

Human Touch Home Care, LTD.

Is a PA Licensed non-medical home care company

Keeping ⁱⁿ Touch

A NEWSLETTER FOR CLIENTS AND FRIENDS DEVOTED TO OUR ELDERS' QUALITY OF LIFE

Celebrating A Decade of Service



Reflections on Our Growth...

Making it to our 10th anniversary is a major achievement. Only about a third of businesses survive to celebrate their 10th anniversary, according to the U.S. Small Business Administration. I believe we have survived and thrived by staying true to our mission – referring only the most caring and capable individuals and working to empower our clients in their pursuit of safe, happy lives in their own homes. If you have not read Atul Gwande's book, *Being Mortal*, I highly recommend it because his eloquent writing puts into words what many of us feel: As we age we ask only "to be permitted, insofar as possible, to keep shaping the story of [our] life in the world – to make choices and sustain connections to others according to [our] own priorities."

I am grateful to all of our Clients and Friends who have supported us over this past decade. To give back to the wonderful community of which we are a part, we have enjoyed being the corporate sponsor for the Springfield Township "Concert in the Park" series, and supporting the projects of the Rotary Club of Chestnut Hill.

Bess Wray

Our effort to improve the quality of service given by **Human Touch Home Care, Ltd.** to our clients is an ongoing process. Our 'On-Site Survey' was conducted this past January by the Pennsylvania Department of Health and we received a perfect score of "zero deficiencies." This means that **Human Touch Home Care, Ltd.** was 100% successful in meeting all of the consumer protections put into place by the law which licenses us.

The Pennsylvania Department of Health, in accordance with their oversight of Home Health Services and Hospices, conducts yearly surveys of all PA home-health care companies.



We take great pride in announcing that we received a **PERFECT SCORE** from the PA Department of Health. This means that you can rely on **Human Touch Home Care, Ltd.** for the conscientious service of your needs and the reliability of performance at the highest standards.



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Words which touched us from a client's daughter...

"Thank you for referring such a wonderful caregiver. She handled our Dad's advanced dementia with grace, care, kindness, patience, and a touch of humor."





***We continue to receive Rave-Reviews.
Read On...***

“I am a nurse from B---- and I wanted to call and tell you how impressed I am with one of your caregivers - Pauline, who provides care to Mr. M. She is one of the best personal caregivers I have ever seen. She is so attentive to the client and goes above and beyond, always looking out for his safety. I just wanted to call and tell you that.” (6/26/15)

“I am very impressed with Juliet. She really grabbed the bull by the horns in doing what had to be done for my mother.” (3/4/15)

“We have nothing but good things to say about Jeannie. She is very, very good and does everything we ask.” (6/16/15)

Caregiver Jeannie responded: “I feel responsible for all my clients and if they need something, I try to be there for them.”

“Teri was a total delight - worth getting sick for, ... almost.” -- Brother of client (4/30/15)

“Regina is exceptional in every way shape or form. She has a rare quality of being able to think of my uncle’s needs and my needs as a family caregiver. She is thoughtful and communicates very well with me. I have gotten many compliments from staff and residents regarding Regina. My uncle has improved dramatically since she has been taking care of him. I feel blessed to have Regina as a caregiver.” (12/10/14)

**Do You Know the HTHC Staff?
SEE OUR SELFIE!**



Pictured: (from Left to Right): Lorraine, Bess, Alex, Mary, Shawna and Marie.

Bess Wray, Owner & Founder: Bess has over 30 years experience in non-medical, in-home care and did her post-graduate work in Social Gerontology at the University of Pennsylvania. Bess’ experience caring for her own parents prepared her for helping other families with the challenges of making wise decisions as their parents and loved ones age. When time allows she and her husband love to travel, accompanied whenever possible, by their children and grandchildren.

Alex Wray, General Manager: Alex joined Human Touch 8½ years ago after living in Japan for three years. He feels that experience taught him how important it is for a family run business to maintain the highest possible standards of service. Alex has two children and enjoys listening to them practice violin and saxophone.

Marie, Care Coordinator: Originally from New York, Marie has lived in Philadelphia for the last 7 years with her husband and twin boys. She can frequently be found volunteering with Meals-On-Wheels or at the pool cheering on her future Olympic swimmers.

Shawna, Assistant Office Manager & Care Coordinator: Shawna is entering her 3rd year with Human Touch. She has two teenagers at home who she enjoys immensely. Shawna is very involved with her church, enjoys playing piano and hiking.

Selma, Care Coordinator (not pictured): In her 3rd year with Human Touch, Selma is a transplant from Germany who has enjoyed living in Philadelphia for 14 years. Selma lives with her husband, two sons, and a menagerie of pets.

Felicia, Weekend Care Coordinator (not pictured): In her 5th year with Human Touch, Felicia is also a High School English teacher and huge Philly sports fan. Her blood turns green every fall.

Beth, Weekend Care Coordinator (not pictured): Beth is the newest addition to our staff. She does a great job thinking on her feet as a member of the Weekend Care Coordination team. Beth enjoys spending time with her children and working on her very old house.

Mary, Human Resources: Mary joined Human Touch in 2011 after 35-years as a teacher. She is an experienced caregiver who managed her elderly mom’s care. In her spare time, she and her husband can be found on the beach with their five grandchildren.

Lorraine, Human Resources: Lorraine has been with us for 9 years, first as a Caregiver and now as a member of the HR department. She loves to laugh, eat and travel. Lorraine has recently taken-on a new role in her life, as “GlamMom” of a baby granddaughter.

