



Membership Package

- **Complete Assessment**

A Secure@Home™ geriatric care manager will visit members in their homes to talk about their needs and concerns regarding overall health and wellness. The process will last 1½ - 2 hours. **This visit is necessary for a member to participate. Membership starts the day of the visit for the following 12 months. Members will be visited annually around the anniversary of the membership.** Following is a list of what will be discussed:

- Physical: Discussing the member's medical conditions including recent and past surgeries and chronic illnesses. We will also evaluate member's ability to perform all the acts of daily living. In this section, we will note all medications that the member takes regularly and physicians' contact information.
- Support Network/Emergency Information: We will do an overview of a member's support network including children, friends and other nearby relatives. We will document the member's health and prescription plans, preferred pharmacy and hospital and long-term care insurance.
- Mental Health: The member will be assessed to determine potential depression, isolation and any other mental conditions.
- Cognitive Faculties: The member will be assessed to determine if there are any memory issues that would warrant further evaluation.
- Home Safety: This includes documenting any hazards in the home such as throw carpets, uneven flooring, stair rails.

- **Care Plan**

- The care plan is a report of what was collected during the assessment. It will include all relevant contact information including: medications, family's location, physicians, emergency information and insurance.
- Secure@Home will keep a copy of the report locked in a file cabinet in its office. Secure@Home will also keep a copy of the report in its secure database.
- The care plan allows Secure@Home to have the most up-to-date information about its members so that should a health crisis occur, Secure@Home is ready to take action. It is imperative that Secure@Home be provided with any changes to emergency contacts, medications, physicians, etc. so your care plan remains current.

- **24-Hour Emergency Telephone Availability**

- Select staff members will be on-call 24/7 to manage emergencies over the phone.
- Members have one phone number to reach Secure@Home anytime day or night – **609-987-8121**. During the evening/weekends, the Secure@Home number will be answered by our answering service (“Secure@Home emergency, can I help you?”) which will then call our on-call staff.
- On-call staff will have access to the member’s care plan to help make any decisions. Depending on the situation, the staff will make the necessary phone calls/referrals.
- Secure@Home has established relationships with various home care agencies. If there’s an emergency during weekend or evening hours, Secure@Home will work with its home care partners to satisfy the need.

- **Care Management Hours**

- Members will receive care management hours (coordination of services) per year – up to 3 hours per single; up to 5 hours per couple – as part of the membership package.
- Care management constitutes the following: coordinating health-related services, communicating (e.g. phone, in-person) with family/healthcare providers about a member’s situation and/or advocating for services, and/or meeting with a member in a facility (e.g. rehab, hospital).
- Care management is NOT Chore Corps, referrals to qualified trades people, monthly hellos, information/referral. These services are included in the membership. It’s important to note that private geriatric care managers charge per contact with members regardless of the type of question/involvement.
- Care management hours will cost \$75/hour after the included hours (3 or 5 hours) are used. Hours will be billed in 15-minute increments with the first five minutes at no charge. After 20 hours/25 hours of paid care management are used within one year, the rate will be \$50/hour. Secure@Home staff will inform members when care management hours are being used. Quarterly statements will be generated as care management hours are used.
- Travel beyond 15-minutes (one way) from the Secure@Home office will be billed at \$40/hour. Hours will be billed in 15-minute increments. Note: travel time does not apply to yearly assessments.
- Unused care management hours cannot be carried over to the following year nor can they be transferred to another member outside the household.

- **Chore Corps**

- Chore Core is a service to provide some extra helping hands with those light household chores that require it, including, but not limited to: changing hard-to-reach light bulbs; changing smoke detector batteries, packing up boxes, etc. These tasks should be non-recurring and should pose no known risk to the volunteer.
- Members can participate in the Chore Corps quarterly (once every three months). Should a member require more assistance in between visits, Secure@Home will do its best to satisfy the request. Secure@Home anticipates each visit lasting no more than 2-3 hours, and, depending on what's required, there may be 1-2 people working on the task. It can also be a few tasks bundled together that can be completed in one visit.
- Since we only use volunteers, we must work around various schedules when setting the appointment.
- Scheduling will be handled by Secure@Home program administrator, Beth Englezos. She can be contacted at 609-987-8121 or via email at bethe@jfcsonline.org.

- **Cultural/Wellness Lectures**

- Secure@Home members will participate in regular cultural and wellness programs. They will also be invited to join special events and engagements that will be coordinated especially for them.
- Some of the programs include:
 - Home and Fire Safety
 - Proactive Decision Making
 - Imparting Health and Legal Wishes to Loved Ones
 - Memory Enhancement
 - Audiology for Seniors
 - Getting the Most out of Your Doctor's Visit
 - Antique Road Show
 - Sleep As We Grow Older
 - Dealing with Clutter and Disorganization
 - Managing your Finances
 - Cooking Healthy Soups
 - The Election and The Senior Vote

- **Preferred Provider List**

- Members will have access to our qualified list of vendors who will be able to provide home maintenance services including, but not limited to: handyman services, electrical work, plumbing and snow removal. Providers may offer Secure@Home members a discount on their services.
- Members may call Secure@Home at 609-987-8121 to request a vendor. If requested, we can also call a vendor on your behalf.
- Secure@Home will follow up with members upon completion of the project.
- Members will pay vendors directly for services rendered.

- **Monthly Hello**

- Secure@Home staff and volunteers will reach out to all members monthly at a minimum via telephone or email (depending on members' preference).
- Depending on the needs of the members, the calls/emails may be more frequent.

- **Transportation**

- Secure@Home will connect you with various transportation companies who can meet your needs.
- Options include companies that have their own fleet of cars as well as individuals who can drive members' cars.
- Ride Provide
 - Members will be able to join RideProvide without membership fees (savings of \$35/year). Secure@Home will pay the \$35 membership fee.
 - Those who are interested in using RideProvide will need to create an account with RideProvide (609-452-5140).
 - Please note that RideProvide may have a wait list.

- **Information/Referral**

- Members can contact Secure@Home to get a referral about any personal or health-related service they may need. This "one-stop shopping" resource includes information on:
 - Home care agencies
 - Physicians
 - In-home massages
 - Insurance
 - Physical therapists
 - Respite
 - Dentists
 - Personal organizers
 - Financial managers
 - Senior services in other states
- Secure@Home has developed relationships with several home care agencies in the community, many of whom have given a discount to Secure@Home members. The discounts range from 5% - 10%.
- Members will need to be responsible for the fees attached with the service.

Secure@Home™
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