



# Home Care 411

- SERVING WILLIAMSON, RUTHERFORD, & DAVIDSON COUNTY -

## STARTING THE YEAR OFF RIGHT

### *Team Work Makes the Dream Work*

Situated between a pie shop and a chocolate factory in the heart of Cool Springs is a special place that new employees are calling home. Carl and Jennifer Thompson purchased the Home Care Assistance franchise in late Summer of last year. They very literally hit the ground running and have been working to build a solid team since their acquisition. Starting in January, they were able to launch into the new year with a fully staffed office.

April Holder was added to the team as the Client Care Manager. She has a background in health care, 5 years as clinic manager, 3 years as a CNA and most recently, 3 years in property management. She has a passion for helping people, especially those with a little more life experience and a few gray hairs to show for it. She is eager to meet clients and to create a valuable relationship between excellent service and meaningful care.

Sara Gist has over 7 years of home care experience working closely with clients and caregivers. She comes from the Dallas/Fort Worth area where she has been the Office Manager with Home Care Assistance for the last 4 years managing HR, employee needs, client scheduling, payroll, billing, and administrative duties. Prior to Home Care, Sara served in the United States Air Force as a Military Police Officer. Sara has a passion in helping others and providing quality care with respect and compassion. She also holds a great deal of pride in her team of amazing caregivers.

Kathryn Ervin was added to the team as a caregiver but is also the new cognitive therapeutics manager. She is a social worker and is passionate about working with people of all ages. She has a passion for helping people live their best lives.

The team has big plans for this year with a focus on healthy growth and consistent follow up. The combination of her nursing background and Carl's business expertise, along with the experience of the newly assembled staff are a perfect foundation for getting this year started off right!



*From Left to Right: Sara Gist, April Holder, Jennifer Thompson, Carl Thompson*

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# CAREGIVER OF THE MONTH

## *Best of the Best*

Ja'Quetta 'Q' Davis started with Home Care Assistance in November of last year. From early on, her caring nature and bubbly personality made it easy for both clients and staff to love working with her. She consistently goes above and beyond the call of duty, taking on new clients and filling in for others. Clients and their families always have great things to say about her and often want to know when she is coming back. Q, we honor you for being the caregiver of the month. Thank you for being part of our team and a beautiful representation of what we are all about.



## THE REASON WHY

### *The Reason We Chose Home Care*

Some of our caregivers have been in the business for over twenty years. Some of them are just getting started. All of them have a similar heart to care for those who need it most. We asked them why.



"I find it so satisfying to show the love and compassion of Christ to our dear clients who are in such a vulnerable season of life. It is a joy to brighten their day with a kind word, a smile and a bit of encouragement. I always leave our clients feeling like I'm the one who has been blessed!"  
-Carole

"I chose to be a caregiver because I love helping others and making sure people are treated with respect and dignity."  
-Angela

"I have been a nurse most of my life so when I retired I decided to become a caregiver, it's a win win."  
-Bernice

"I have worked in the medical field most of my life. My greatest pleasure is to give to others to make life more enjoyable. Love and compassion is what it's all about."  
-Lynn

"I love people, And what better way to be around them, than to be caring for them. And gleaning wisdom and knowledge from their life experiences, is the greatest reward."  
-Theresa

"I love helping people be able to live their lives well, to the best of their ability, and to have fun doing it."  
-Kathryn

This industry is full of people with heart, but this team is especially thoughtful. Jennifer adds "It has been a joy getting to know our clients and staff over the last few months and I could not be more proud of our team. We are so blessed to be able to serve, together."

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# LET'S EAT CAKE

## *Caregiver Birthdays in January*

Home Care Assistance of Nashville wishes you a Happy Birthday. May this year be the best year yet!

- Angela Schweinhart - January 3
- Sherry Windrow - January 20
- Grayce Owens - January 9



# FROSTBITTEN KITTEN

## *Tips for Staying Warm this Winter*

by Amanda Green <[www.mentalfloss.com](http://www.mentalfloss.com)>

### **Warm yourself first.**

It's easier to change your body temperature than room temperature, not to mention more eco-friendly. Instead of turning up the heat, put on another layer of clothing.

### **Wear a hat.**

Your mom may have said that you lose 80 percent of your body heat through your head, but that's not actually true. If you're otherwise clothed, you'll lose heat from any surface that's exposed. So put on your hat, even if you're inside.

### **Turn on the ceiling fan.**

Warm air rises to the ceiling. Run your fan on its lowest setting in a clockwise direction to push the warm air back down to where you can feel it

### **Block drafts with a pool noodle.**

Keep heat in and cold out by cutting a pool noodle in half lengthwise, wrapping it in fabric, and sliding it under your door.



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# AWARDED BEST OF

*A Little Recognition Never Hurt*



Home Care Assistance of Nashville announced today that it has received the 2018 Best of Home Care – Employer of Choice Award and the 2018 Best of Home Care – Provider of Choice Award from Home Care Pulse. The Employer of Choice Award is granted only to the top-ranking home care providers, based on caregiver satisfaction scores gathered by Home Care Pulse, an independent satisfaction research firm for home care. The Provider of Choice Award is granted only to the top-ranking home care providers, based on client satisfaction scores. Home Care Assistance Nashville is now ranked among the best companies providing in-home care in the region.

“We congratulate Home Care Assistance on earning the Best of Home Care – Employer of Choice Award and the Best of Home Care – Provider of Choice Award,” says Aaron Marcum, CEO and founder of Home Care Pulse. “Since this award is based on both employee and client feedback, it shows the dedication Home Care Assistance has to providing their employees with a great working experience, while ensuring clients have well-trained, compassionate caregivers.”

Best of Home Care – award-winning providers work with Home Care Pulse to gather feedback from their caregivers and clients via live phone interviews each month. Because Home Care Pulse is an independent company, it is able to collect honest and unbiased feedback.

"We are so honored and excited to be receiving these awards! I think it is such a testimony to our caregivers and we are so proud of each and every one of them. We are so blessed to be working with such a caring and compassionate group of people who truly love their clients. Our office staff has done an amazing job of working together on all the many moving parts it takes to make this company successful. We truly strive to create a family atmosphere for our clients and employees." says Jennifer Thompson, proud owner of Home Care Assistance of Nashville.

## COMING NEXT MONTH

- *For the Love of February - A Highlight Reel of Local Love Stories*
- *Home is Where the Heart is - Where We're From & Why it Matters*
- *Introduction to our new service - Cognitive Therapeutics Method*
- *February's Caregiver of the Month and Why We LOVE Them*
- *All We Need is Love - How to Love Well in Hard Times*

Home Care Assistance: Changing the Way the World Ages