



FIRSTLIGHT® HOME CARE OF LOVELAND

Your Next Step Guide

A Family Guide to Starting Home Care

Helping people have their best day, every day.

Know what to look for, what to do next, and how to find dependable care at home.

Changes in daily life can feel overwhelming. This guide offers clear, practical steps to help you find support for your loved one.

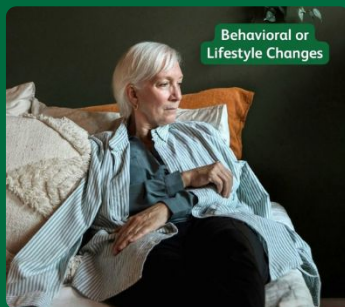


☎ Talk with our local team:
(513) 906-4303

🌐 Loveland.FirstLightHomeCare.com

📍 6405 Branch Hill Guinea Pike, Suite 201, Loveland, OH 45140

Recognizing the Need & Starting the Conversation



You may not know exactly how much help your loved one needs yet. Start by observing changes in daily routines, household habits, and family workload.

Notice the Changes Around You

- **Daily Tasks Are Harder:** Meals go uneaten, laundry piles up, or bathing and dressing require extra effort.
- **Time Alone Feels Different:** If your loved one goes out less or has fewer opportunities for conversation, extra support brings connection back into their day.
- **Family Support Is Stretched:** Balancing visits, work, and personal responsibilities can leave you feeling burned out.

Talk About Help With Respect

- **Start with Empathy:** Try opening with, *"I noticed making dinner has been tiring lately. Would help with meals or errands make the week easier?"*
- **Ask What They Want to Keep Doing:** Focus on preserving their independence and keeping their favorite routines intact.
- **Choose a Starting Point Together:** Begin with just one or two priorities—like morning routines or companionship—and build a manageable schedule.
- **Address Hesitation Directly:** Invite them to join your first conversation with FirstLight so they can share their preferences directly.

"FirstLight is great. They are very concerned about patient care. Very responsive and communicate very well! Highly recommend."

— Ronald H., Client Family

YOUR NEXT STEP

Call **(513) 906-4303** to share what you're observing and explore starting options.

Personal & Daily Care Services



When everyday physical tasks become difficult, dignified hands-on help allows your loved one to stay comfortable and confident in their own home.

Hands-On Support Designed for Dignity

- **Bathing, Dressing & Grooming:** Support with bathing, choosing clothes, grooming, and oral hygiene while fully respecting personal privacy.
- **Walking & Mobility Assistance:** Help navigating stairs, walking safely around the home, and maintaining steady movement.
- **Transfers & Positioning:** Safe assistance moving into or out of beds, chairs, or vehicles, as well as comfortable positioning for meals.
- **Toileting & Continence Care:** Discreet, compassionate help with bathroom routines to maintain comfort and dignity.
- **Eating & Mealtime Support:** Assistance during meals to make dining relaxed and enjoyable.

Where Should Your Family Begin?

Identify the most challenging times of day—whether it's morning preparation, evening wind-down, or bathroom routines. Tell us what your loved one needs help with and what they wish to handle independently.

"We are very happy with the caregivers who attended to my wife. She says they all were polite and personable, and provided the help she needed."

— Bernard N., Client Family

**YOUR NEXT
STEP**

Call **(513) 906-4303** to discuss personal care needs, scheduling, and a customized price quote.

Companion Care & Respite Support

What is COMPANION CARE?



Home care isn't just about physical assistance—it's about staying connected, enjoying daily life, and giving family caregivers essential relief.

Companion Care at Home

- **Meaningful Conversation & Company:** A familiar, friendly visitor who brings conversation, warmth, and encouragement.
- **Activities & Game Library:** Caregivers join clients in playing card and dice games, Scrabble, UNO, or memory puzzles from our dedicated game library.
- **Outings & Community Connection:** Support attending church, visiting local museums, shopping at Target, or enjoying a cup of coffee.
- **Household Help & Errands:** Light housekeeping, laundry, meal preparation, picking up groceries, and handling dry cleaning.

Respite Care for Family Caregivers

Caring for a loved one takes significant energy. Short-term respite care gives you time to rest, work, attend personal appointments, or take a vacation while knowing your loved one is in safe hands.

"Thank you for all that you do for my Dad. From preparing meals to helping him with his exercises to playing Skipbo, the care and support he is given is top notch!"

— Sherri H., Client Family

YOUR NEXT STEP

Call **(513) 906-4303** to arrange companion visits or schedule a planned break for yourself.

Specialized Memory Care & GUIDE



Living with Alzheimer's or other forms of dementia requires patient, personalized support centered around each individual's history and preferences.

Compassionate Memory Care

- **Personal-History Approach:** We use a personal-history guide to learn about your loved one's favorite routines, background, and lifelong interests.
- **Adapted Communication:** Caregivers are trained in FirstLight's Compassionate Memory Care Program to adapt activities, communication, and environmental triggers as needs change.
- **Familiar Routines:** We preserve comforting daily structure to reduce anxiety and promote a sense of purpose and belonging.

Explore the Medicare GUIDE Model

FirstLight Home Care of Loveland participates in **GUIDE** (Guiding an Improved Dementia Experience).

- **What It Offers:** Coordinated dementia care, caregiver education, and paid respite care for eligible families with Original Medicare Parts A and B.
- **No Out-of-Pocket Cost:** Covered GUIDE services have no patient cost-sharing for qualified participants.

"We have had great experiences with FirstLight. They are well trained in supporting patients with dementia and care. Very trustworthy... Lisa and Shannon are knowledgeable, upbeat and have provided great experiences."

— Heather S., Client Family

YOUR NEXT STEP

Call **(513) 906-4303** to ask about memory care matching or check your family's eligibility for the GUIDE program.

Hospital-to-Home Recovery & Transitions



Following a surgery, illness, or hospital stay, everyday household routines can feel overwhelming. FirstLight helps adults safely transition back into home life.

Planning the First 72 Hours

- 1 Before Discharge:** We assist with non-medical planning, coordinate transportation home, and review discharge instructions with your healthcare team.
- 2 Day 1 at Home:** Caregivers help set up meals, organize mobility around the house, ensure essential items are within reach, and provide prompt medication reminders.
- 3 Days 2-3:** We establish a comfortable routine for rest, hygiene, and daily care while watching for subtle physical changes.

Recovery Support Services

- Transportation:** Rides home from care facilities and assistance getting to follow-up clinical appointments.
- Prescription & Household Help:** Picking up medications, preparing recovery meals, sweeping, laundry, and dishes.
- Mobility & Movement:** Support with walking and clinician-prescribed exercises within standard caregiver roles.

"I had First Light services for 4 days after I was released from surgery... Both caregivers were very helpful, did my laundry, dishes, and kept the home in excellent shape... Polite and kept me entertained."

— Kenneth M., Client

Note: FirstLight provides non-medical care alongside your clinical team; we do not replace licensed nursing or physical therapy.

**YOUR NEXT
STEP**

Call **(513) 906-4303** before discharge to coordinate care schedules and receive a written estimate.

More Insight for More Personalized Care



Choosing home care comes down to trust, consistency, and intelligent support. FirstLight brings unique innovation and a human touch to every home.

Why Families Choose FirstLight

- **Direct W-2 Employees:** All caregivers are fully employed, background-checked, insured, and bonded by FirstLight—never 1099 contractors.
- **Caregiver Matching Guarantee:** We match caregivers to your loved one's personality and habits, ensuring a consistent primary team.
- **24/7 Live Local Support:** Speak directly to our local team whenever needs arise—day or night.

Enhanced Insights with Sensi.AI

FirstLight combines hands-on care with **Sensi.AI**, an optional audio-based AI insight system that supports continuity between caregiver visits.

- **Full Picture of Daily Life:** Sensi analyzes ambient care-related audio signals without invasive cameras or wearables to detect subtle changes in daily routines.
- **Family Transparency:** Provides timely notifications to designated family contacts.
- **Flexible Use:** Included as our standard of care (or as a standalone service for \$149/month).

"First Light Home Care of Loveland exceeded every expectation."

— Michelle W., Client Family

**YOUR NEXT
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Call **(513) 906-4303** to schedule a free in-home consultation and learn more about Sensi.AI.

Paying for Care & Veteran Support



Understanding funding options helps families create a sustainable, stress-free care plan.

Standard Payment Options

- **Private Pay:** Direct payment by the client or family. We provide transparent pricing with no hidden fees and detailed estimates upfront.
- **Long-Term Care Insurance:** We assist with required documentation and scheduling logs to help you utilize your LTC policy reimbursements.
- **Medicare & Health Insurance:** Standard health insurance and traditional Medicare rarely cover long-term non-medical care, though programs like GUIDE offer specific coverage.

VA Benefits & Veteran Care Options

Eligible Veterans and surviving spouses can access financial programs to pay for home support.

- **VA Homemaker & Home Health Aide (HMK/HHA):** Offers daily routine care for Veterans enrolled in VA healthcare (requires VA social worker referral).
- **VA Aid & Attendance Pension:** Provides additional monthly tax-free pension income to cover home care costs for wartime Veterans and surviving spouses who meet care criteria.
- **Free Application Guidance:** FirstLight partners directly with *Veteran Caregivers* to help your family navigate the complex VA application process smoothly.

"They also honor your beliefs and wishes, making them incredibly respectful."

— Danielle G., Client Family

**YOUR NEXT
STEP**

Call **(513) 906-4303** to discuss payment methods and begin a VA benefit review.

Check Who Provides Your Care



Even the smallest moments are worth **celebrating**.

Selecting a home care agency requires asking the right structural questions upfront. Avoid these common industry pitfalls:

1 Skipping the Employment Check	
THE RISK Registries that send “1099” independent contractors may shift household employer tax liabilities, legal liabilities, and workers’ compensation burdens onto your family.	THE FIRSTLIGHT STANDARD We directly employ (W-2), train, supervise, insure, and cover workers’ compensation for every caregiver.
2 Assuming Replacements Are Automatic	
THE RISK Unplanned call-outs happen. This often leaves families stranded without a backup worker.	THE FIRSTLIGHT STANDARD We maintain a dedicated staff schedule and an agreed-upon contingency plan to cover essential client visits.
3 Overlooking Caregiver Continuity	
THE RISK Rotating through a continuous cycle of unfamiliar faces creates confusion, particularly for clients with memory loss.	THE FIRSTLIGHT STANDARD We introduce a small, primary care team to ensure consistent routines and deep personal connection.
<i>“[Mike’s team] were exceptional in every phase of responding to our needs... From the initial call on a Sunday afternoon, to immediate engagement... Super grateful.”</i> — Jeff, Client Family	

YOUR NEXT STEP

Call **(513) 906-4303** to ask us any questions about our W-2 employment policies, coverage guarantees, or caregiver training.

MEET YOUR LOCAL TEAM

FirstLight Home Care of Loveland



We are locally owned and committed to serving families across our community with dignity, kindness, and integrity.

Locally Owned Leadership



Mike & Joy Kraeutle (Owners): After nearly 30 years in business consulting and banking, Mike and his wife Joy transitioned into home care to make a direct, meaningful difference locally. Inspired by their own family experiences, they guide local families through every stage of care.

Your Local Care Team



Amanda Campbell
COMMUNITY LIAISON

Brings over 13 years of home care experience in scheduling, family counseling, and leadership, advocating passionately for each client's dignity.



Brandy Keith
STAFFING MANAGER

Offers over 20 years of healthcare experience, coordinating seamless matching and resolving daily care schedules.



Katelynn Barth
CARE MANAGER

A State Tested Nursing Assistant (STNA) with 10 years of clinical and home care experience, building personalized care plans tailored to each client.

"Mike & his team are fantastic. I would recommend FirstLight for anyone with home care needs in the Loveland area!"

— Sawan P., Local Resident

**YOUR NEXT
STEP**

Call **(513) 906-4303** to speak directly with Amanda, Brandy, or Katelynn today.

Your Next Step Worksheet



Use this worksheet to collect your thoughts before calling us. You don't need all the answers—just share what you know.

1 The primary change that prompted us to seek help:

2 Specific tasks or times of day where help is needed most:

- | | |
|---|---|
| ☐ Morning Routine / Bathing | ☐ Companionship / Outings |
| ☐ Evening / Dinner Time | ☐ Meal Prep & Housekeeping |
| ☐ Respite for Family Caregiver | ☐ Post-Hospital Recovery |

3 Preferred schedule and start timeline:

Days needed:

Preferred hours:

Target start date:

4 Financial or benefit programs we would like to discuss:

- | | |
|--|---|
| ☐ Private Pay | ☐ Long-Term Care Insurance |
| ☐ VA Aid & Attendance / HMK | ☐ Medicare GUIDE |

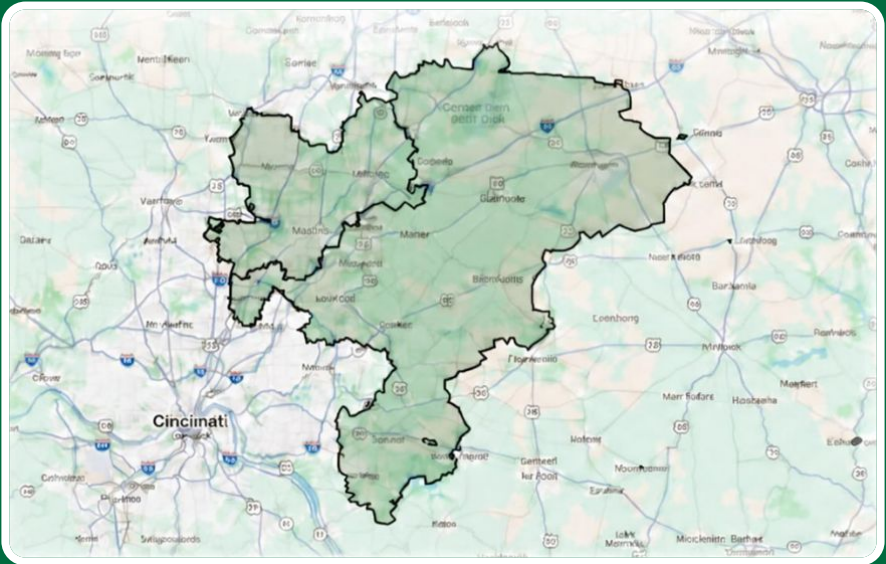
"Our pledge is simple: We provide the exact same high standard of care we would demand for our own family members."

THE FIRSTLIGHT CAREGIVER COMMITMENT

AREAS WE SERVE & CONTACT

Serving Loveland and Surrounding Communities

We provide personalized in-home support throughout Northern Cincinnati and surrounding areas:



Helping people have their best day, every day.



Ready to Take the Next Step?

Contact us today to schedule your free, no-obligation in-home consultation and personalized price quote.

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