

Transforming  
the **Care**  
of aging  
adults.

*Your Guide to  
Home Care Services*



Family &  
Nursing  
**Care**<sup>®</sup>

*Since 1968*

**Family & Nursing Care Select**

Updated: July 2024

# 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.



*Neal Kursban*

Since 1968, we have specialized in helping families in Maryland and Washington, DC maintain a balanced lifestyle and have peace of mind by referring the highest quality in-home Caregivers to our clients, wherever they call home. In 2024, we began offering our services to families in the Philadelphia area. 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 black ink that reads "Neal Kursban". The signature is written in a cursive, slightly stylized font.

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 Urinary Drainage/Catheter bag
- Empty Colostomy Bag\*\*

## Companionship

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

\*Shaving must be done with an electric razor only.

\*\*DC regulations preclude caregivers from assisting with any part of colostomy care, including emptying a colostomy bag.

\*\*\*Standard IRS mileage rates may be applicable.

## 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



Family &  
Nursing  
Care®

Since 1968

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DC: 202.628.5300 • PA: 215.978.9600 • [familynursingcare.com](http://familynursingcare.com)

Licensed as a Residential Service Agency by the MD Dept of Health, OHCQ: RSA Lic R2519R. MD NRSA Lic 070605. DC HSA Lic 0003. DC BBL 400318002569. PA HCA Lic. 73083601



## Home Care Services

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 reasonably consistent, ongoing basis.

Family & Nursing Care Select employs rigorously-screened and highly-qualified Caregivers to provide private-duty home care to older adults. We are not a Medicare or Medicaid Home Health Agency and our services are not covered by health insurance.

Before you are provided services, an Intake Specialist will speak with you to discuss your needs and preferences and to go over the services we offer. Once you have decided to accept service, you will need to electronically sign a Service Agreement. Additionally, for Maryland and DC clients, as required by Maryland and DC regulations, a Supervisory Nurse will meet with you and your loved ones to professionally assess your needs and create a Plan of Care (also called a Service Plan) for the Caregivers to follow.

You will be assigned a Client Services Manager (CSM) who will welcome you and be your main point of contact throughout your time with us. Once Caregiver(s) are assigned, your CSM will contact you with the name of the Caregiver(s) who will provide the service. Assigned Caregiver(s) will provide home care services requested by and agreed to by the client/client representative and Family & Nursing Care Select.

Throughout our relationship with you, the company will have ongoing communications with any representative you direct and will share information with you in accordance with our Notice of Privacy Practices.

A Supervisory Nurse will also regularly visit each client in their home and provide ongoing supervision of services. Clients and their families enjoy the peace of mind that comes from knowing there is a Registered Nurse overseeing the care (MD & DC Only).

Family & Nursing Care Select Caregivers provide the following, as set forth in more detail on the Caregiver Task Sheet (See above).

- 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, and encouraging independence.
- Support Services: Linens, laundry, light housekeeping, shopping and errands, accompanying and transporting to/from appointments.

- Medication Reminders: Caregivers can remind the client to take their medication and can assist the client with administering medication (e.g., open medication container, hand container to client) that has been pre-measured and/or pre-poured.

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

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

### **Hourly 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. Less than 4-hour shifts may be available in specific senior living communities.

### **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.

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, we 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 if the client has an Advance Directive, Living Will, Power of Attorney, or Medical Orders for Scope of Treatment (MOST). In order to have any of these directives followed, it is highly recommended that current copies be posted on the home refrigerator. For clients with dementia, we recommend that copies be put in a cabinet above the refrigerator. Clients may also provide these documents to Family & Nursing Care Select.

## **Advantages of Working with Family & Nursing Care Select**

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

- Our Company has been in business for more than 50 years and we have the experience to make the right client and Caregiver matches.
- We do not pass the cost of overtime (time and one-half paid to Caregivers) on to you when Caregivers work more than 40 hours/week. Unlike other agencies, we absorb that cost so that clients experience the many benefits realized from greater continuity of care and consistency of Caregivers.
- Our Client Services Model ensures a premium, first-class experience and the highest quality support for our clients, the Caregivers, and health care professionals.
- Plan of Care/Service Plan created by an RN (MD & DC Only).
- Nurse Supervisory visits at no cost to you (MD & DC Only).
- Our Caregivers receive regular ongoing training to enhance their skills.
- Our hands-on support for those with Long-Term Care Insurance enables us to confirm the details of your policy, submit invoices directly to the insurance company on your behalf, and assist with resolving issues that arise.
- According to independent client surveys, 97% of respondents said they would refer Family & Nursing Care to a friend, family member, or colleague.

## **About the Caregivers**

Throughout our 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 70% each year, our turnover ratio is only in the 10%-15% range. We work diligently to retain and engage each and every amazing Caregiver. We deeply value our Caregivers and are committed to treating them with the respect, appreciation, and legal protections they deserve. We actively solicit and listen to their feedback, make ongoing improvements to their experience, and offer a full benefits package to support their well-being.

### **Employee Status**

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

## **Hiring and Competency Requirements**

Caregivers have met the hiring and competency requirements established by law, including criminal background checks and employment and reference verification, and passed a competency examination and/or training program. Depending on the state in which the client is located, the competency exam and/or training program may include the following: performance of the services, confidentiality, client control and independent living philosophy, recognizing client changes that need to be addressed, basic infection control, universal precautions, handling emergencies, documentation, recognizing and reporting abuse or neglect, dealing with difficult behaviors, and performance of personal care.

## **Licensed, Bonded, and Insured**

Family & Nursing Care Select is licensed as follows:

Maryland: Residential Service Agency by the Maryland Department of Health, Office of Healthcare Quality, License R2519R.

DC: Home Support Agency by the Department of Health, Health Regulation and Licensing Administration, License HSA-0003.

PA: Home Care Agency by the Pennsylvania Department of Health, License 73083601. To inquire about licensure requirements for home care agencies or compliance information, contact the Pennsylvania Department of Health Quality Assurance at 717-783-1078.

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

## **Fall Risk**

As we age, falls can become increasingly common and risky for seniors. Clients with dementia, Alzheimer's disease, or any condition that causes mental confusion or impulsiveness, as well as those with physical limitations related to severe arthritis or osteoporosis, are especially at elevated risk for experiencing falls. Caregivers are trained to help minimize fall risks. However, even with 24-hour care, clients may experience a fall. Family & Nursing Care Select will make reasonable efforts to minimize fall risks, though the risk cannot be eliminated completely.

# **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
- Can 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, 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.

### **Call Recording**

All calls to or from Family & Nursing Care may be recorded for quality and training purposes, as part of our ongoing initiatives to ensure clients receive exceptional customer service.

### **Timekeeping System**

Family & Nursing Care Select uses automated timekeeping systems to track the work hours of Caregivers, either via Electronic Visit Verification or a mobile application on the Caregiver's GPS-enabled smartphone. These timekeeping systems are more accurate than time sheets.

Upon arrival, the Caregiver will ask to use your telephone or use the mobile application on their smartphone to clock in. Immediately prior to their departure, the Caregiver will again ask to use your telephone or use their smartphone 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.

The Electronic Visit Verification 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. If the Caregiver uses the mobile application, our system will use GPS to geo-locate that the caregiver's location is your place of residence.

### **Valuables and Safety Guidelines**

- **Cash, checks and/or credit cards.** Client/responsible party should not give Caregivers cash, checks, or credit card(s) except to make a purchase for client (e.g., grocery shopping) and client/responsible party 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.** Even though Family & Nursing Care Select rigorously screens all of our Caregivers, client/responsible party is advised to place all valuables, including but not limited to cash, jewelry, confidential financial and personal information, and any other valuables, in a safe and secure area (e.g., safe, safety deposit box, family member's home). Family & Nursing Care Select is not responsible for the loss of any items.

- Weapons and Ammunition. Client/responsible party must remove from the premises any weapons (e.g., guns) and ammunition or move them to a safe and securely locked place within the residence.

### **Conflict of Interest**

All Company employees, including Nurses, Caregivers, and office staff are prohibited from assuming power of attorney or guardianship over a client.

### **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:

- Maryland: Baltimore, Carroll, Howard, Montgomery, and Prince George's Counties and Baltimore City
- Washington, DC
- Pennsylvania Counties: Bucks, Chester, Delaware, Montgomery, and Philadelphia

## **Payment Procedures**

### **Payment for Service**

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

The costs for services are based on a variety of factors such as the number of hours of care per shift, care on holidays, annual increases, if a second person in the home requires care, mileage reimbursement, parking, and other factors that may be identified by the Company.

Invoices for Services are sent bi-weekly.

The most convenient and cost-effective option available is to pay by ACH (auto debit from your bank account). There is no surcharge for using ACH. There is a 2% surcharge for paying by credit card and for paying by check. Payment by check is due within fourteen (14) days of the date of the invoice. Late fees may be assessed, as set forth in the Service Agreement.

Client/responsible party 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/responsible party disputes charges on the invoice, they should notify Family & Nursing Care Select's Billing Department 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. Once services have been paid for, refunds will only be issued if one is due to the client/payer (e.g., legitimate dispute, LTCI pays for services that have already been paid by client/payer). Refunds are processed within 30 days from the date the amount to be refunded is confirmed by Family & Nursing Care Select's Billing Department.

Our services are not paid for or reimbursed by Health Insurance, Medicare, or Medicaid.

### **Finder's Fee**

We invest substantial time, effort, and money in the process of recruiting, screening, hiring, and training our Caregivers. If client/responsible party wishes to privately employ any Caregiver while still employed with the Company or within one year of Caregiver's termination of employment from Family & Nursing Care Select, client/responsible party agrees to pay Company a one-time finder's fee of Ten Thousand Dollars (\$10,000) per Caregiver hired, which amount shall be due within 10 business days after client hires the applicable Caregiver.

### **Holiday Rates**

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

- New Year's Eve
- New Year's Day
- Martin Luther King Jr. Day
- Easter Sunday
- Mother's Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- 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.

Please call your Client Services Manager if you wish to change the amount of care provided on any of these holidays.

### **Gift-Giving**

At times, clients/families choose to express appreciation to their Caregivers by giving gifts. Gifts include, without limitation, money in any form (cash, check, bank deposit, etc.), gift certificates, gift cards, any item having monetary value, a gratuity or bonus, a favor that has a financial impact on a Caregiver (co-signing a loan, a payment made to a third-party on behalf of Caregiver, advancing money), and loans to Caregivers. Gift-giving is a personal choice and not expected. To prevent potential misunderstandings, clients/families should not give any gifts to Caregivers without prior permission from Family & Nursing Care Select.

### **Use of Vehicles**

- Caregivers may not operate any vehicle outside the scope of performing services on behalf of client.

- If requested, Caregivers may drive their own vehicle to perform services for client. In this case, a mileage fee will be charged, based on the current IRS mileage reimbursement rate, and will be added to the invoice.
- If requested, Caregivers may drive Client's/family member's vehicle to perform services for client. By giving a Caregiver permission to use Client's/family member's vehicle, client/responsible party represents that the vehicle Caregiver is asked to drive is insured.

### **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.

### **Schedule Changes/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.

NOTE: Caregivers are not authorized to change schedules.

Schedule changes or cancellations require advance notice of at least eight (8) hours. If a schedule change or cancellation is not requested at least eight (8) hours in advance, clients may be charged for the entire shift.

## **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/responsible party 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.

Family & Nursing Care Select can 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/responsible party 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**

Customer satisfaction surveys are sent to all of our clients from a third-party business research firm approximately one month after care begins and annually. 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
- Kelly Ann Sharp or Natalie Blickman, Directors of Client Services
- Kelly Salb, VP of Client Services
- Jeff Zukerman, President
- Neal Kursban, Chief Executive Officer

# About Us

## Shared Vision

To be the premier resource for home care 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 Values

1. Recognize that exceptional quality and dedication of our employees and the Caregivers are the backbone of the company and are essential to the realization of the shared vision.
2. Understand the vital importance of referring or providing Caregivers who are sensitive, ethical, honest, and consistently exceed our customers' expectations.
3. Create a cohesive, supportive, and trusting work environment.
4. Respect and value the diverse and unique perspective of colleagues and commit to cooperative, effective, open, and honest communication.
5. Take advantage of opportunities to continuously learn and grow.
6. Continually seek to innovate and improve internal processes and therefore the client experience.
7. Protect the privacy and security of our clients, the Caregivers, fellow employees, and the company's information and assets.
8. Be always responsive to the expressed and unexpressed wishes and needs of our clients, the Caregivers, and fellow employees.
9. Each staff member should understand their department's goals and be involved in planning the work that affects them personally.
10. Be proud of professional appearance, language, and behavior.
11. Understand and promote the FNC Foundation's mission.
12. Honor our elders for their wisdom, life experiences, and their contributions to society while treating them with the utmost dignity and respect.
13. Be empowered to create unique, memorable, and personal experiences for our clients, Caregivers, and referral partners.
14. Immediately resolve complaints from clients, Caregivers, and referral partners.
15. Make sustainability and giving back to the community a daily habit.

**Non-discrimination**

Family & Nursing Care is an Equal Opportunity Employer. All employment opportunities and delivery of services are provided without regard to race, color, religion, sex, marital status, sexual orientation, gender identity, age, national origin, ancestry, disability, handicap, veteran status, or any other characteristic protected by law. To the maximum extent allowed by law, Family & Nursing Care will not accept any client requests for or prohibitions of Caregivers based on any legally protected characteristics including but not limited to race, ethnicity, national origin, or age.

**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 founder's family tree. There are many other family members – mothers and daughters, fathers and daughters, husbands and wives, cousins, sisters, and sisters-in-law – who work at Family & Nursing Care, creating a true family business. Together, we are a close-knit group of people, many of whom have worked together for years and years. Over 25% of our office staff have worked at the company for 10+ years and 60% for 5+ 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 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 21% of the U.S. population by 2040.

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. According to the National Center for Health Workforce Analysis, demand is expected to rise for nursing assistants by 48 percent between 2020 and 2035.

Enter the Family & Nursing Care Foundation, established by Family & Nursing Care's founder Sandy Kursban. A fund of the Greater Washington Community Foundation, 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 donates a percentage of its profits each year to the 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**

Toll Free: 800-588-0517

Suburban MD: 301-588-8200

Central MD: 410-697-8200

Washington D.C.: 202-628-5300

PA: 215-978-9600

Headquarters:

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

**[familynursingcare.com](http://familynursingcare.com)**