

Transforming
the **Care**
of aging
adults.

*Your Guide to
Home Care Services*



Family &
Nursing
Care[®]

Since 1968

Family & Nursing Care Select

Family & Nursing Care Select Guide to Home Care Services

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Welcome from Family & Nursing Care

Dear Friends,

Helping an aging family member or loved one maintain their independence and age on their terms, whether it be in the comfort of their home or a community, requires tender and compassionate care. Even with all the love in your heart, it becomes emotionally and physically challenging to "do it all."

With this in mind, in 1968, Sandy Kursban founded Family & Nursing Care to find dedicated help for those who wish to remain as independent as possible, but need some assistance.



Sandy Kursban and Neal Kursban

Since 1968, we have specialized in helping families in the Washington, DC metropolitan area maintain a balanced lifestyle and have peace of mind by referring the highest quality in-home Caregivers to our clients, wherever they call home. Tens of thousands of families have turned to Family & Nursing Care in times of need for service they depend on.

Family & Nursing Care is a family-owned and operated business, and we strive to make all our Clients feel like family, too. We are sensitive to the fact that home care is a very personal service. Our office staff consists of professionals who were selected for their integrity and their genuine interest in helping older adults. Family & Nursing Care Select's reputation for quality is based on the health care community's knowledge of the high standards that we uphold for all our Caregivers. Family & Nursing Care Select works diligently to exceed client expectations and, if we are not doing so, we encourage you to please contact us and address any concerns as we strive for continual improvement.

We are confident you will experience Family & Nursing Care's commitment to quality and serving every individual's unique needs. Thank you for the opportunity to serve you. We are honored that you have chosen to work with us and look forward to assisting you and your family with your in-home care needs.

Warmest Regards,

A handwritten signature in cursive script that reads "Sandy Kursban".

Sandy Kursban

Founder, Family & Nursing Care and
Founder/Chair, Family & Nursing Care Foundation

A handwritten signature in cursive script that reads "Neal Kursban".

Neal Kursban

Chief Executive Officer

Caregiver Task Sheet

Please check off the tasks that you would like a caregiver to provide

Personal Care

- Bed Bath/Sponge Bath
- Tub/Shower
- Shampoo Hair
- Brush/Comb Hair
- Brushing Teeth
- Shave
- Apply Make Up
- Nail Care/Clean and File
- Skin Care/Apply Non-medicated Lotion to Dry Areas
- Assist with Getting Dressed
- Vital Signs
- Medication Reminder*

Toileting

- Assist to Bathroom
- Assist to Bedside Commode
- Assist Urinal/Bedpan
- Incontinence Care
- Empty Colostomy/Catheter Bag**

Companionship

- Take for a Walk
- Shopping/Errands
- Accompany to Appointments
- Provide Transportation***

*After medicines are set up/dispensed by an RN or family member

**Board of Nursing regulations preclude caregivers from assisting with any other elements of colostomy or catheter care.

***Caregiver is customarily reimbursed at current IRS rate.

Mobility

- Assist with Walking (ambulatory)
- Turn Position in Bed (bedridden)
- Transfer/Bed/Chair (wheelchair)
- Assist with Home Exercises
- Range of Motion Exercises

Nutrition

- Prepare Meals/Snacks
- Assist with Feeding
- Feeding
- Encourage Fluids
- Restrict Fluids

Support Services

- Client's Laundry
- Clean Kitchen/Dishes
- Take Out Trash
- Maintain Bathroom Cleanliness
- Maintain Bedroom Cleanliness
- Oxygen Turned On/Off Only
- Maintain Living Area/Vacuum/Dust
- Make Bed/Change Bed Linens

MD: 301.588.8200 • DC: 202.628.5300 • familynursingcare.com

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**Family &
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Since 1968

Home Care Services

Care Options

Since 1968, Family & Nursing Care has responded to families' home care needs when they need it. Family & Nursing Care's talent and strength lies in our ability to find that ideal match between each Caregiver and Client on a consistent, ongoing basis. We offer two private-duty home care service options – Family & Nursing Care Select and Family & Nursing Care Classic. In both service options, our screening process for caregivers is considered to be the most rigorous in the industry.

Family & Nursing Care Select

Family & Nursing Care Select employs rigorously-screened and highly-qualified Certified Nursing Assistants (CNAs), Certified Medication Technicians (CMTs/Maryland only), Licensed Practical Nurses (LPNs), and Registered Nurses (RNs) (collectively "Caregivers") to provide private-duty home care to older adults in Suburban Maryland and Washington, DC. We are not a Medicare or Medicaid Home Health Agency.

Within the first 48 hours of when care begins, a Supervisory Nurse will meet with your family and your loved one to assess your needs and create a Plan of Care for the Caregivers to follow. A Supervisory Nurse also regularly visits each client in their home and provides ongoing supervision of the Caregivers. Clients and their families enjoy the peace of mind that comes from knowing there is a Registered Nurse overseeing the care.

Family & Nursing Care Select Caregivers provide the following:

- **Activities of Daily Living:** Bathing, dressing, personal hygiene, meal preparation, feeding, toileting, continence care, transferring, and lifting.
- **Mobility Assistance:** Range of motion exercises, assistance with walking, and turning/positioning in bed.
- **Companionship:** Engaging in activities and hobbies, keeping the body and mind stimulated, medication reminders, and encouraging independence.
- **Support Services:** Linens, laundry, light housekeeping, shopping and errands, accompanying and transporting to/from appointments.
- **Medication administration.** Certified Medication Technicians administer prescribed medications under the supervision of a Registered Nurse (RN) (Maryland only, due to DC law restrictions).

- **Skilled Nursing:** Sometimes a Client's needs are beyond the scope of what the Board of Nursing allows a CNA or CMT to do. Family & Nursing Care Select employs LPNs and RNs who assist with many skilled functions, including the following:
 - Medication Administration (CMTs may also provide this service)
 - Diabetes Management
 - Tube Feeding
 - Wound Care
 - Injections
 - Ostomy Care

In addition, Caregivers are available who have experience working with a variety of conditions and diagnoses, including: Alzheimer's disease and other dementias, Parkinson's Disease, Cancer, Hospice and Palliative Care, Pneumonia, Diabetes, Heart Disease and Heart Attack, Stroke, and Depression.

Family & Nursing Care Select assists clients in need of home care services who live in private homes, retirement communities, independent and assisted living facilities, nursing homes, rehabilitation centers, hospitals...anywhere that you need assistance, in whatever way that works best for you. Caregivers are available for both long- and short-term care.

For Hourly Care, there is a four (4) consecutive hour scheduling minimum per shift on weekdays (Monday through Friday) and a six (6) consecutive hour minimum on the weekends (Saturday and Sunday), up to 24 hours per day, 7 days a week.

Live-In Care

Live-In Care from Family & Nursing Care Select is defined by when a Caregiver works a 24-hour shift and is paid a daily rate rather than hourly.

For live-in care, please note the following:

- Live-in Caregivers have a standard schedule of thirteen hours per workday.
- The Caregiver should have 8 hours of uninterrupted sleep/private-time per night.
- The Caregiver should be given two one-hour meal breaks and two thirty-minute break periods.
- The Caregiver should be given their own private bedroom.
- The Caregiver's meals are provided by the Client.

Occasionally, there may be a shortage of live-in Caregivers available to substitute for a regularly-scheduled live-in Caregiver who requests time off. If this occurs, the Company may only be able to staff a fill-in replacement Caregiver(s) who works hourly. A Client is expected to pay an hourly rate for those fill-in replacement Caregivers.

Advance Directives

Adults have the right to decide for themselves whether they want medical treatment. An Advance Directive is a statement of an individual's wishes regarding future medical treatment options and may include a designation of who will make decisions for that individual should they lose the ability

to make choices for themselves. As long as an individual is able to make their own decisions, they can change their advance directive.

During our Initial Assessment with Clients, Family & Nursing Care Select will ask the Client or their family if the Client has an Advance Directive. In order to have the Advance Directive followed, it is highly recommended that current copy of the Advance Directive be posted on the refrigerator. For Clients with dementia, we recommend that the Advance Directive be put in a cabinet above the refrigerator.

Family & Nursing Care Classic

Family & Nursing Care Classic refers rigorously-screened and highly-qualified CNAs to older adults in Suburban Maryland and Washington, DC. The Caregivers have contracted with Family & Nursing Care Classic as independent contractors to receive referrals for clients in need of home care, which may include personal care assistance with daily activities -- bathing, dressing, toileting, continence care, feeding and transferring -- meal preparation, light housekeeping and laundry, companionship and medication reminders. Caregivers are available for both long and short-term care.

About the Caregivers

Throughout the company's history, Family & Nursing Care's top leadership has been directly involved with the selection of each Caregiver. Our rigorous screening process pays off. In an industry that typically experiences Caregiver turnover of over 50% each year, our turnover ratio is only 10%.

Screening Process

Family & Nursing Care Select hires only the best female and male Caregivers, ensuring they are compassionate, reliable, and trustworthy. We look for Caregivers who have the extra quality of genuine caring and an inherent love for older adults. We have a rigorous screening and evaluation process that includes:

- Competency Examination (written and visual)
- Face-to-face interviews
- Thorough evaluation of practical and interpersonal skills
- Thorough reference checks from previous employers
- Full day in-person orientation

As part of the reference/background check process, we conduct:

- Criminal background checks
- Credit history checks
- Motor Vehicle Administration check
- Social Security number verification
- Board of Nursing disciplinary action checks

Requirements

Family & Nursing Care Select ensures that each Caregiver has met our strict requirements before they are hired:

- Two years hands-on experience within the last three years
- Current license
- Complete work history from the last five years
- Proof of eligibility to work in the United States
- Government-issued picture ID
- Current TB clearance and Hepatitis B screen
- Drug Screen
- CPR Certification

Employee Status

All of Family & Nursing Care Select's Caregivers are employees of the company.

Why Choose Family & Nursing Care Select?

With Family & Nursing Care Select, the following advantages are passed on to you, the consumer:

- Plan of Care created by an RN
- All Caregivers are supervised by an RN
- Caregivers receive regular ongoing training
- Simplified payment for those with Long-Term Care Insurance companies, who we bill directly as a courtesy to you
- Medication Administration Services are available from CMTs
- We do not pass the cost of Overtime on to you when Caregivers work more than 40 hours/week. Unlike many other agencies, we absorb that cost so that clients experience the many benefits realized from consistency of caregivers.

Licensed, Bonded, and Insured

Family & Nursing Care Select is licensed as a Residential Service Agency by the Maryland Department of Health, Office of Healthcare Quality, License R2519R. Family & Nursing Care Select is licensed in Washington, DC as a Nurse Staffing Agency by the Department of Health, Health Regulation and Administration, License NSA-0174.

All Caregivers are bonded and covered by the Company's worker's compensation and professional liability insurance.

Certified Nursing Assistant (CNA) Job Duties

CNAs perform the following tasks without delegation from the Nurse Supervisor:

- Provide care as outlined in the Plan of Care
- Provide emotional support
- Provide companionship
- Assist with and perform:
 - Bathing (bed bath, partial, shower)
 - Grooming (hair care, shaving)
 - File fingernails and toenails (on non-diabetic Clients ONLY).
 - Mouth care
 - Skin care
 - Dressing
 - Toileting and Incontinence care
 - Feeding
 - Meal preparation (regular meals or prescribed diet)
 - Transfers/mobility assistance
 - Help Clients with Range of Motion exercises
 - Help Clients exercise
 - Grocery shopping and food storage
 - Other shopping and errands
 - Escorting to Doctor's appointments and other appointments

- Light dusting/housekeeping to Client's area (e.g., maintain Client's bathroom, Client's quarters, clean Client's dishes after meals, clean appliances used to prepare meals)
- Client's laundry
- Change or make Client's bed
- Record activities and observations
- Report unusual signs/symptoms and changes in Client behavior to the Company
- Take measures to keep home in a safe condition for Client
- Use non-invasive medically-prescribed equipment (e.g., wheelchair, walker, bedside commode, Hoyer lift)
- Measure vital signs (e.g., temperature, pulse, respirations, blood pressure)
- Assist with set up of blood glucose monitoring machine
- Measure intake and output per Plan of Care
- Empty Foley Catheter drainage bags
- Empty colostomy/ileostomy bags

CNA License Restrictions

According to the Board of Nursing, CNAs working in a home care environment are prohibited to perform the following tasks:

- Administer medications. CNAs may remind the Client about their medications, whether taken orally, rectally, by injection or directly into the bloodstream through intravenous line.
- Insert, re-insert, or remove tubes or objects into or out of Client's body, including catheters into the bladder, esophagus, trachea, nose, ears, rectum or bloodstream.
- Perform finger stick blood glucose monitoring tests on diabetic Clients
- File or cut toenails or fingernails on diabetic Clients.
- Take Doctor's orders, whether given orally, by telephone, or in writing.
- Perform procedures that require sterile techniques.
- Diagnose or prescribe treatments for a Client.
- Supervise the work of another Caregiver.
- Leave Clients unattended without proper authorization.
- Perform wound care.
- Apply or use restraints on Clients.

Certified Medication Technician (CMT) Job Duties

Family & Nursing Care Select's CMTs are CNAs with additional training that allows them to perform all the tasks described above and to administer certain medications as delegated by Family & Nursing Care Select's Nurse Supervisor in accordance with Maryland law (DC law does not permit CMTs to administer meds in a private-duty setting). CMTs only administer medications as ordered by the client's physician. The Nurse Supervisor must observe the CMT the first time each medication is administered to ensure competency. After that, the CMT may administer that medication independently, with ongoing nursing oversight.

Working for You

Role of the Client Services Manager (CSM)

Family & Nursing Care Select provides Clients with a dedicated Client Services Manager, who will be the primary point of contact for all your home care needs. The assigned Client Services Manager:

- Has a high level of training to serve as a liaison to families, professionals and clients every step of the way
- Will visit Clients in the hospital and help with a smooth transition home
- Makes personal visits in the comfort of your home
- Takes the time to listen and get to know your personality and needs – by building a close relationship, the CSM better understands your specific situation
- Maintains ongoing communication with you, your family, and any professionals involved to make sure your needs continue to be met
- Helps facilitate additional resources to guide you through the challenges you may face as your needs change

Please share with your CSM topics such as schedule changes, how the caregivers are doing, concerns, compliments, questions...whatever you need.

Role of the Care Coordinating Manager (CCM)

A Care Coordinating Manager (CCM) will serve as the primary liaison with the Caregivers. Working very closely with your CSM, the CCM will find the ideal Caregiver match and schedule them to meet your needs. While Clients may not interact with CCMs often, CCMs are a crucial part of Family & Nursing Care Select's team.

Hours of Operation

Family & Nursing Care operates 24 hours a day, 7 days a week – we never close. Office hours are Monday through Friday from 8:00am to 5:00pm. Our Night & Weekend Coordinators handle all emergency calls outside of office hours and are committed to returning calls within 20 minutes to promptly address your needs.

Telephony

Family & Nursing Care Select uses Telephony, an automated timekeeping system to track the work hours of Caregivers. Telephony is more accurate than time sheets.

Upon arrival, the Caregiver will ask to use your telephone to clock in. Immediately prior to their departure, the Caregiver will again ask to use your telephone to clock out. The clock-in and clock-out times will be saved in Family & Nursing Care Select's time and attendance database and will form the basis for your weekly invoice.

This system requires a touch-tone phone, such as a standard or cell phone; a rotary phone will not work. Family & Nursing Care Select must enter your phone number into our system to ensure the Caregiver is calling from your place of residence.

Valuables and Safety Guidelines

- **Cash, checks and/or credit cards.** Client should not give Caregivers cash, checks, or credit card(s) except to make a purchase for Client (e.g., grocery shopping) and Client should obtain a receipt for proof of purchase for any item purchased on behalf of Client. Client should not pay or advance any money to Caregivers.
- **Jewelry, Valuables and Heirlooms.** Client is advised to make sure all valuables are moved to a safe and secure area (e.g., safe, safety deposit box, family member's home). Even though Family & Nursing Care Select rigorously screens all of our Caregivers, it is still advisable to remove any valuables. Family & Nursing Care Select is not responsible for the loss of any items.
- **Weapons and Ammunition.** Client is advised to remove from the premises any weapons (e.g., guns) and ammunition or move them to a safe and securely-locked place.

Flexibility of Service

Family & Nursing Care Select's goal is to provide you with exceptional Caregivers. Realizing that situations change, you may increase or decrease the number of hours per day or the number of days per week. If you are not sure about specific care needs, one of Family & Nursing Care Select's professional staff assists you in determining the best option. No commitment for the amount of care nor up-front deposit is required.

Back-Up Caregiver

If your regular Caregiver is unable to come as scheduled, Family & Nursing Care Select will make every effort to send a fill-in Caregiver.

Service Area

We provide private-duty home care to Clients who reside in the following areas:

- Montgomery County, MD
- Prince George's County, MD
- Washington, DC

Family & Nursing Care Select assists clients in need of home care in a variety of settings, including:

- Private Homes
- Independent Retirement Communities
- Assisted Living Communities
- Long Term Care Facilities (Nursing Homes)
- Rehabilitation/Sub-Acute Centers
- Hospitals

Payment Procedures

Payment for Service

Caregivers are paid by Family & Nursing Care Select. Client should not pay the Caregiver directly under any circumstances.

Client is responsible for all costs of collection and legal representation, including court costs, attorney's fees, and/or costs associated with arbitration/mediation, incurred by the Company in seeking unpaid fees.

If Client disputes charges on the invoice, he/she should notify Family & Nursing Care Select immediately upon receipt of said invoice and not later than one week of the date on the bill. Failure to notify the Company in a timely manner may result in a waiver of the right to dispute the charges.

Non-Solicitation

We invest substantial resources in finding, screening, hiring, and training our Caregivers. Occasionally we discover that a Client or someone acting on a Client's behalf has cancelled service with us and continued using the services of a Caregiver we provided. Doing so is a violation of this Agreement. The actual damages likely to result from breach of this section are difficult to estimate on the date of this Agreement and would be difficult to prove. Therefore, if Client or someone acting on Client's behalf uses the services of any Caregiver we provided, the client will owe us as liquidated damages an amount of Five Thousand Dollars (\$5,000) per occurrence. This obligation to pay liquidated damages remains in effect for one year after the last date of service from Family & Nursing Care Select.

Holiday Rates

Family & Nursing Care Select charges time-and-one-half per hour on the following holidays:

- New Year's Eve (Beginning at 3pm)**
- New Year's Day
- Easter Sunday
- Mother's Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Christmas Eve (Beginning at 3pm)**
- Christmas Day

Holidays begin at 12:00 am and end at 11:59 pm unless otherwise noted. For example, the Thanksgiving holiday rate would be effective Thursday at 12:00 am through 11:59 pm.

**Family & Nursing Care Select charges time-and-a-half for the entire day on Christmas Eve and New Year's Eve for live-in Clients. Please call your Client Services Manager if you wish to change the amount of care provided on any of these holidays.

Use of Vehicles

- Caregivers may not operate any vehicle outside the scope of performing services on behalf of Client.
- Client will be charged a mileage fee when Caregiver drives the Caregiver's vehicle in the course of performing services for Client. The mileage fee is based on the IRS mileage reimbursement rate. If Client asks Caregiver to drive the Caregiver's vehicle in the course of performing services for the Client, Client assumes all risk, and Client's insurance is responsible for any damage or injury. Family & Nursing Care Select is not responsible for any damage or injury.
- If Client asks Caregiver to drive Client's/family member's vehicle in the course of performing Services for Client, Client represents that the vehicle Caregiver is asked to drive is insured. By giving Caregiver permission to use someone else's vehicle, that vehicle's insurance is responsible for any damage or injury. Client assumes all risk and Family & Nursing Care Select is not responsible for any damage or injury.

Parking Fees. If a Caregiver incurs parking fees during errands, escorts, appointments, or while performing any other service on behalf of Client, Client is expected to pay for parking. If a Caregiver pays for parking, the cost will be added to the invoice.

Cancellation Policy

The work week begins Monday at 12:00 a.m. and ends Sundays at 11:59 p.m. Any changes to the agreed-upon schedule must be made through Family & Nursing Care Select by contacting the office at 301-588-8200.

NOTE: Caregivers are not authorized to change schedules.

Shift changes/cancellations require advance notice of at least two (2) hours. If a shift change or cancellation is not requested at least two (2) hours in advance, Family & Nursing Care Select may charge for a minimum shift rate of four (4) hours of care.

Long-Term Care Insurance (LTCI)

The care provided by Family & Nursing Care Select is not eligible for reimbursement from Medicare, Medicaid, or general health insurance. However, most LTCI policies reimburse policyholders for our private-duty home care. Virtually all LTCI policies have a maximum dollar amount they will reimburse. This does not preclude the Client from receiving more care; however, Client would be responsible to pay Family & Nursing Care Select the difference.

As an added service to our Clients who have LTCI, Family & Nursing Care Select helps you better understand the benefits offered by your policy and helps you file the requisite paperwork for reimbursement. We first have a conference call between the LTCI carrier and our Family & Nursing Care Select Long Term Care Manager to support you in getting a full understanding of the criteria, benefits and next steps to a successful and smooth experience with the claims reimbursement process.

Clients with an Assignment of Benefits (AOB)

Most LTCI carriers allow for an assignment of benefits (AOB) arrangement and Family & Nursing Care Select accepts Assignment of Benefits, where Family & Nursing Care Select would invoice the LTCI carrier directly for the daily benefit and only invoice the Client for costs over and above that daily benefit amount. Clients with an AOB arrangement between their LTCI company and Family & Nursing Care Select are financially responsible to us for any charges not covered by their LTCI. There is no additional cost for Client to take advantage of AOB.

Clients without an AOB

For LTCI carriers who do not allow AOB, we still assist Clients with getting their reimbursements from their LTCI carrier for the cost of our Services by submitting the necessary claim documentation to a Client's LTCI company. Our submission of claim documentation on a Client's behalf does not guarantee that the LTCI insurer will reimburse Client for our Services. There are general provisions, benefit maximums, exclusions, and certain criteria that need to be met in order to determine what benefits, if any, are payable/reimbursable to the policyholder. Client is responsible for paying Family & Nursing Care Select the full amount due upon receipt of service, regardless of the amount the LTCI policy reimburses to client.

Feedback / Who to Call

Client Satisfaction Surveys

We send a customer satisfaction survey to all of our Clients from an expert business research firm. We would greatly appreciate you taking a few moments to fill out the survey to be assured that we are meeting and hopefully exceeding your expectations.

Client Relations, Complaints, and Feedback Contacts

Family & Nursing Care believes in establishing trusting, long-term relationships with our Clients. Our goal is to meet your expectations by sending Caregivers who provide exceptional private duty home care. If you have any concerns, questions, or feedback, you are encouraged to contact Family & Nursing Care's Client Relations Team. We will promptly address any issues and work with you in deciding the best course of action. Here is a list of individuals to contact at Family & Nursing Care:

- Your Client Services Manager
 - Director of Client Services
 - Jeff Zukerman, President
 - Neal Kursban, Chief Executive Officer
- MD: 301-588-8200 DC: 202-628-5300**

Maryland Residential Services Agency Hotline – Office of Health Care Quality

In accordance with Maryland State regulations, the Department of Mental Health's Office of Health Care Quality has established a complaint hotline. The purpose of the hotline is:

- To receive complaints about residential services agencies.
- To answer questions about residential services agencies.
- To lodge complaints concerning the implementation of advance directives.

The Office of Health Care Quality may be reached Monday-Friday from 8:30 am to 5:00 pm at 410-402-8015. The hotline is also available 24/7/365 at 800-492-6005.

Written complaints may be submitted to:

Office of Health Care Quality, Bland Bryant Building, Spring Grove Hospital Center,
55 Wade Avenue, Catonsville, MD 21228

District of Columbia Department of Health

DC Department of Health
899 North Capitol Street NE
Washington, DC 20002

The Department of Health is open 8:15 am to 4:15 pm, Monday-Friday at 202-442-5955.

Adult Protective Services

If you reside in Maryland, report all suspected cases of Adult Abuse and Neglect to your local Department of Social Services Office or by calling the Maryland Department of Human Resources, Adult Protective Services Division, at 1-800-332-6347.

If you reside in DC, report allegations of abuse, neglect, self-neglect, and/or exploitation by calling the APS Hotline at (202) 541-3950 available 24 hours 7 days a week, or by visiting the APS office at 64 New York Avenue, NE, 4th Floor, Washington, DC 20002, between the hours of 8:45 am to 4:45 pm. Walk-ins are accepted.

About Us

Shared Vision

To be the premier provider of in-home services for older adults, dedicated to and recognized for our passion and commitment to serve, help, and enhance the quality of life and well-being of others.

Guiding Principles

- 1 Recognize that exceptional quality and dedication of our employees and the referred Caregivers are the backbone of the company and are essential to the realization of the shared vision.
- 2 Refer sensitive and exceptional Caregivers and Nurses who will consistently exceed our customers' expectations.
- 3 Refer only those Caregivers and Nurses who are honest and ethical, who assume personal responsibility for their actions, and who commit to providing consistent quality care.
- 4 Contribute to the community through our support, time, and donations.
- 5 Promote a cohesive, supportive, trusting and professional work environment where everyone feels valued and rewarded for their contributions, loyalty, commitment, and team spirit.
- 6 Respect and value one another as unique individuals and commit to cooperative, effective, open and honest communication.
- 7 Foster an empowering environment that promotes growth, development, advancement opportunities and continuous learning.
- 8 Commit to continual improvement of internal processes and systems to facilitate smooth, eco-friendly, efficient, timely and accurate work.
- 9 Ensure financial stability, continued growth, and success by being fiscally prudent and responsible.
- 10 Honor our elders for their wisdom, life experiences, and their contributions to society while treating them with the utmost dignity and respect.

Company History

Family & Nursing Care was founded in 1968 by Sandy Kursban. It was her close relationship with her grandparents as she was growing up that inspired Sandy to dedicate her life's work to promoting the well-being of aging adults. Her vision was to give people the option of aging in place in their homes by having the support of experienced Caregivers who could assist with activities of daily life, allowing them to have active, vibrant lives.

Sandy's original idea has grown into a company that is the most respected provider of home care services in the Washington, DC region. Family & Nursing Care has not wavered one iota from the values that were put in place all those years ago. We remain 100% dedicated to delivering compassionate, progressive, and reliable home care services.

Today, Sandy's son and daughter help run the company. Neal Kursban is CEO of Family & Nursing Care. Mindy Kursban is the company's attorney. What's more, we are a family in ways that go beyond our own family tree. We are a close-knit group of people, many of whom have worked together for years and years. More than 15 of our office staff have worked at the company for 10+ years and more than 300 of the Caregivers have been receiving referrals from us for 10+ years.

Since the company's beginning in 1968, we have always strived to innovate and evolve to best meet our clients' needs. . We use our extensive experience in caring for older adults as a foundation for looking ahead to what is next. Today, Family & Nursing Care is a leader in exploring new ways to provide care, companionship, and fulfillment to our Clients. They are changing and evolving, and so are we.

Family & Nursing Care's Sustainability Initiatives

Family & Nursing Care believes that we all contribute to protecting the environment through good stewardship practices. In order to be responsible stewards, the Company has implemented initiatives and encourages all employees to take additional actions as they see fit:

- Practice the 3Rs: Reduce, Reuse and Recycle.
- Buy ENERGY STAR® Equipment when available.
- Conserve paper using online communications and digital documentation as much as possible, defaulting our copiers and printers to duplex printing, and encouraging employees to reduce their paper consumption.
- Recycle Computers, Electronics, and their accessories.
- Energy Efficient Lighting: Most of the lights in our office are motion controlled to save energy and we use energy-efficient light bulbs where possible.
- Pass Green Along: We send Green Tips to educate our staff about how each of us can reduce our carbon footprint.
- Buy from Eco-Friendly Companies: We purchase goods and services from eco-friendly companies at every opportunity.

Family & Nursing Care Foundation

Many aging adults are facing a crisis. Longer life spans and aging baby boomers will combine to increase the population of Americans aged 65 years and older to roughly 20% of the U.S. population by 2030.

Research has shown that while 90% of people over age 65 want to remain at home as they age, a lack of affordable services means that this dream cannot become a reality for many on a low, fixed income.

Simultaneously, there is a shortage of professionals to care for this aging population. In Montgomery County alone, between 2010 and 2020, estimates state that 1,100 nursing aides, orderlies, and attendants will need to be replaced, and, an additional 3,200 positions will be needed to meet demand.

Enter the Family & Nursing Care Foundation, established by Family & Nursing Care's founder Sandy Kursban. A fund of the Community Foundation in Montgomery County, the Foundation was created in 2008 with the goal of supporting older adults in two very important ways:

- Offering grants to help lower-income older adults gain access to the care they need to remain in their homes.
- Providing scholarships for students to earn a Certified Nursing Assistant (CNA) certificate in order to care for the aging population.

Make a Difference

There has never been a more important time to join with us than right now. If you are an individual who feels inspired to make a difference in the lives of older adults in your community, please consider making a tax-deductible contribution to the Family & Nursing Care Foundation. Contributions to the Foundation in the name of a loved one also make a lovely memorial gift.

Family & Nursing Care makes a donation of a percentage of its profits each year to the Foundation. If you have a business, please consider partnering with the Family & Nursing Care Foundation. We invite you to join us in truly making a difference.

Make your tax-deductible contribution online at <https://www.familynursingcare.com/foundation/donate/> OR mail to:

Family & Nursing Care Foundation
1010 Wayne Ave, Suite 1100
Silver Spring, MD 20910

Care comes full circle.

Family & Nursing Care

1010 Wayne Ave, Suite 1100 • Silver Spring, MD 20910

MD: 301.588.8200

DC: 202.628.5300

familynursingcare.com