

At Home Services

INFORMATION GUIDE



Glenmeadow AT HOME

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Pricing Summary Sheet Enclosed



Retirement on Your Terms

In 1884, Glenmeadow was the first organization in Western Massachusetts to provide a safe place for seniors to live out their retirement years with dignity. Today, we continue to redefine retirement living by providing whatever people need to live a worry-free retirement. We provide the services people need in the place they call home—whether at our Longmeadow campus, a house in Agawam, or a condominium in Springfield. We also provide services and support in other senior living communities, assisted living facilities, and nursing homes to supplement what their staff provides.

Overview

This Information Guide focuses on Glenmeadow at Home, which has been in existence since 2002. The program was created to fill the need for extra support for people living at our main campus, so they could have the convenience of working with a trusted provider. Over time, we expanded to offer these services to people throughout Greater Springfield. We started by offering assistance with personal care, and quickly realized that people wanted help with lots of things—watching their house while they were away, assisting with bill paying, and helping them work through the “honey-do” list of handyman projects, just to name a few.

This guide offers an overview of the types of services we can provide, but we will discuss your particular situation to determine what might be helpful to you. We have shampooed dogs, provided caregiver services while traveling cross-country, and carried trash barrels to the curb—we will tailor our support to what you need. For custom services, we will provide an estimated total charge or hourly rate for your approval before the service is performed. If you live at Glenmeadow’s main campus, some of these services are provided at no charge, with others available for an hourly fee. Please call Glenmeadow’s main number at **800.633.6313** or **413.567.7800** for additional information about our services.

Programs and Services

Specific charges for all programs and services may be found on the Pricing Summary sheet. If you live at Glenmeadow's main campus, some of these services are provided at no charge, with others available for a fee.

GERIATRIC CARE MANAGEMENT AND SERVICE COORDINATION

Care management will improve your quality of life and allow you to live as independently as possible for as long as possible. We can assist in a variety of areas and can work with your family to identify needs, provide recommendations, and advocate on your behalf. Not sure what you need? That's OK. Give us a call and we will help you decide what works best with the services you already have in place.

- Assessments and care plan development
- Identifying resources and services
- Clarifying insurance paperwork
- Scheduling appointments and coordinating care with physicians
- Working with hospital and rehab discharge planners on your behalf
- Contingency planning and recommendations for the future

PERSONAL CARE AND SUPPORT

Short- or long-term, Glenmeadow is available to provide one-on-one support with personal care and assistance for everyday activities that have become difficult to manage. Whether you need help with the laundry and ironing, with grocery shopping and meal preparation, or with transportation to the doctor's office, Glenmeadow can provide a customized solution that will make your life easier.

- Assistance with dressing and bathing
- Emergency and middle-of-the-night support
- Escorts
- Grocery shopping and running errands
- Light meal preparation
- Meals delivered to your home
- Transportation
 - private car with aide
 - wheelchair-accessible van
 - wheelchair-accessible van with aide

HOME AND PROPERTY SERVICES

One call to Glenmeadow and you'll have access to trustworthy, experienced professionals who can help with the day-to-day upkeep of your home. No job is too big or too small. If we can't do the work for you, we'll identify other professionals who can, and we'll supervise their work if you want us to.

- Job oversight and coordination
- Handyman and chore service
- Vacation home check
- Housekeeping and laundry service

WELLNESS PROGRAMS

Glenmeadow's mission of nurturing mind, body, and spirit has never changed, because we realize that focusing on these areas can lead to a longer and better life. One of the biggest challenges of living at home is finding easy ways to interact with others. Call us and we'll help you find programs at Glenmeadow or in the Greater Springfield area that will fit your needs.

- Fitness assessments
- Companionship and walking support
- Friendly phone calls
- Nursing services and medication management

Glenmeadow's lifestyle programming includes more than 20 wellness offerings each week, including exercise, yoga, and pool classes, plus fitness training and nutrition classes. The calendar also includes scheduled entertainment, educational classes, trips, and discussion groups.

Lifestyle Pass

A Lifestyle Pass provides many of the benefits of living at Glenmeadow, while still living in your current home. Participate in a discussion group, take a fitness class, or have lunch in the Doorstop Café—the choice is up to you. You pay a low monthly fee and will receive a calendar of programs each month. You can participate in as many or as few programs as you would like.

A Lifestyle Pass also provides access to dining options, which are billed monthly or deducted from a Glenmeadow debit card. These include casual dining, formal dining, and a meal delivery service. On a space available basis, you may also reserve meeting and function rooms, as well as our guest suites, which are available for a daily fee.

Frequently Asked Questions

What services do you offer?

Glenmeadow at Home provides whatever services you need to live a worry-free retirement. We can help with a one-time project, such as fixing a leaky faucet, or on an ongoing basis for meal preparation or personal care. Areas of assistance include care management, home and property services, personal care and support, and wellness programs.

We have become known for our ability to personalize services, so unusual requests are routine for us. Some examples include traveling cross-country with a client who was moving to be near his son, quickly shampooing an adventurous dog who discovered a mud puddle, and moving trash cans to the curb each week during the icy winter months to eliminate a potential fall.

If you live at Glenmeadow's main campus, some of these services are provided at no charge, with others available for an hourly fee.

How do I arrange for services?

Call Glenmeadow at 413.567.7800 or 800.633.6313 and ask to speak with a marketing representative. We will ask you some basic questions about your needs and will provide an overview of how we might be able to help, including estimated costs. We can meet with you in person, either at your home or in our office. Depending upon the services needed, we may identify a care manager or client relations liaison to work with you. If appropriate, they can provide you with a personalized plan and a detailed estimate of charges.

Do you offer care management? Is that different than service coordination?

Glenmeadow offers care management, which we sometimes refer to as service coordination, because we can coordinate any service, not just those related to personal care. Care management is the process of assessing, identifying resources, and planning care to help an individual achieve the highest level of independence, dignity, comfort, and safety. We can provide a global assessment, addressing all areas, including medical, psychiatric, social, financial, and legal. We will also consider the ability of the elder to perform the activities of daily living, such as personal care; the instrumental activities of daily living, such as grocery shopping and housekeeping; and the safety and security of the elder's home.

Why should I work with Glenmeadow? Aren't there other providers offering the same thing?

A Multi-Disciplinary Team

Glenmeadow at Home's expanded offerings represent the area's only comprehensive fee-for-service retirement-at-home program. We offer and coordinate a variety of services, including wellness programs, personal care and support, and home and property services—all of which can be arranged with one call. There is no long-term commitment and you can request as much or as little help as you need.

Our approach utilizes the resources of a multi-disciplinary team of professionals—licensed social workers, registered and licensed nurses, certified nursing assistants, experienced administrative professionals, and vetted external partners—

to provide around-the-clock support that's lower in cost and higher in quality than that provided by independent practitioners.

Trustworthy, Supervised Staff

We carefully select and supervise our staff, so you don't have to. We recruit individuals who are caring, considerate, respectful, and patient—and provide them with ongoing training and support to ensure high-quality care and service. All of our staff have thorough reference and criminal background checks performed, are bonded, and are covered by comprehensive liability and worker's compensation coverage. The external vendors we use as partners are carefully screened, have proof of insurance, and demonstrated experience. We also monitor staff and vendor performance on an ongoing basis.

Demonstrated Track Record

Glenmeadow has been caring for and serving seniors as a nonprofit organization since 1884. Today, we are one of the most experienced and innovative providers of senior living services in the area. We have built a reputation for exceptional service and compassionate, quality care, and have a demonstrated track record of financial stability.

How much does this cost?

Most services are billed at an hourly rate and scheduled to suit your needs on an hourly, daily, or weekly basis. Costs for materials required for handyman services are not included in the hourly rate, and will be estimated and provided before work is begun. Regular hourly rates have a range, depending on the service and the level of expertise required. Emergency service and coordination

is also available. Specific pricing information is listed in the Pricing Summary.

We try to be fair and consistent in our pricing and will do our best to provide services to you wherever your home is located. Since some areas are more difficult for us to serve, we may be limited in our ability to provide consistent coverage. If this is the case, we'll let you know up front what we are able to provide so that you can decide whether to proceed. We strive to serve the entire area and will work with you, securing additional staff if required, in order to best suit your needs.

Is this covered by insurance?

Many of our services are reimbursable through long-term-care insurance. Since plans vary, please check with your insurance provider for reimbursement guidelines.

Are there any restrictions?

Clients must be 62 and over. A 2-hour minimum charge will be billed for Personal Care and Support and Home and Property Services, unless otherwise indicated. Residents living at Glenmeadow have different service options. Charges are per hour per employee. Holiday and emergency rates may apply. Mileage charges are additional. Function room reservations do not include catering charges. If Lifestyle Pass program space or services are limited, priority will be given to residents living in the main Glenmeadow building.

How do I get started?

For more information or to get started, please call 413.567.7800 or 800.633.6313 and ask to speak with a marketing representative.



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Our Mission

Glenmeadow is dedicated to providing premier services for older adults; nurturing mind, body, and spirit of those we serve and employ.

Our Values: Caring, Compassion, Integrity, Quality, Stewardship

Our Vision: Glenmeadow will continue to be a primary resource for older adults, providing premier housing and services with a commitment to the highest levels of quality care. We will enhance lives by offering diverse and meaningful opportunities in response to the changing needs of seniors in Greater Springfield.