

# Home Care

# The Complete Guide

FAQs, Charts & Checklists for Every Step Of The Way

A trusted resource, courtesy of Hummingbird Care Services



2026  
Edition



# A Letter from the Founder

To Our Community,

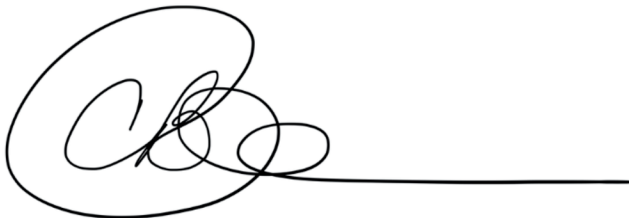
Choosing care for a loved one is one of the most important decisions a family can make, and it often comes with questions, uncertainty, and emotional weight. As a registered nurse and the founder of Hummingbird Care Services, I have seen firsthand how overwhelming this process can feel for families. When I started Hummingbird Care Services, my goal was not only to provide exceptional home care but also to serve as a trusted resource for those navigating this journey. That mission remains at the heart of everything we do.

'Home Care: The Complete Guide' was created to offer clarity, support, and encouragement during a time that can feel uncertain. Whether you are just beginning to explore care options or are already providing hands-on support to someone you love, my hope is that these pages give you confidence and direction. Home care is deeply personal, and every situation is unique. You deserve information that is honest, practical, and compassionate.

Please know that you do not need to be a Hummingbird Care Services client for us to help you. We believe in supporting families, neighbors, and caregivers throughout Indian River County and the surrounding communities, regardless of where you choose to receive care. If you ever have questions, need guidance, or simply want to talk through your options, our team is here for you. Sometimes a conversation can make all the difference.

Thank you for allowing us to walk beside you, even if only through the words in this guide. It is an honor to serve our community, and we remain committed to being a source of knowledge, comfort, and care whenever you need us.

With warm regards and heartfelt support,

A handwritten signature in black ink, consisting of a large, stylized 'C' followed by 'B' and 'S' in a cursive script. A horizontal line extends from the end of the signature to the right.

Colby Bechtold, RN, BSN, CDP  
Founder & Chief Executive Officer  
Hummingbird Care Services



# Navigating Home Care

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# What to Expect:

## What Is Home Care?

Home care is a type of **supportive service** that allows individuals, typically older adults, people recovering from illness or surgery, or those living with chronic conditions or disabilities, to receive personalized assistance while remaining in the comfort and familiarity of their own homes. Unlike medical care provided in hospitals, nursing facilities, or through skilled home health agencies, this type of care focuses on **non-medical, everyday needs** that help maintain independence and quality of life.

Support is also available for individuals living with **memory loss, including Alzheimer's or dementia**. Caregivers offer structure, reassurance and daily routines that reduce confusion and help clients feel safe and grounded. These services are designed to promote **safety**, dignity and independence at home while offering peace of mind to families and relief for those who are caring for loved ones.

There are several ways to arrange care, including licensed **agencies**, registries or individually hired caregivers. Services may be temporary after surgery or an illness, or they may be ongoing for long-term support. For many families exploring elder care options, in-home assistance becomes the **first step**. It provides a flexible and compassionate alternative to facility care, or it can work alongside care already being provided in a facility. Because it is adaptable, in-home support meets clients exactly where they are and provides the right level of assistance at the right time.



The chart below is a simple first step to help you discover the kind of care that may be most supportive for your family.

Personal Care	Memory Support	Respite Care	Companion Care
<ul style="list-style-type: none"> <li>• Safety monitoring and fall prevention</li> <li>• Help with mobility, transfers, and positioning</li> <li>• Support with toileting and incontinence care</li> <li>• Assistance with bathing and showering</li> <li>• Basic skin care and daily hygiene</li> <li>• Medication reminders</li> <li>• Help with dressing and grooming</li> <li>• Meal prep and help with eating</li> <li>• Encouragement with daily routines and independence</li> <li>• Friendly conversation and engaging in hobbies or activities</li> <li>• Kind, respectful care that protects dignity</li> <li>• Light housekeeping (tidying, dishes, taking out trash)</li> <li>• Laundry and changing linens</li> </ul>	<p>Personal Care Services while focusing on:</p> <ul style="list-style-type: none"> <li>• Ensuring safety, comfort, and dignity at home</li> <li>• Trained caregivers who understand memory loss behaviors</li> <li>• Personalized routines to reduce confusion and anxiety</li> <li>• Compassionate redirection and reassurance</li> <li>• Assistance with daily tasks (bathing, dressing, meals)</li> <li>• Medication reminders and basic health monitoring</li> <li>• Cognitive activities like music, conversation, and memory games</li> <li>• Support that improves quality of life and reduces stress for families</li> <li>• Family guidance and emotional support</li> </ul>	<ul style="list-style-type: none"> <li>• Short-term care that keeps your loved one safe while family caregivers rest</li> <li>• Helps prevent family caregiver burnout</li> <li>• Scheduled or as-needed relief—daily, weekly, or overnight</li> <li>• Temporary support during vacations, emergencies, or busy times</li> <li>• All personal care and companionship services included</li> <li>• Flexible service plans tailored to your family’s needs</li> <li>• Peace of mind knowing your loved one is in capable hands</li> <li>• Encouragement of independence while maintaining safety and comfort</li> <li>• Ideal for recovery periods or life transitions</li> <li>• Compassionate, professional support whenever you need it</li> </ul>	<ul style="list-style-type: none"> <li>• Friendly conversation and emotional support</li> <li>• Building trust and connection through consistent companionship</li> <li>• Observation and reporting of any changes in mood or behavior</li> <li>• Gentle redirection and reassurance for memory loss</li> <li>• Encouraging social interaction and daily routines</li> <li>• Engaging in hobbies, games, puzzles, or music</li> <li>• Accompaniment on walks or light outings</li> <li>• Reading aloud, storytelling, and memory sharing</li> <li>• Support with letter writing, phone calls, or video chats</li> <li>• Promoting mental stimulation and quality of life</li> <li>• Meal prep and companionship during meals</li> <li>• Light housekeeping and tidying shared spaces</li> </ul>

Home care offers peace of mind and helps your loved ones enjoy the comfort, dignity, and quality of life they deserve. Recognizing when it’s time for support isn’t always easy, but you don’t have to navigate it alone. We’re here to help guide you.

# How Can I Tell If Home Care Is The Right Next Step?

While it's often easy to recognize when a loved one needs Skilled Care, it can be harder to determine when services such as **personal care**, **memory support**, **respite care**, or **companion care** are needed. These questions can help you to decide if now is the right time to explore in-home care options for your loved one.

## Daily Living

- Trouble with bathing, dressing, or grooming?
- Skipping meals or poor nutrition?
- Struggling with medications?
- Recent falls or safety concerns?
- Neglecting hygiene or laundry?

## Home & Household

- Home messy, cluttered, or unsafe?
- Chores, dishes, or laundry piling up?
- Pets not properly cared for?
- Lawn care or home maintenance ignored?
- Unopened mail or unpaid bills?

## Mental & Social Well-Being

- Withdrawn, lonely, or emotionally low?
- Forgetting appointments or routines?
- Stopped hobbies or social activities?
- Confused, repetitive, or disoriented?

## Safety & Mobility

- Driving no longer safe or confident?
- Missed appointments or errands?
- Fear of them being home alone?

## Finances

- Trouble managing money or paying bills?
- Unusual purchases or scams?
- Needs help with basic financial tasks?

## Caregiver Support

- Feeling overwhelmed or burnt out?
- Worry when you're not with them?
- Would help at home ease the pressure?



At Hummingbird Care Services, we start by learning your loved one's unique needs, preferences, and personality through a personalized in-home or, if needed, virtual care needs assessment. From there, we create a customized care plan tailored to their daily routines, health goals, and lifestyle. We carefully match each client with a caregiver whose skills, experience, and personality align. This ensures comfort, trust, and a meaningful connection from day one.



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# Some Key Signs You May Experience:

## 1. Difficulty with Daily Activities

One of the most common indicators is when a loved one begins to struggle with Activities of Daily Living (ADLs)—basic self-care tasks needed for everyday life. These may include:

- Bathing or showering: they avoid bathing or need assistance to feel safe
- Dressing: clothes may be mismatched, inappropriate for the weather, or visibly unwashed
- Grooming and hygiene: you may notice changes in appearance, unbrushed hair, or body odor
- Toileting: they may have accidents, need help getting to the bathroom, or experience incontinence
- Feeding: poor nutrition, skipping meals, or expired food in the fridge may indicate difficulty with meal preparation

## 2. Memory Loss or Cognitive Decline

If your loved one is showing signs of confusion, forgetfulness, or poor judgment, they may benefit from memory support:

- Forgetting appointments, medications, or familiar names and places
- Repeating questions or stories multiple times
- Getting lost, even in familiar settings
- Increased confusion, agitation, or disorientation, especially in the evening (sundowning)

## 3. Increased Isolation or Loneliness

Social disconnection can severely affect mental and physical health:

- They no longer participate in favorite hobbies or social events
- They seem withdrawn, depressed, or uninterested in conversation
- They may express feelings of loneliness or seem emotionally flat

## 4. Noticeable Changes in the Home

The state of their living space can reveal a lot:

- Clutter, spoiled food, unpaid bills, or overflowing trash
- Missed laundry or bedding changes
- Signs of poor pet care or home maintenance neglect

## 5. Physical Safety Concerns

Falls, accidents, and difficulty getting around are serious red flags:

- Unexplained bruises, injuries, or frequent ER visits
- Difficulty standing up, walking, or using stairs
- Concerns with balance, strength, or mobility.
- Fear of being alone or fear of falling again

## 6. Driving or Transportation Issues

Driving can become unsafe as physical or cognitive changes occur:

- Recent accidents, dings on the car, or confusion behind the wheel
- Hesitation or refusal to drive, leading to isolation or missed appointments

## 7. Medication Management Problems

Proper medication use is critical to managing health:

- Missed doses, overdoses, or taking the wrong medication
- Confusion about what each medication is for or when to take it
- Expired prescriptions still being used

## 8. Poor Financial Management

When finances begin to suffer, it could be a sign they need help:

- Stacks of unpaid bills, unopened mail, or late payment notices
- Giving money away to strangers or falling victim to scams
- Unusual purchases or signs of financial confusion

## 9. Caregiver Stress or Burnout

If you're a family caregiver, your own wellbeing matters:

- You feel exhausted, overwhelmed, or emotionally drained
- You're missing work, sleep, or personal time to care for your loved one
- You're worried about their safety when alone

# Home Care & Assisted Living

Feature	Home Care	Assisted Living
<b>Where Care is Provided</b>	In the client's own home – a familiar and comfortable environment.	In a social residential facility or community setting.
<b>Level of Independence</b>	Promotes independence; clients remain in control of their routines and surroundings.	Supportive independence, but with structured schedules and shared spaces.
<b>Type of Care</b>	One-on-one, personalized support – tailored to the individual's specific needs and preferences.	Group-based care – staff assist multiple residents with daily needs.
<b>Common Services</b>	Personal care, companionship, meal preparation, light housekeeping, medication reminders, transportation, and respite for family caregivers.	Meals, housekeeping, medication management, social activities, and assistance with daily tasks.
<b>Flexibility</b>	Highly flexible – caregivers visit as needed (hourly, daily, or 24-hour support).	Fixed schedule and care levels set by the facility.
<b>Social Interaction</b>	Companionship and community engagement arranged individually or through the caregiver.	Built-in social programs and group activities with other residents.
<b>Environment</b>	Private, familiar, and personalized – ideal for aging in place.	Shared environment with private or semi-private rooms and communal areas.
<b>Cost Structure</b>	Pay only for the care and hours needed; often more cost-effective for part-time support.	Monthly fees typically include housing, meals, and bundled care services.
<b>Best For</b>	Individuals who wish to remain at home safely and independently with supportive care.	Individuals who prefer a community lifestyle or need short, periodic check-in's.

Even if you or your loved one live in a facility, home care can still provide extra support and personalized attention!



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# Starting Up The Conversation...



Choosing home care for loved ones is not a sign of failure—it's a sign of love, compassion, and strength. It means recognizing that your loved one deserves support that helps them live safely, comfortably, and with dignity. It's okay to ask for help, and it's okay to admit that you can't do it all alone. When it's time to have the conversation, approach it with empathy. Focus on independence, safety, and well-being. Use “I” statements, like “I've noticed it's been harder to keep up with things, and I want to make sure you're supported.” Let them know this isn't about taking control—it's about helping them continue to live life on their terms, with the right support in place. You're not stepping away—you're stepping up, ensuring they receive the care they need while staying involved as the loving family member you are. You are doing the right thing.

## Tips for Overcoming Resistance

It's common for aging loved ones to feel resistant to the idea of home care—often because they believe accepting help means giving up their independence or admitting defeat. They may feel a mix of emotions: fear of losing control, vulnerability about needing assistance, anger at the changes in their abilities, or guilt about becoming a “burden” to their family.

These feelings are valid and deeply human. It's important to approach these moments with patience and empathy. Reassure them that accepting care isn't a weakness—it's a way to stay safe, empowered, and independent for longer.

Let them know that bringing in support doesn't replace their role in the family—it strengthens it by allowing everyone to focus more on connection than on caregiving stress. Remind them that accepting help is not giving up—it's choosing to move forward with dignity and support.



# Talking About Home Care: What To Say And What To Avoid

What to say:	Try to avoid:
<p>“I’ve been thinking a lot about how we can make sure you’re comfortable and supported at home. Would you be open to talking about some options together?”</p>	<p>“You need home care. I’ve already started calling companies.”</p>
<p>“We’ve been handling a lot lately, and I want to make sure we’re both getting the help we need. Have you ever considered having someone come in just to help with a few things?”</p>	<p>“You’re making it really hard for me to live my life when I have to take care of you all the time.”</p>
<p>“What matters most to me is that you feel safe, happy, and cared for. I think home care could help with that—can we explore what that may look like?”</p>	<p>“You clearly can’t handle things anymore, so someone else has to step in.”</p>
<p>“Have you noticed that it’s been getting a little harder to manage everything around the house? What would make things easier for you?”</p>	<p>“We’ll just get someone to take care of all that stuff for you.”</p>
<p>“I love you and I worry sometimes about you doing everything on your own. I’d feel better knowing you had a little extra support, even just a few days a week.”</p>	<p>“I can’t do this anymore; so you’ll have to let someone else deal with it.”</p>

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— K.B., Vero Beach / Boston, MA

“Dawn’s kindness and compassion were shown in every interaction with my mother. Her availability and support made a huge impact on her recovery. We’re so grateful for her excellent care.”

— M.C., Vero Beach

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# You're Not Alone:

## Helping Your Loved Ones Embrace Care

### How to Empower Your Loved Ones

- Reassure them that you'll always need them, even if the roles shift
- Emphasize that accepting help doesn't diminish who they are—it preserves their independence
- Involve them in all decisions about their care to maintain their sense of control
- Remind them that their wisdom, presence, and guidance still deeply matter
- Frame home care as a way to strengthen your relationship, not replace it
- Explain that relationships naturally evolve, and this is a new chapter—not an ending
- Celebrate what they can still do and support what's becoming more difficult
- Offer choices whenever possible to help them feel respected and heard



### People You Can Consult for Guidance

- Primary care physicians or medical specialists
- Geriatric care managers
- Therapists or mental health professionals
- Religious or spiritual leaders
- Financial planners or advisors
- Long-term care insurance agents
- Elder law attorneys or estate planners
- Licensed clinical social workers (LCSWs)
- Local senior resource centers or aging agencies
- Palliative care or hospice professionals (if applicable)

# Planning Ahead: What To Prepare For Legally, Financially, and Emotionally

## **Legal Preparation**

Before starting home care, it's important to have key legal documents in place. These may include a durable power of attorney, healthcare proxy, living will, or advance directives. These documents ensure that your loved one's wishes are respected and give you or another trusted person the ability to make decisions if they're unable to. It's also wise to review or update any existing legal paperwork with an elder law attorney to avoid future complications.

## **Financial Preparation**

Home care can be a significant financial commitment, so understanding the costs and available resources is crucial. Start by reviewing your loved one's income, savings, insurance policies, and long-term care coverage. Explore potential benefits such as Medicaid waivers, veterans' assistance, or local programs that may help offset costs. Consulting a financial planner experienced in elder care can help you build a sustainable plan that protects both your loved one's care and your family's financial stability.

## **Emotional Preparation**

Emotionally, transitioning to home care can be difficult for everyone involved. Your loved one may feel a loss of independence or fear becoming a burden, while you may feel guilt, worry, or relief.

It's important to approach the process with empathy, patience, and open communication. Acknowledge these feelings and consider seeking support from a counselor, caregiver support group, or therapist. Emotional readiness is just as vital as the practical steps in creating a positive care experience.

# Financial Preparation for Home Care: Understanding Your Options

Preparing financially for home care means understanding potential costs, available resources, and how to make the most of your loved one's financial situation. Home care is typically billed hourly, and prices vary based on the level of care, frequency of visits, and location.

**Private Pay:** Many families begin with **private pay**, using resources such as savings, retirement funds, or income such as pensions or Social Security. If your loved one has private **health insurance**, review the policy carefully. Most traditional plans do not cover non-medical home care, though some may provide short-term support after a hospital stay through skilled home health.

**Long-term care insurance** can also help if a policy is already in place. These plans often cover in-home care, but coverage limits, qualifications, and waiting periods differ.

For veterans, the **VA Aid and Attendance** benefit may provide monthly financial support for home care, especially when help with daily activities is needed. **VA Community Care** may also cover services directly with no out-of-pocket cost.

**Medicare** generally covers only short-term, medically necessary home health services, not ongoing personal care. **Medicaid** may cover non-medical home care under certain state waiver programs, depending on income and health needs. Families should also look into local aging agencies, nonprofits, or sliding-scale programs for additional support.

Speaking with a **financial advisor** who understands elder care planning can help families navigate these options and create a sustainable long-term care strategy.



## **Understanding Elder Law in Florida with Lulich & Attorneys**

*Understanding how legal planning protects Florida's seniors and their families*

As Florida's population continues to age, families are increasingly faced with difficult decisions about healthcare, long-term care, and protecting their loved one's assets. Elder law focuses on addressing these challenges by combining estate planning, healthcare directives, and financial protection strategies—all tailored to the needs of older adults.

### **The Scope of Elder Law in Florida**

Elder law encompasses a range of legal services designed to support aging individuals and their caregivers. This includes Medicaid planning to qualify for long-term care benefits, estate planning to protect family wealth, and guardianship or incapacity planning for when someone can no longer make decisions independently.

In Florida, certain laws make this area of practice uniquely complex. The state's homestead protection laws can shield a primary residence from creditors or forced sale, while Medicaid's five-year "lookback period" examines financial transfers to determine eligibility for benefits. Understanding these nuances is crucial to avoid costly mistakes and ensure access to quality care.

An elder law attorney plays a vital role in guiding families through these decisions—helping them plan for the future while preserving independence and dignity. From preparing long-term care strategies to coordinating with healthcare providers, these professionals help families navigate both the legal and emotional aspects of aging.

### **Durable Power of Attorney: Financial & Legal Authority**

A Durable Power of Attorney (POA) is one of the most important legal tools in elder care planning. It authorizes a trusted person (called the agent or attorney-in-fact) to act on behalf of an individual (the principal) in financial, legal, and property matters. The term "durable" means that the power remains in effect even if the principal becomes incapacitated—unlike a standard POA, which would otherwise terminate. This document allows the agent to manage bank accounts, pay bills, handle real estate, file taxes, and oversee investments.

In Florida, certain powers—such as creating trusts or making gifts—must be explicitly stated in the document to be valid. Without clear language, your agent may be limited in what they can do on your behalf.

A Durable POA can be revoked or amended at any time, provided the principal is mentally competent. It's important to review this document regularly to ensure it reflects current wishes and trusted individuals.

## Health Care Surrogate & Advance Directives

Florida law (Chapter 765, Florida Statutes) allows individuals to designate a Health Care Surrogate—someone authorized to make medical decisions if they are unable to do so. This surrogate can consult with doctors, approve treatment plans, and make care decisions consistent with the person’s values and wishes.

An Advance Directive or Living Will goes a step further by providing written instructions about end-of-life care, such as whether to receive life-prolonging procedures. In addition, a Do Not Resuscitate (DNR) order can be issued and kept on file with healthcare providers to ensure emergency responders follow the individual’s wishes.

Unlike a Durable POA (which primarily handles financial affairs), a Health Care Surrogate focuses solely on medical decisions. Florida law requires that the document be witnessed by two adults, and the witness cannot be the surrogate. Individuals may also name alternate surrogates to ensure continuity of care.

## Coordinating Legal Planning with Home Care Providers

Proper coordination between legal and healthcare planning is essential for smooth home care management. Families should ensure that copies of all key documents—including POA, Health Care Surrogate, Advance Directive, and DNR orders—are shared with caregivers, home care agencies, and medical facilities.

Keeping these documents updated prevents confusion during emergencies and ensures that caregivers and providers can act quickly and confidently according to the senior’s wishes.

Elder law isn’t just about documents—it’s about peace of mind. By planning ahead and working with an experienced Florida elder law attorney, families can ensure that their loved ones receive compassionate care, financial protection, and legal security at every stage of life.

At Lulich & Attorneys, we’re here to help you and your loved ones plan with confidence and peace of mind.

If you have questions about Elder Law, Medicaid Planning, or protecting your family’s future, schedule a consultation with our team today – and let’s make sure your next steps are clear and secure.

Call us at **772-589-5500** or visit **lulich.com** to get started.



# Emotional Preparation for Home Care: Navigating the Personal Side of the Journey

While legal and financial planning are important, emotional preparation is just as essential when transitioning a loved one into home care. This change can stir up many feelings. Your loved one may experience fear or sadness about losing independence, while family members may struggle with whether they are making the right decision. These emotions are completely normal and deserve understanding, not judgment.

A helpful first step is to encourage open and honest conversations. Involve your loved one in decisions whenever possible. When people feel heard and respected, their fears often soften. Ask about their concerns regarding privacy, safety, or accepting help, and validate what they share.

It is also important to support your own emotional wellbeing as a caregiver. Stress and burnout are common, so make time for rest, seek respite care when needed, and reach out for help. Caregiver support groups, counselors, and therapists can provide perspective, relief, and encouragement.

Trusted family members, friends, or spiritual advisors can offer additional strength and guidance throughout this transition. Their support helps everyone feel less alone.

Emotional preparation is not about avoiding difficult feelings. It is about acknowledging them, responding with empathy, and moving forward with the shared goal of keeping your loved one safe, comfortable, and treated with dignity. With open communication and thoughtful planning, the transition into home care becomes far more manageable and meaningful for everyone involved.

# Typical Service Offerings:

<p><b>Personal Care</b></p>	<p>Help with bathing, dressing, grooming, and mobility. Perfect for: loved ones who need daily support with hygiene and movement.</p>
<p><b>Memory Support</b></p>	<p>Support for dementia or Alzheimer's, including safety, redirection, and routine. Perfect for: those showing signs of memory loss or confusion.</p>
<p><b>Respite Care</b></p>	<p>Temporary care to give family caregivers a break. Perfect for: when you need time to rest, work, or travel.</p>
<p><b>Companionship</b></p>	<p>Conversation, activities, and emotional support. Perfect for: preventing loneliness and keeping your loved one engaged.</p>
<p><b>Meal Prep</b></p>	<p>Nutritious meals based on dietary needs and preferences. Perfect for: anyone who struggles with cooking or nutrition.</p>
<p><b>Light Housekeeping</b></p>	<p>Laundry, dishes, vacuuming, and tidying up. Perfect for: keeping the home clean and safe without the strain.</p>
<p><b>Transportation &amp; Errands</b></p>	<p>Rides to appointments, stores, or social outings. Perfect for: loved ones who no longer drive but want independence.</p>
<p><b>Medication Reminders</b></p>	<p>Prompting for medications (not administering). Perfect for: avoiding missed or incorrect doses.</p>
<p><b>Safety Supervision</b></p>	<p>Monitoring to prevent falls or wandering. Perfect for: those who shouldn't be home alone for safety reasons.</p>

# Meet The SafetyNet Program: Enhancing Care Through Cutting-Edge Technology

The SafetyNet Program, exclusively provided by Hummingbird Care Services, is an innovative in-home safety solution that blends compassionate caregiving with advanced technology. The program is designed to empower seniors to live independently by providing continuous, behind-the-scenes monitoring—helping detect falls, urinary tract infections, medication issues, or cognitive changes early on. This proactive approach has reportedly reduced hospitalizations up to 40%!

## How It Works

A discreet, plug-and-play device is installed in the client's home. It continuously monitors for potential health issues, enabling the care team to intervene promptly when needed.



## From Families

### **One grateful family member shared:**

*"The SafetyNet Program filled the gaps we did not even know existed... keeping our family in the loop. It gave us all incredible comfort, knowing she was in capable, caring hands."*

### **Another added:**

*"Knowing that someone is always there... it's more than a service. It is a lifeline."*

## Cost to You

As part of our commitment to exceptional care, the SafetyNet Program is provided at no additional cost to clients receiving our services. It's an added benefit reflecting Hummingbird Care Services' dedication to proactive and supportive care.

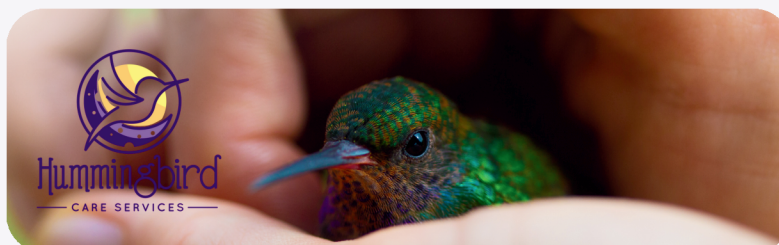
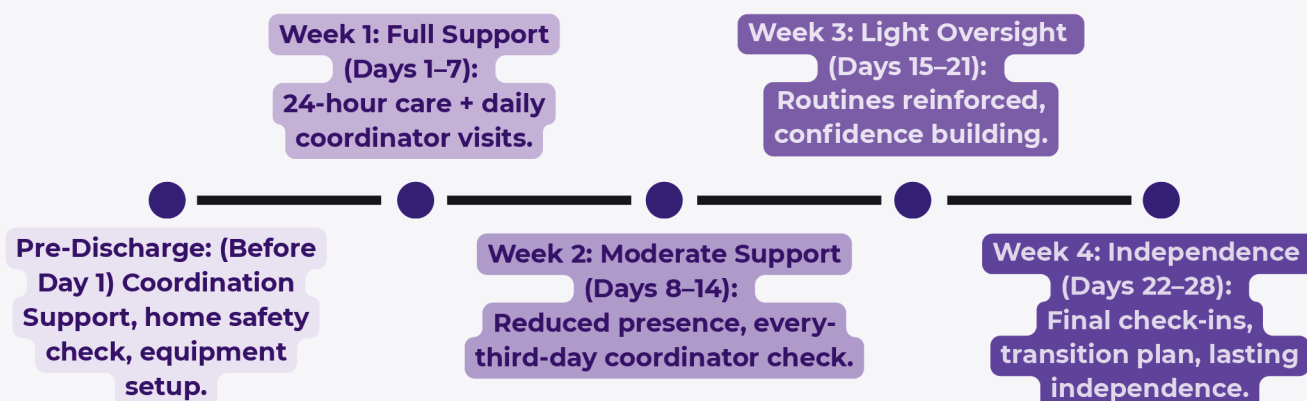
Discover how our SafetyNet Program can enhance the care and safety of your loved ones. Contact us today to learn more and experience the Hummingbird difference.

# Nestbound Journey: Transitional Care Program

## Guiding you home with safety, support, and peace of mind

Transitioning home after a hospital stay, rehabilitation, or long-term care can feel overwhelming. Our Nestbound Journey Program is designed to make this transition smoother, safer, and stress-free—for both clients and families. With a two- or four-week customized plan, we guide individuals step by step from full support to independence, while offering families peace of mind every day.

### Four Weeks. One Seamless Transition.



#### Why Families Choose Nestbound Journey

**Customized Plans** – Tailored to health, home, and recovery goals.

**Safety First** – Lower risk of falls, missed medications, or readmission.

**Peace of Mind** – Reliable check-ins and support at every stage.

**Compassionate Care** – Trained caregivers who value dignity and empathy.

#### Testimonials

“Nestbound Journey made my mom’s transition from rehab to home stress-free. The 24/7 support in that few days made all the difference.” – M.J. (A grateful daughter)




“We didn’t know how we’d manage Dad’s care after the hospital, but Nestbound Journey gave us structure, guidance, and relief.” – Julia R.

“The gradual reduction in care was exactly what my husband needed. Hummingbird truly understands recovery at home.” – Marsha P.

Take the First Step Home

Call 772.202.2213 or Visit - [hummingbirdcareservices.com](http://hummingbirdcareservices.com)

# Home Care Options Comparison: Knowing Your Options

<b>What's The Best Option?</b>	 <b>Home Care Agency</b>	 <b>Nurse Registry</b>	 <b>Direct Hire</b> <small>(Independent Caregiver)</small>
<b>Who employs the caregiver?</b>	The Agency	You (after referral from Registry)	You
<b>Who Handles Taxes &amp; Payroll</b>	The Agency	You or a 3 <sup>rd</sup> party	You
<b>Caregiver Screening</b>	Background checked, trained, and monitored	Minimal required, only referred.	You are responsible
<b>Scheduling &amp; Backup Care</b>	Managed by Agency; backup caregivers available	You manage scheduling; backup not guaranteed	You manage
<b>Cost</b>	Moderate	Moderate	Lower
<b>Training &amp; Supervision</b>	Fully Trained, Provided by Agency	No supervision	None (family provides direction)
<b>Insurance &amp; Liability Coverage</b>	Provided by the Agency	Caregiver Responsible	You are responsible

# The Agency Difference Explained

Compared to direct hire or caregiver registries, **home care agencies** offer significant advantages in convenience, reliability, and protection for families.

With an agency, the burden of being an employer—handling payroll taxes, insurance, compliance with labor laws, training, monitoring and managing performance—is removed entirely. **Agencies** ensure that caregivers are thoroughly vetted, trained, and supervised, providing peace of mind that the person entering your loved one's home meets professional standards.

**Agencies** also work to coordinate service plans, sometimes called care plans, that fit your loved one's specific needs, taking into account health conditions, daily routines, personality preferences, and family input. This personalized approach helps match your loved one with a caregiver who not only has the right skills but also complements their personality and lifestyle, fostering comfort and trust. If a caregiver becomes ill, quits unexpectedly, or is otherwise unavailable, agencies can quickly provide a qualified replacement who is equally suited to your loved one's care plan—something that's far more difficult to achieve with a direct hire or registry worker.

Additionally, **agencies** carry liability and workers' compensation coverage, protecting families from potential legal or financial disputes. This makes **agencies** a particularly valuable choice for families who prioritize oversight, dependability, and personalized, well-coordinated care.



At Hummingbird Care Services, we take the time to truly understand your loved one's needs and personality, ensuring compassionate, reliable care that feels like family.

# What To Ask - And What To Guard Against

## Questions to Ask a Home Care Provider

### Licensing & Credentials

- Are you licensed through AHCA and insured?
- Are your caregivers trained for certain conditions (e.g., dementia, Parkinson's)?

### Caregiver Screening & Training

- How do you screen your caregivers (background checks, drug tests)?
- Do you provide ongoing training or professional development?

### Care Planning & Matching

- How do you create a service or care plan for each client?
- How do you match caregivers to clients' needs and personalities?

### Supervision & Communication

- How do you monitor caregiver performance and quality of care?
- How do you keep families informed about changes in health or care needs?

### Backup & Reliability

- What happens if a caregiver is sick or unable to come?
- How quickly can you provide a replacement caregiver?

### Cost & Payment

- What are your hourly or daily rates, and what services are included?
- Do you accept VA benefits, or long-term care insurance?

### Special Services

- Do you offer respite care, 24/7 care, or specialized care for chronic conditions?
- Can you provide transportation for appointments or errands?



## What to Guard Against

- Vague or evasive answers about licensing, insurance, or caregiver screening
- Unwillingness to provide references from current or past clients
- No written care plan or reluctance to tailor services to your loved one's needs
- High staff turnover or inability to guarantee a consistent caregiver
- No backup plan if the caregiver is unavailable
- Poor communication—slow to respond to calls or emails during the inquiry stage
- Negative online reviews or unresolved complaints with the Better Business Bureau
- Pressure tactics to sign a contract quickly without giving you time to review
- Lack of transparency about costs or "hidden" fees



**Hummingbird**  
— CARE SERVICES —

**772.202.2213**

HHH License#: 299995921

# Home Care Provider Interview Checklist

## Licensing & Credentials

- Is the agency licensed, bonded and insured?
- Are caregivers certified or trained for certain conditions? (e.g. dementia / Parkinson's)
- Can they provide proof of licensing and insurance?

## Caregiver Screening & Training

- Do they conduct background checks, reference checks, and drug tests?
- Is caregiver training, ongoing or updated regularly?
- Do they require certifications?

## Supervision & Communication

- How is caregiver performance monitored? \_\_\_\_\_
- How often will the agency check in with the family? \_\_\_\_\_
- Is there a 24/7 contact line for urgent needs? \_\_\_\_\_

## Service Selection

- Do they offer respite care, 24/7 care, or specialized care? \_\_\_\_\_
- Is transportation for errands or appointments available?
- Do they assist with medication reminders, meal prep, or light housekeeping?

## Backup & Reliability

- Is there a plan if a caregiver is sick / absent? \_\_\_\_\_
- Can they provide a replacement within hours if needed?

## Cost & Payment

- What is the hourly rate? \_\_\_\_\_
- Are there additional / hidden fees?
- Do they accept VA benefits, or long-term care insurance? \_\_\_\_\_

## Supervision & Communication

- Vague answers about licensing, insurance, or background checks
- No references provided or reluctant to share client feedback
- No written care plan or refusal to customize services
- High caregiver turnover or inconsistent staffing
- No backup plan for caregiver absences
- Poor communication or slow responses

## Notes:

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# Resources And Support For Family

## Caregiver Action Network (CAN)

- Free caregiver education, tools, checklists, peer support, and a help desk for emotional and practical guidance. Website: [caregiveraction.org](http://caregiveraction.org)

## Family Caregiver Alliance (FCA)

- Provides reliable caregiver information and personalized support through CareNav, a free online dashboard tailored to individual needs. Website: [caregiver.org](http://caregiver.org)

## National Strategy to Support Family Caregivers (ACL)

- A federal framework outlining programs and actions that strengthen caregiver support nationwide. Website: [acl.gov](http://acl.gov)

## Alzheimer's Foundation of America (AFA)

- Offers dementia caregiver support including a helpline, memory screenings, virtual programs, support groups, and educational resources. Website: [alzfdn.org](http://alzfdn.org)

## Senior Resource Association (SRA)

- Supports seniors in Indian River County with programs that promote independence, dignity, and social connection. Services include transportation, meals, wellness programs, and activities that help older adults stay active and safe. Website: [seniorresourceassociation.org](http://seniorresourceassociation.org)

## VA Family Caregiver Support Program

- Help for caregivers of veterans, including training, counseling, respite care, stipends, and CHAMPVA access for eligible participants. Website: [va.gov](http://va.gov)

## NCOA Caregiver Support (National Council on Aging)

- Provides tools for mental health, financial planning, respite care, and caregiver self-care. Website: [ncoa.org](http://ncoa.org)

## AARP Family Caregiving Resources

- Guides, planning tools, home care tips, and local service connections for family caregivers, plus a Florida support line. Website: [aarp.org](http://aarp.org)

## Support Caregiving National Strategy

- Offers guides and strategies that help communities build stronger caregiver support systems. Website: [supportcaregiving.org](http://supportcaregiving.org)



Hi there!  
I'm Jessica D. Olavarria,  
APRN, FNP-C, FMACP

Jessica is a board-certified Nurse Practitioner, visionary healer, and founder of Healing Hydration & Wellness and Gaia Functional Medicine in Vero Beach, Florida. Her work bridges modern medicine with holistic healing —offering personalized IV therapies, advanced functional lab testing, and root-cause treatment programs designed to restore balance to the body and peace to the mind.

## IV Hydration Therapy

Healing Hydration and Wellness provides IV Hydration Therapy such as NAD+ infusion, IV treatments, Injections, Lab draws, and many more.



## Healing Hydration & Wellness

772-584-0278

wellness@healinghydrationandwellness.com  
91 Royal Palm Pointe, Vero Beach, FL 32960



## GAIA

### FUNCTIONAL MEDICINE

772-356-0620

admin@gaiafunctionalmedicine.com

91 Royal Palm Pointe, Vero Beach, FL 32960

## Restore balance and reclaim your health from the roots with Functional Medicine

Your personalized pathway to wellness that honors your unique journey to vibrant health.





# Riverside Chiropractic

## Dr. Brittney Hughes

### Your Health, Our Mission



#### About Us

Riverside Chiropractic and Wellness Center of Vero Beach provides personalized, compassionate care to help patients live pain-free and healthy lives. From auto accident recovery to back pain relief and weight management, our experienced team offers gentle, effective treatments for all ages. We're dedicated to improving mobility, restoring wellness, and helping you feel your best every day.

#### Contact

- [verobeachchiro.com](http://verobeachchiro.com)
- Phone: (772) 563-2900
- Riverside Chiropractic And Wellness Center
- 777 37th St Ste B-107 Vero Beach, FL 32960

#### Our Services

- Custom-made orthotics
- Auto accident care
- 3-D Posture evaluation
- Chiropractic adjustments
- Cupping therapy
- Prenatal / Perinatal care
- Pediatric care
- Sports medicine

### Why Choose Us?



#### Personalized Care Plans

Every treatment is tailored to your unique needs for faster, more effective relief.



#### Comprehensive Wellness

From pain management to weight loss, we support your whole-body health.



#### Family-Friendly Clinic

Safe, gentle chiropractic care for all ages — from children to seniors.



#### Experienced, Compassionate Team

Skilled professionals dedicated to helping you live pain-free and feel your best.

# Tips To Avoid Burnout

- **Prioritize Self-Care**

Make sleep, healthy eating, water, and movement a non-negotiable part of your routine.

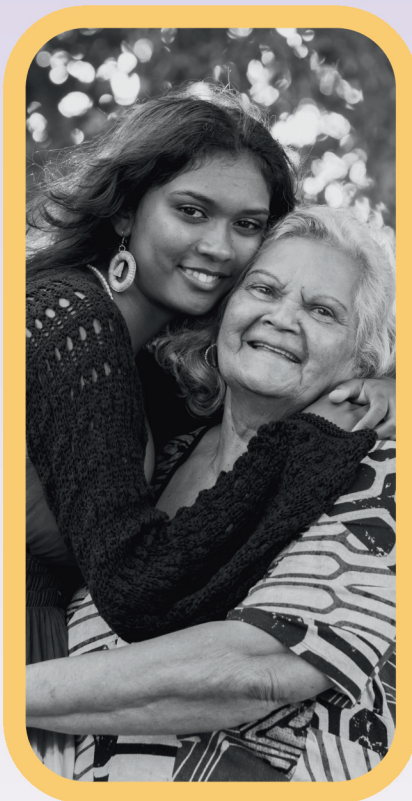
Engage in relaxation, mindfulness, or journaling.

- **Accept Emotions Without Guilt**

Acknowledge complex feelings such as anger, guilt, and grief—these are human responses and not signs of failure.

- **Set Realistic Expectations**

Focus on what matters most, celebrate small progress, and accept your limits.



- **Ask For and Accept Help**

Delegate tasks to family, friends, or professionals, even if it's just for a short break.

- **Use Respite & Community Support**

Respite care (short-term relief) bolsters both you and your loved one's well-being. Benefits include better physical and emotional health and delaying residential placement.

Support from peer groups, counseling, and professionals can help reduce stress and depressive symptoms.

- **Organize and Simplify**

Use calendars, planning apps, and routines to manage tasks and schedules more calmly.

Assistive technology (such as The SafetyNet Program) can lighten the load.

Balancing caregiving with self-care isn't easy—but it is possible. Leveraging trusted resources, building realistic routines, accepting support from others, and considering professional help can transform both your caregiving experience and your life. You don't have to do it all by yourself—and asking for help is both courageous and caring.

# Who is Hummingbird Care Services?

Hummingbird Care Services brings the best care right to your doorstep. Our team of dedicated professionals is here to ensure the well-being and happiness of your loved ones. We understand that every individual is unique and deserves personalized care. Whether you need assistance with daily activities or companionship, our experienced caregivers are ready to provide exceptional care tailored to your specific needs. Relax and let us take care of the details. We're committed to going above and beyond to create a safe and nurturing environment for your loved ones, just like the cozy comfort of a hummingbird's nest. "In the comfort of your nest, trust Hummingbird's best."



**Proudly accepting Private Pay, Long Term Care Insurance, and Veterans Affairs Benefits**



A proud moment with our community as we celebrate our 2025 Season Premiere

Office Location:  
**2845 20th Street**  
**Vero Beach, Florida 32960**

Office Hours  
**9AM - 5PM**  
**Monday — Friday**

**info@hcsvb.com**  
**772.202.2213**  
**hummingbirdcareservices.com**

## Why Choose Us?



At Hummingbird Care Services, we **raise the bar** for home care by combining compassion, professionalism, and personalized support that puts your loved one's dignity and comfort first. Families choose us because we go beyond basic care—our team takes the time to truly understand each individual's needs, creating a nurturing environment where safety, independence, and companionship thrive. You can trust that your loved ones are not only cared for, but cared about, giving your family peace of mind and the confidence that they are in the best hands.

### Voices from Families:

- Susan B. (Orchid Island, Vero Beach): "I feel they provide great service and great caregivers."
- Frank L. (Vero Beach): "I like every single aspect of them; they are absolutely incredible."
- Muriel L. (Vero Beach): "I called so many people and Hummingbird was the only one to listen and care."
- Theodore S. (Vero Beach): "The caregivers we have had come to our home are exceptional. They treat my father very well and he is very pleased. They are just wonderful."

# Safety First!

A safe home is the foundation of effective home care. Small changes can greatly reduce risks, support independence, and help your loved one remain comfortable and confident at home. Use this checklist to evaluate key areas and identify simple improvements that promote daily safety and wellbeing.

## General Home Safety

- Check that all rooms have adequate lighting
- Ensure carpets are secured and cords are taped down
- Replace worn or unstable furniture
- Install or test smoke and carbon monoxide detectors

## Emergency Preparedness

- Post emergency numbers in a visible location
- Ensure doors are easy to unlock in an emergency
- Keep flashlights, batteries and a first-aid kit accessible
- Prepare a binder with medical records and contact information
- Discuss an evacuation or hurricane plan if applicable

## Fall Prevention Essentials

- Remove clutter, loose rugs and tripping hazards
- Ensure clear pathways between rooms
- Install grab bars in the bathroom and near steps
- Add non-slip mats in the shower and tub
- Keep frequently used items within easy reach
- Improve lighting in hallways, stairways and entryways

## Kitchen Safety

- Store sharp tools and cleaning chemicals securely
- Keep commonly used dishes and utensils at counter height
- Check appliances regularly for safe functioning
- Ensure smoke detectors are working and have fresh batteries
- Encourage the use of microwave over stovetop when appropriate

## Bathroom Safety

- Install raised toilet seats or grab bars
- Use a shower chair or bench if balance is a concern
- Make sure water temperature is set to a safe level
- Keep floors dry and bath products organized
- Add nightlights for safe nighttime navigation

# Take Note!



Home Care: The Complete Guide, presented by Hummingbird Care Services, was created to support our community and help families navigate the home care journey with education, confidence, and clarity.

Caring for a loved one at home is one of life's most meaningful journeys, but it can also feel overwhelming without the right guidance. This Home Care Guide is designed to be your trusted companion, offering practical tips, compassionate insights, and clear direction for managing daily challenges with confidence.

From understanding care options to creating a safe, supportive environment, this guide empowers families and caregivers to provide high-quality care while preserving dignity, independence, and peace of mind. Whether you are just beginning your caregiving journey or looking for ways to strengthen the care you already provide, this guide will help you move forward with reassurance, knowledge, and heart.

At Hummingbird Care Services, we believe every individual deserves to feel safe, valued, and cared for in the comfort of their home. Our dedicated caregivers provide compassionate, reliable, and personalized support, helping families find peace of mind while their loved ones maintain dignity and independence.

