

TLC HomeCare:

home
is where the



By Katherine Ritz Hahn

TLC HomeCare Services was founded by entrepreneurs Patti Maltese and Kelly Tandourjian.

When elderly men and women, individuals recovering from surgery, or the mentally or physically challenged need assistance with day-to-day activities, TLC HomeCare Services brings help to their homes. TLC provides non-medical services such as companionship, homemaking and personal care to clients in Burlington, Camden and Gloucester counties in New Jersey.

Certified nurse's assistants and home health aides Patti Maltese and Kelly Tandourjian opened the business in April 2009 to meet a growing need for the rising number of individuals wanting to age in place at home. Home care provides families an alternative to nursing home care for loved ones. For clients already in long-term care communities, it can enhance the personal level of care they receive.

TLC cares for clients of any age, including elderly people with Alzheimer's, dementia or Parkinson's disease; younger individuals with multiple sclerosis or traumatic brain injuries; new moms struggling with tasks following a birth; and adults who may benefit from massage therapy, reflexology or aromatherapy, among others. Between 50 to 60 caregivers assist clients with tasks such as meal preparation, grocery

shopping, transportation to appointments, feeding, bathing, grooming and range-of-motion exercises.

TLC HomeCare Services also provide a holistic, alternative approach to their clients with the addition of a Certified Natural Health Practitioner and Wellness Coach. In addition to providing nutritional support, a Wellness Coach educates people in ways to improve their present level of health. She specializes in massage therapy, aromatherapy—in conjunction with Raindrop Technique—and the new technology of the BioMat™. Special emphasis is put on chronic pain, circulatory issues and immune system function as well as overall well-being.

The agency serves clients 24 hours a day, seven days a week, in increments of as little as three hours, and even

TLC Care Cards enable people to purchase prepaid homemaking or personal care services, and give them as a gift to a family member who might need assistance but has a limited income and may be unable to afford the services.



provides same-day service for unscheduled requests.

TLC's approach to providing care sets it apart from other agencies, beginning with the hiring and training of staff to meet patients' needs. "Our caregivers are genuine, compassionate, patient and tolerant. They have big hearts, and really enjoy taking care of other people," says Maltese.

Upon arriving at the clients' homes, caregivers call an automated time-tracking system to confirm their arrival. It ensures that clients are billed *only* for times a caregiver is present, and relieves clients of having to verifying caregivers' weekly timecards. It also alerts the agency if a caregiver hasn't arrived as scheduled.

Caregivers not only deliver tender loving care, but go a step further by keeping a journal for each person describing the client's activities, behaviors, moods, meals and sleep habits during the caregiver's shift. Called "care notes," they give family members and other caregivers insight into the client's day, and can help identify needed

changes in a client's care plan.

Strategically matching clients and caregivers is at the heart of the business. Tandourjian and Maltese meet with each client to make sure the caregiver's skills and demeanor complement the client's needs and personality. "The beauty of a good match is that the client bonds with the caregiver and looks forward to seeing that person," Maltese says.

Although families want what's best for their loved ones, they sometimes encounter resistance from elderly individuals who need assistance. "An elderly person may need an extra pair of hands, but they're not ready to give up that independence," says Tandourjian. "Or, they're on a fixed income and don't feel they can afford it."

To help, TLC introduced "Care Cards," which let family members purchase prepaid hours for companionship or personal care services and present them to loved ones as pampering gifts. Clients can redeem them for services without feeling dependent, and the cards can help defray the cost of services, which are out-of-pocket expenses for people not covered by long-term care insurance.

For many people, life brings temporary or permanent challenges. But whether it's surgery, new mental or physical stresses, or even the sometimes overwhelming nature of everyday existence, TLC HomeCare Services can help. With their compassion, attentiveness and extensive knowledge of caring for people, they bring a warmth and calm to those they watch over. And this they do, seven days a week, with Tender Loving Care.

TLC HomeCare Services is located at 23 E. Main Street in Moorestown, NJ. For more information, call 856.234.8700 or visit www.tlchomecareservices.com.

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Owners Patti Maltese and Kelly Tandourjian meet with each client with the goal of matching them with a caregiver best suited to their needs and personality.

