



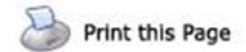
# Oxford HealthCare



**Oxford  
HealthCare®**  
Our Experience Is Your Peace of Mind.

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## Welcome to Oxford HealthCare



Oxford HealthCare is a home care agency committed to enhancing the quality of life for our clients and providing a viable alternative to living in a nursing home or long-term care facility. Oxford HealthCare is committed to being a quality employer. Offering competitive compensation and attractive benefits allows us to employ the best staff available. In business for over 35 years, we employ a large staff of trained Homemakers, Nursing Assistants, and Registered Nurses who are readily available to provide homecare services for you or a loved one - *in the comfort of your home*. We can provide care 24 hours a day, 7 days a week - holidays and weekends included! We will customize a care plan to meet your needs.

With our sister company, [Help at Home, Inc.](#), we currently operate and provide services in eleven states - Alabama, Georgia, Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Mississippi, Missouri, and South Carolina. We hope you will explore our site to find out more about us. If you have any questions or would like us to call you so that we can provide you with more detail, [Contact Us](#) today.

***Help At Home, Inc. does not discriminate against any person on the basis of race, color, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment. For further information about this policy, contact: Ron Ford CEO 312-762-9999 or 800-404-3191.***





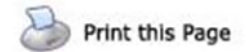
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## About Us



### Our History

Oxford Healthcare along with its sister company, [Help at Home, Inc.](#), has been providing compassionate, dependable alternatives to nursing home placement for over 35 years. Our name says it all about who we are and what we do. Since 1975, we have provided thousands of people with an option other than a nursing home - *their own home*. Our committed and well-trained staff has made it possible to keep people in their homes and communities, where they want to be.

### Our Staff

We are fully insured and bonded, and all of our staff is completely trained, tested, background-checked, and closely monitored by our staffing supervisors. Our training program is very comprehensive. As a matter of fact, our training program has even been used as a model for other home care associations! All of our employees receive continuous training throughout the year to keep their skills and knowledge sharp. Our intense commitment to quality service and training has allowed us to work with many federal and state funded home care programs.



### Our Commitment to Quality

We operate 146 branch locations in 11 states. Our size allows us to have buying power and a voice in the industry, which

benefits and protects *our client's rights to quality and services*. Even though our operations are large in size, each office is managed at the local level, with direct supervision by our corporate staff to maintain our strictly enforced standards for quality service. With our locally assigned and highly committed management and supervisory teams in each office, we are able to provide the type of personal service that has made us a *leader in our industry!*

### **Our Mission Statement**

- The mission of Help At Home, Inc./Oxford HealthCare is to benefit and enhance the lives of the elderly and disabled, and their families, by providing care and assistance in their homes. Every member of our team is committed to building lasting relationships based on honesty and trust with every client we serve.
- Help At Home, Inc./Oxford HealthCare compellingly believes that keeping people in the familiar surroundings of their home and community truly enhances their overall quality of life.
- Our employees are the key to our continued success. Help At Home, Inc./Oxford HealthCare are committed to supporting all of our team members in achieving their greatest personal and professional potential by providing comprehensive training, and continued support and education during their employment with us.



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## Services



Whether you are coming home after a stay in the hospital or simply need some assistance with the Activities of Daily Living (ADL), Oxford HealthCare can help! We can customize a care plan that fits into YOUR schedule and meets YOUR needs - whether it is a couple of hours a week or around-the-clock care.

### Homemakers, Home Care Aides, Companions

The primary function of our Homemakers, Home Care Aides and Companions is to provide personal care and assistance with ADL, such as:

- Personal Care-bathing assistance, assistance with dressing, and assistance with grooming
- Light housekeeping
- Laundry
- Meal Preparation, including shopping and assistance with meal planning
- Errands or Transportation
- Companionship - available 24 hours a day, if needed

Our homemakers must go through an extensive training program with Oxford HealthCare before they work with our clients. They are additionally required to attend ongoing training to keep them up-to-date on procedures and skills

### Nurses Assistants



Our non-medical employees go through formal training prior to providing care for Oxford clients. Our CNA's (Certified Nursing Assistants) are certified by the State for competency. Further, all of our non-medical employees are closely supervised by a Registered Nurse (RN) Supervisor, who is available 24 hours a day for problems or questions. All of our Nursing Assistants (NA's) and CNA's are required to attend quarterly training to keep them up-to-date on procedures and skills.

In addition to providing the services offered by Homemakers and Home Care Aides (see above), the NA/CNA can also:

- Assist with medication reminders
- Monitor vital signs
- Provide Meal Preparation for special diets, as instructed

### **Licensed Nurses**

Our quality Licensed Practical Nurses (LPN's) and RN's are available to work with any individual requiring the services of a licensed caregiver. Our RN Supervisor closely monitors all skilled services. LPN's are required to attend quarterly training conducted by our RN Director. Each licensed employee is required to maintain a current license and CPR certification at all times in their state of employment.

Some of the common therapies we provide are:

- IV Therapies
- Hydration Therapies
- Ventilators
- Blood/Lab Draws
- Medication Monitoring
- Bowel Programs

Our licensed personnel can provide a wide array of services, including private duty - either in-home or in a facility.

### **Assistive Technology**

Help At Home, Inc. can provide:

- Personal Emergency Response Systems (installation and monitoring)
- Automatic medication dispensing systems
- State of the art personal monitoring technology

These systems are designed to provide independence to seniors, and peace of mind to their loved ones.

## **Staffing Services**

Oxford HealthCare has contracts with many different healthcare facilities to provide temporary staff.

We can coordinate orientation to your specific facility - particularly hospitals, nursing homes and group homes. We keep our workers prepared to assist in specific facilities.

Positions we provide include:

- Companion Sitter
- Certified Nursing Assistant (CNA)
- Licensed Practical Nurse (LPN)
- Registered Nurse (RN)

[Contact us](#) today to discuss the services available in your area!

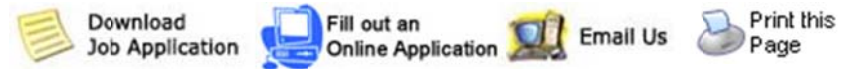


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## Employment Opportunities



Oxford HealthCare strives to be the best employer in our communities! We offer competitive wages, insurance packages, vacation and holiday benefits\*, and paid training to eligible active employees. Working for Oxford HealthCare is the right choice!

First and foremost, all of our positions require a caring attitude towards elderly and impaired persons. Applicants must go through and pass an extensive pre-service training program with Oxford HealthCare before they will be considered for work with our clients. Once employees, they are additionally required to attend ongoing training to keep them up-to-date on procedures and skills. Our training programs have actually been used as a model for other homecare associations!

Employees applying for positions that require licenses and/or certifications, must ensure these are current in the state for which they are applying for employment.

The following are positions available in the Company. Please contact the office nearest you to find out which positions are open in your area. It's easy--download our application, complete it, and bring it in to our local branch office!

*\* Must meet eligibility requirements.*



### **Homemaker, Companion, Personal Care Attendant/Assistant, Home Care Aide**

These positions provide non-medical assistance with the activities of daily living--such as personal care, housekeeping,

laundry, meal preparation, and errands, to name a few.

Some of the qualifications for these positions include:

- Basic knowledge of home management skills.
- High school diploma /OR/ GED /OR/ at least one (1) year of documented supervised service in an in-home supportive services program or in a comparable human services program.

### **Certified Nursing Assistant (CNA)**

In addition to providing homemaker, personal care and respite duties, the main focus of this position is to encourage and provide complete client satisfaction via quality non-medical care to clients in their homes, and to communicate client information to administrative staff on a consistent basis.

Some of the qualification for CNAs include:

- Certification in the state of employment
- High school diploma /OR/ GED /OR/ at least one (1) year of documented supervised service in an in-home supportive services program or in a comparable human services program.

### **Licensed Practical Nurse (LPN)**

Working under the direct supervision of the Registered Nurse and Branch Manager, LPNs provide nursing services to clients as dictated by each client's plan of care.

Some of the minimum qualifications for LPNs include:

- Must be a Licensed Practical Nurse in the state of employment, on active status and in good standing.
- Must have at least one year of experience in the health care industry.

### **Registered Nurse (RN)**

Registered Nurses ensure that quality care is provided to clients, while maintaining clinical compliance. Registered Nurses may also oversee training of field staff and supervise the work of LPNs.

Some of the minimum qualifications for RNs are:

- Must have a nursing degree from an accredited four-year institution /OR/ have an RN certificate from an accredited institution.
- Must have a current RN license, and in the state of employment.

## **Supervisor**

Supervisors coordinate client care with referral sources, clients and employees, all while maintaining our high standard of quality services delivery. Coordination occurs through constant supervision of employees, assessments with clients, and ongoing communication with referral sources.

Some of the minimum qualifications for Supervisors are:

- Must have supervisory experience
- Must have previous experience working with the elderly and/or disabled, or must display a compassionate attitude for that constituent.

**Download Our Job Application** -- *complete it, and bring it in to our local branch office today!*

**NEW! Fill out an Online Application**-- *complete it and click submit then a Oxford Representative will contact you.*

**Email Us About Employment Opportunities**-- *Just fill out the contact us form.*



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## Links



### Federal

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Center for Medicare and Medicaid Services

<http://cms.hhs.gov>

National Institute on Aging

<http://www.nia.nih.gov/>

Elder Care Locator (of the U.S. Administration on Aging)

<http://www.eldercare.gov/>

U.S. Administration on Aging

<http://www.aoa.gov>

### Alabama

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Alabama Department of Senior Services

<http://www.adss.state.al.us/Default.htm>

Local Area Agencies on Aging

<http://www.adss.state.al.us/aaalist.htm>

### Illinois

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Illinois Department on Aging (IDOA)

<http://www.state.il.us/aging>

Area Agencies on Aging

[http://www.state.il.us/aging/2aaa/aaa\\_list.htm](http://www.state.il.us/aging/2aaa/aaa_list.htm)

Care Coordination Units

<http://www.state.il.us/aging/1directory/ccpccu.pdf>

Illinois Department of Human Services

<http://www.dhs.state.il.us/>

## **Indiana**

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Indiana Family and Social Services Administration, Bureau of Aging and In-Home Services

<http://www.state.in.us/fssa/elderly/aging/index.html>

Area Agencies on Aging

<http://www.state.in.us/fssa/elderly/aaa/index.html>

## **Kansas**

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Kansas Department on Aging

<http://www.agingkansas.org/kdoa/>

Kansas Association of Area Agencies on Aging

<http://www.agingkansas.org/aaa/index.htm>

## **Michigan**

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Michigan Aging Services System (sponsored by the Office of Services to the Aging (OSA), Michigan Department of Community Health)

<http://www.miseniors.net/MiSeniors+Home/>

Area Agencies on Aging

[http://www.miseniors.net/CMS\\_MiSeniors/search/results.asp?CatID=7&Search=agency&AgencyID=7&county=99&city=&zip=](http://www.miseniors.net/CMS_MiSeniors/search/results.asp?CatID=7&Search=agency&AgencyID=7&county=99&city=&zip=)

## Mississippi

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Mississippi Department of Human Services, Division of Aging and Adult Services

<http://www.mdhs.state.ms.us/aas.html>

Area Agencies on Aging

[http://www.miseniors.net/CMS\\_MiSeniors/search/results.asp?CatID=7&Search=agency&AgencyID=7&county=99&city=&zip=](http://www.miseniors.net/CMS_MiSeniors/search/results.asp?CatID=7&Search=agency&AgencyID=7&county=99&city=&zip=)

## Missouri

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Missouri Department of Health and Senior Services

<http://www.dhss.mo.gov/>

Area Agencies on Aging

<http://www.dhss.mo.gov/AAA/index.html>

Local Public Health Agencies

<http://www.dhss.mo.gov/LPHA/index.htm>

## Tennessee

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Tennessee Commission on Aging and Disability

<http://www.state.tn.us/comaging/>

Tennessee Area Agencies on Aging

<http://www.state.tn.us/comaging/localarea.html>

[Employee Login](#)

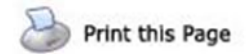


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## Contact Us



***Do you have a complaint?*** Click [here](#) to use our online complaint form.

Yes, I would like more information about Oxford Healthcare! Please have someone contact me about the following services:

- |  |  |
|--|--|
| <input type="checkbox"/> Homemaker/Home Care Aides | <input type="checkbox"/> Certified Nursing Assistants/Nursing Assistants |
| <input type="checkbox"/> Attendant Care            | <input type="checkbox"/> Licensed Practical Nurse                        |
| <input type="checkbox"/> Companion                 | <input type="checkbox"/> Registered Nurse                                |
| <input type="checkbox"/> Staffing Services         |  |

My Name:

Email:

Phone #:

City:

State:

Zip Code:

Additional Comments/Questions:



Send Info

### CONTACT INFORMATION:

To contact us, write or call:

Address: Help at Home, Inc.  
1 N. State St.,  
Suite 800  
Chicago, IL 60602

Phone: 800-404-3191

Fax: 312-704-0022

Email: [info@helppathome.com](mailto:info@helppathome.com)



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### Online Complaint Form

If you have a complaint, please take the time to fill out the form below. Here at Help at Home, we care for every client, employee, and anyone else affected by our business. Every complaint is taken very seriously and we will do everything in our power to resolve any problems you may be experiencing.

Thank you very much, *Oxford HealthCare, Inc. Management*

Your Name	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Zip Code :	<input type="text"/>
County:	<input type="text"/>
Primary Phone #:	<input type="text"/>
Secondary Phone # (cell):	<input type="text"/>

Email:	<input type="text"/>
<b>Please describe your complaint in full detail.</b>  (Please include as much detailed information as possible including specific names, dates, and locations.)	
<input type="button" value="Reset"/>	<input type="button" value="Submit Complaint"/>

**Contact us at the information below:**

Address: Help at Home, Inc.  
1 N. State St.,  
Suite 800  
Chicago, IL 60602

Phone: 800-404-3191

Fax: 312-704-0022

Email: [info@helppathome.com](mailto:info@helppathome.com)