caregiver is delayed, your Tender Hearts at Home care manager will find a suitable replacement right away.
- **Demonstrated Longevity** - Having served the greater Cincinnati area for years, we have the organizational strength to provide quality, dependable care for your loved ones.
- **An Impeccable Reputation** - Cincinnati area media, clients, and local senior care professionals all regard Tender Hearts at Home as the caregiving company that “sets the bar.”

Our office is located centrally at 9435 Waterstone Blvd Suite 140, Cincinnati, OH 45249.

Our phones are answered 24 hours per day, 7 days per week by a local member of our management team.

**Call 513-234-0805.**

**Visit us at [www.TenderHeartsatHome.com](http://www.TenderHeartsatHome.com).**