

HomeTimes



America's Choice In Home Care

Your resource for an at home senior lifestyle.



Winter Holiday Edition 2022 – 2023



So Much to Celebrate this Holiday Season

We Wish You, Your Family & Friends A Very Happy Season of Love

However you celebrate, with whomever you celebrate, for whatever reason you celebrate, we hope the turkey, goose, roast beast, or ham is juicy, the stuffing is moist, the mashed potatoes are creamy, the gravy is smooth, the veggies are beautiful, the salads are crisp, the cranberries are sweet, the rolls make it out of the oven, and the pies are perfectly cooked, sliced, & eaten. Please don't forget the cookies and carrots for that Jolly Ole' Elf and Company! For all, we wish the many blessings of the season. May you celebrate for many more holidays to come. Please stay warm and cozy and enjoy the great festive indoor activities.



Marian



Duane



Joyce



Lynne

A Bit About Our Caregiver Retention Programs

The Home Care industry has been under siege over the last several years due to the pandemic, the recession, inflation – you name it. We need and value our Caregivers and want to keep them working and happy. There are several ways we remember & honor our employees through various retention programs:



Caregiver of the Month: We choose a caregiver who has gone above and beyond their regular job duties and reward them with a VISA gift card. Often, it is the caregiver who has accepted last minute fill in shifts, worked additional hours with a client to assist with special situations, kept the office informed of their availability so we may assign shifts at different hours, etc. These Caregivers have made themselves available and are the first ones on the list to be called in an emergency. They rarely say “no”, they answer their phones in a timely manner and we rarely, if ever, hear from a client about their performance.



Caregiver of the Year: An overall best in performance caregiver who has risen to the top in assisting clients and their families for an extended period of time. These are day to day, life in the trenches support for sometimes extremely difficult clients who are struggling against dementia or Alzheimer's or other end of life issues. The industry has begun to recognize these folks both regionally and nationally. It takes a very special person to do their job and we like to make sure they know that we know. In our hearts, we know the clients feel it and understand. Dinner at the restaurant of their choice on the Big Bosses' tab, a nice financial award, and a memento of the occasion is presented.



Birthdays and Service Anniversaries: Another trip around the sun deserves a little recognition: an old-fashioned snail mail birthday card and a gift card to spend their own way. Service anniversaries deserve and get a “Thanks for Your Service” card. Longevity with one company is a rarity in our business. We have over 50% of our caregivers that have been with us for over 5 years. – WOW!



Monthly Newsletters: We put our Caregivers first and want to recognize their accomplishments. Our newsletter salutes birthdays, service anniversaries, new hire, re-hires, happenings in and out of the office, and lots of kudos for jobs well done.



Paid Training and other State Requirements: To maintain their State of California registration, Home Care Aides must have five hours of training yearly and a test for tuberculosis every two years. We assist in this process by paying for their training hours and for their TB test. Keeping up State standards is good for both Clients and Caregivers alike.

Some Important Resource & Information

from the State of California

for all Older Adults and their Families

Groceries or Meals: call 2-1-1 or visit www.211ca.org to connect with local food assistance and more

Older Adult Services: call the California Aging & Adult Information Line at 1-800-510-2020

Information about Medicare: call 1-800-434-0222 for Health Insurance Counseling and Advocacy Program

Protection from Abuse and Neglect:

- Call 1-800-231-4024 if you are living in a long-term care facility, to reach the Long Term Care Ombudsman CRISIS line
- Call 1-833-401-0832 if you are living at home, to talk to Adult Protective Services

Protection From Fraud: call 1-877-908-3360 for AARP's Fraud Watch Network Helpline

Support with Alzheimer's and other Dementias: call 1-800-272-3900 for the Alzheimer's Association 24/7 Helpline

Caregiver Resources & Support: Connect with your CA Caregiver Resource Center at www.caregivercalifornia.org

General COVID-19 Information: call the COVID Information line at 1-833-422-4255 or visit www.covid196.ca.gov

Part of our goals with Visiting Angels is to be of service. We care for and assist the seniors in our communities and we, therefore, make ourselves available to our clients and their family and friends as a resource. We know aging, and all the processes involved, are sometimes overwhelming and tough. We are here to assist and make the challenges easier. Please do not hesitate to give us a call at (424) 772-6604. We answer 24/7 with a live staff member. We are here to help.

Visiting Angels of Torrance



Owned & Operated by [Marian and Duane Karons](#)

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