

# What Makes 2nd Family Different?



## CERTIFIED CAREGIVERS:

Caregivers are the key part of our team. That's why we only hire trained, compassionate individuals who build relationships with our clients, truly becoming their 2nd Family. Each caregiver is certified by the state\*, undergoes a background and 3 reference checks, and participates in further 2nd Family training.

*\*Not required in all states*

## SUPERIOR TRAINING:

Each of our caregivers is trained to meet our stringent standards. Using the latest information available, our caregivers participate in training related to Alzheimer's, dementia, and other debilitating illnesses.

Licensed as a Residential Service  
Agency by the Maryland

Department of Health and Mental  
Hygiene, Office of Health Care

Quality I License No.  
R32741 Registration No. 28579

## RN CARE COORDINATORS:

Each client is designated a Registered Nurse who manages the details of care, serving as a liaison between your family and our staff. Your Care Coordinator will be knowledgeable in the specifics of your care plan and goals, working with your family to achieve success. No phone tree or pre-recorded messages, just a friendly voice who knows you by name.

## USE OF TECHNOLOGY:

2nd Family uses the latest technology to track all of the details of each interaction with your loved one. This keeps all of the family members "in the loop," ensuring maximum accountability and transparency.

## GPS Timecard:

Each caregiver clocks in using the GPS Timecard, which only allows them to clock in once they've reached your physical address; no more wondering if the caregiver is really there.

## ASK ABOUT OUR GRANDMA GUARANTEE™



## Family Portal:

This feature is the key aspect to our belief in transparency. Through the Family Portal, you will have access to:

### Schedule:

- View the calendar of upcoming shifts and see the face of your caregiver.

### Visit Record:

- Past shift data shows the caregiver name, clock in/out times, and activities performed.

### Virtual Wallet:

- Set your payment information and view itemized invoices in one place.

### Documents:

- From Care Plans to admission papers to invoices, we keep all of your documents online for easy access.

### My Family:

- Each family member can register a unique account to access the portal. Perfect for out-of-town family!

**2ndFamily**®  
Home Care and Support Services

**888-808-4FAM**

**2ndFamily.com**

# It all starts with family.

A family-owned business, 2nd Family began as a result of our experience in searching for in-home care for a loved one. Having been through the process, we immediately felt compelled to help others in a similar situation.

We've been through this before, and we know how you feel! Finding in-home care can be a daunting experience. Let us sit down with you and answer your questions together. We specialize in crafting unique, personalized care plans to fit your loved one's situation and needs. Not sure if we can do something? Just ask!



## Contact Us

Phone

888-808-4FAM (4326)

Email

info@2ndFamily.com

Web

2ndFamily.com

Franchise Info:

2ndFamilyFranchise.com\*



888-808-4FAM (4326)

Call For Info

## CALL TODAY FOR A FREE IN-HOME CONSULTATION!

Our family is here to help your family. We assist seniors with daily activities, such as:

- Alzheimer's Care
- Bathing & Dressing
- Companionship
- Hygiene Assistance
- Errand Running
- Light Housekeeping
- Meal Preparation
- Medication Reminders
- Transportation
- And much more!

\*Franchise Opportunities



Personalized care in the comfort of your home

2NDFAMILY.COM