



Fairfax Place at Home



DEDICATED TO QUALITY

People – Product – Service

Fairfax Place at Home



TRAINING:

Our quality staff will undergo an in depth screening and back ground check before they are even considered for hiring. Each staff member will go through a rigorous orientation, training and certification process before they are allowed to provide service for a client. All staff is required to participate in on-going training, workshops and seminar for updates and remaining current.

QUALITY ASSURANCE:

Every client, patient and/or service contact will go through our process for quality assurance which includes all clients (if possible), all patients (if possible), and all caregivers (if possible) as participants. This process ensures that we are delivering the service that our client, patient and/or caregivers expect.

WE PROVIDE:

- FREE in-home evaluations.
- Availability by phone 24-hours a day, 7-days a week.
- Services to all persons without regard to race, color, national origin, sex, disability, or age.

Please contact us with any questions.

You will find our staff to be friendly and willing to assist you in your time of assistance for you or your loved one.

FAIRFAX PLACE AT HOME

serves the Greater Cleveland Metropolitan Area and our office is locate in the Manor Building on the Fairfax Place Campus at:

9014 Cedar Avenue
Cleveland, OH 44106
Telephone: (216) 795-1363
Fax: (216) 795-8060

E-mail: Homecare@fairfaxplace.com
www.fairfaxplaceathome.com

Office Hours:
Monday – Friday
8:00 am – 5:00 pm

We are Helping Hands Helping You



For over forty years
Fairfax Place Health Center has served the elderly, senior citizens and those in need of skilled nursing care.

For over forty years we have kept our promise to “cherish each resident” and make Fairfax Place Health Center a “home away from home” for our residents.

For over forty years our family owned and operated business became every residents’ family as we provided clean, safe housing and health care for our residents.

Now we will be able to provide the same dedication and experience wrapped in “tender loving care” to you in the privacy of your home through our new home health care business - Fairfax Place at Home.

Fairfax Place At Home operations will be driven by the Fairfax Pillars of Service:

- F**riendly to all of our patients/clients and their loved ones and caregivers
- A**lways professional in how we conduct ourselves both personal and as associates
- I**nitiate all Fairfax Experience with clients and caregivers in a warm and sincere manner
- R**esponsive and Respectful to clients, love ones and caregivers
- F**ulfill our job duties with pride – displaying all of our knowledge and great skills
- A**ttitude demonstrated through Energy, Enthusiasm and Positive reinforcements
- X**tra mile we will go to treat our customers and their loved ones with courtesy and respect



FAIRFAX PLACE AT HOME SERVES:

- The elderly
- The housebound
- The disabled
- Those with chronic illnesses
- Those who are recovering from acute illnesses
- Those who are mentally or emotionally handicapped
- Family caregivers
- Accident victims
- Those requiring guidance with life skills
- Those seeking assistance with outdoor maintenance
- Those requiring transportation and errands running
- Those who require companionship and social outing accompanying

OUR SERVICES INCLUDE:

- **Companionship** which includes sitter services and other such services that would assist an individual in being able to stay in the comfort of their home if and when these services are needed
- **Respite care** that would provide temporary relief to primary caregivers
- **Chores or home maintenance services** that would provide short-term, non-continuous home maintenance tasks
- **Personal care** which is designed to provide assistance to clients who have experience a loss in the ability to perform activities of daily living (ADLs)
- **Transportation** which is design to provide mobility to clients in need of being transported for conducting chores, doctors appointments and shopping trips



OUR STAFF (IS BONDED):

- Licensed nurses who will provide oversight, direction and guidance in the preparation and execution of the care plan for our Health Aids and they will play an integral role in our quality assurance process.
- Home Health Aids will be under the direction of and receive instruction from our licensed nurses. These aids will be trained and certified (including background checks) to provide services such as assisting clients with baths, provide companionship, perform chores, provide personal care (assisting in activities of daily living (ADLs), housekeeping and errand running.
- Assessment and Intake are very important to providing service to a client because we must first understand the circumstances of the client before we can determine what the appropriate care plan would be for a client. Our assessment and intake personnel are trained and equipped with the tools to do an excellent job in this areas.