



FREE Care Guide for Families

A simple, practical guide to help you choose the right homcare, understand what to expect, and feel confident starting services—without being overwhelm.



Our Current Service Area: Within ~100 miles of Little Rock, AR (Pulaski County).

Private Pay: Credit/Debit • ACH • Money Order | **Minimum shift:** 3 hours | **Billing:** Biweekly pay in advance.

1) Know What Kind of Help You Need

Home care can look different for every family. Start by identifying the areas where support will make the biggest difference.

- Hands-on personal care (ADLs): bathing, toileting/incontinence care, dressing, grooming, transfers, walking support.
- Companion support: conversation, safety check-ins, routine support, cognitive engagement.
- Home support: meal prep, light housekeeping, laundry, errands and appointments (as authorized).
- Overnight support: hourly care through the night for safety and peace of mind.

Tip: If there is any hands-on personal care during a shift, plan the visit as Personal Care so the caregiver assignment and care plan match the work.



2) What to Expect When You Start Care

- **RequestCare:** Submit a New Client Inquiry (online) or contact us using the info on the HHHC flyer.
- **Assessment:** We complete an initial assessment and confirm schedule, safety needs, and preferences.
- **Care Plan:** We create your Plan of Care and Aide Service Plan (the caregiver's step-by-step assignment sheet).
- **Start of Care:** Services begin with visit documentation each shift and a clear escalation process for concerns.

Your caregiver follows the Aide Service Plan and documents each visit. If anything changes (falls, skin concerns, sudden weakness, confusion), we want to know the same day so we can respond.





Heritage Haven

— HOME CARE, LLC —

Compassionate Home Care That Honors Dignity

Non-medical in-home support for comfort, safety, and peace of mind.



Scan to Learn More

Services • Pricing • Scheduling

(501) 209-8601 • info@heritagehavenhomecare.com
www.heritagehavenhomecare.com

Services We Offer

Personal Care (ADLs)

- Bathing/showering assistance
- Grooming, oral care, shaving support
- Dressing/undressing
- Toileting/incontinence care & brief changes
- Mobility assistance, transfers, repositioning
- Walking / fall-risk support

Home Support (IADLs)

- Light housekeeping (tidying, dishes, counters, sweeping)
- Laundry & linen changes
- Grocery shopping errands
- Home organization support

Respite Care

- Short-term relief coverage for family caregivers
- Overnight / sitting services (as offered)

Care Coordination (non medical)

- Routine updates to family (as authorized)
- Help scheduling appointments & arranging services
- Basic care notes via visit-log workflow

Optional Holistic Wellness Add Ons*

- Guided relaxation + optional prayer/meditation
- Traditional herbal wellness blends (general wellness; not medical treatment)
- Soothing comfort touch (non-therapeutic; no deep tissue)

Companion Care

- Friendly companionship & conversation
- Safety supervision / routine check-ins
- Cognitive engagement (games, reading, memory prompts)
- Support with hobbies & light activities

Meal Support

- Meal planning & meal preparation
- Encouraging hydration & nutrition
- Farm-to-table style meal support & shopping (where feasible)

Medication Support (non-clinical)

- Medication reminders
- Pill organizer set-up reminders (as allowed within scope)

Transportation & Escort

- Rides to appointments, pharmacy runs, errands
- Escort into/out of appointments (non-clinical support)

End of Life Doula Support (non-medical)

- Comfort-focused presence, legacy support, caregiver guidance

Annual Wellness Retreats

- Launching 2027 Details TBA

Call today for a free consultation & care plan conversation!

*Holistic add-ons are comfort & general wellness supports only and do not include medical diagnosis or treatment.



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Pricing & Value Sheet

Private-Pay • Luxe, Whole-Person Support

Now accepting clients starting April 1, 2026

Service Area Within 100 miles of Little Rock	Visit Minimum 3 hours (Core Zone)	Payments Credit/Debit • ACH • Money Order
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<p>Core Care <i>Premium standards, dependable support.</i></p> <ul style="list-style-type: none"> - ADL support (as applicable) and companionship - Safety supervision and routine check-ins - Light meal prep support during shift - Notes and family updates <p>Rates Companion: \$34 - \$36/hr Personal (ADLs): \$44 - \$48/hr</p>	<p>Signature Haven Care (Most Popular) <i>Concierge care with proactive updates.</i></p> <ul style="list-style-type: none"> - Concierge onboarding and service plan - Weekly family update summary - Engagement prompts + farm-to-table options - Priority scheduling (as available) <p>Rates Companion: \$38 - \$42/hr Personal (ADLs): \$50 - \$56/hr</p>	<p>Elite Advanced Support <i>Higher supervision and memory routines.</i></p> <ul style="list-style-type: none"> - Enhanced supervision and safety structure - Dementia-friendly routines and cueing - Higher-frequency communication (as requested) <p>Rates Advanced: \$64 - \$70/hr</p>
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<p>Respite & Caregiver Relief</p> <ul style="list-style-type: none"> - Half-Day (4-6 hrs): 3-7% savings - Full-Day (8-10 hrs): 5-10% savings - Overnight (10-12 hrs): \$320 - \$480 flat 	<p>Signature Add-Ons</p> <p>Farm-to-Table Meals: \$25 - \$45/week (planning + prep) Partner delivery: pass-through + 10-20% admin</p> <p>End-of-Life Doula (Non-Medical) Planning: \$350 - \$750 • Vigil: \$35 - \$55/hr or \$400 - \$700/night</p>
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<p>Recurring Schedule Savings</p> <ul style="list-style-type: none"> - 20+ hrs/week: 10% off - 30+ hrs/week: 15% off - 40+ hrs/week: 18% off 	<p>Service Area Zones</p> <ul style="list-style-type: none"> - Zone A (0-25 mi): 3-hour min - Zone B (26-60 mi): 4-hour min or \$15 - \$25/visit - Zone C (61-100 mi, approval): 6-hour min and \$35 - \$60/visit
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Scope note: Non-medical support (personal care, companionship, respite, meal support, and medication reminders). End-of-life doula services are non-clinical and do not replace medical or hospice care.

4) Home Readiness Checklist (Day 1 Success)

1. Choose a safe place for the **Client Care Binder**(where the Aide Service Plan can be kept in the home).
2. Have supplies ready: wipes, briefs (if used), soap, towels, clean linens, trash bags.
3. Provide entry instructions: key/lockbox code, alarm directions, preferred door.
4. Control pets during visits (or provide clear instructions).
5. Reduce fall risks: remove loose rugs, clear walkways, improve lighting, place non-slip mats in bathrooms.
6. List emergency contacts and any allergies where the caregiver can see them.

Quick win: Write down the client's daily routine (wake time, meals, toileting schedule, bathing preference). It helps care feel consistent and respectful.



5) Questions to Ask Any Home Care Provider

- How do you match caregivers to my needs (bathing/toileting/transfers)?
- Do you have a written care plan and do caregivers document each visit?
- What happens if a caregiver is late, calls out, or can't access the home?
- How do you handle complaints and urgent safety concerns?
- What are your billing terms and cancellation/no-access policy?

Next Steps

- 1) Submit the New Client Inquiry form.
- 2) We confirm availability and schedule your assessment.
- 3) We build your care plan and start services.

Contact information and QR code are on the HHC flyer in this guide.

Want to start today? Use the “Request Care” button on our website to submit your inquiry.