

HOMELIFE CONNECTION

Exciting Updates & Celebrations at HomeLife

We're thrilled to share several exciting updates as we continue to grow and improve the experience for both our clients and our caregiving team.

A Better Scheduling Experience for Everyone

We have recently completed the process of transitioning to a new scheduling management platform designed to make communication, coordination, and real-time updates smoother than ever. This upgrade will help ensure more efficient scheduling, improved accuracy, and an overall better experience for both our clients and staff. Our goal is to continue providing reliable, seamless service—and this new system is a big step forward.

Celebrating Change Within Our Office

After 9 wonderful years, we are saying a heartfelt goodbye to Darlene as she begins her retirement. Darlene has been such a meaningful part of our team—known for her kindness, warmth, and dedication to both clients and caregivers. While we are truly sad to see her go, we are so happy for her as she begins this exciting new chapter filled with well-deserved adventures. She will always be a cherished part of our company family.

As we say goodbye to Darlene, we are excited to announce that Leti who has been working as our staffing and training coordinator, will be stepping into the Client Coordinator role. Leti brings great experience, a positive spirit, and a strong commitment to supporting both clients and caregivers. We are confident she will continue the high level of care and attention that this role is known for.

And last but certainly not least we are delighted to welcome Felicia back to the office after being away for the past few years. Felicia will be taking over Leti's role as our Recruitment and Development Coordinator. Her return brings renewed energy and familiarity, and we're so happy to have her back as part of the team.

Looking Ahead

With new technology, team transitions, and familiar faces returning, it truly feels like things just keep getting better. We are grateful for the trust of our clients and the dedication of our staff, and we look forward to continuing to serve you with excellence.. Thank you for being part of our journey!

We are proud to recognize
Liliana
Caregiver of the Quarter!



Liliana was unanimously chosen this quarter for this recognition—and it's easy to see why. She consistently goes above and beyond in every aspect of her role, always showing compassion, reliability, and professionalism.

Not only is she admired strongly among our office staff, but her clients absolutely adore her—so much so that they often request her specifically and compete for her time! That kind of impact speaks volumes about the level of care and connection she provides.

Her positive attitude, strong work ethic, and genuine kindness truly shine through in everything she does. Liliana represents the very best of what it means to be a caregiver.

Thank you, Liliana, for your dedication and for making such a meaningful difference in the lives of those you care for!

Congratulations!

LEADERSHIP TEAM

Your dedicated team at HomeLife, who strive every day to provide a compassionate and professional experience to support you and your family.



AMBER TRIEBULL
OWNER/CEO



SOPHIA CRONK
PCA DIRECTOR
OFFICE DIRECTOR



WENDY CARASSCO
CLIENT CARE
DIRECTOR



DARLENE MACDONALD
CLIENT CARE
COORDINATOR



LETI ONSTEAD
STAFFING
COORDINATOR



LISA LOZANO
SCHEUDLING/



MARIA OLIVAREZ
SCHEDULING



FELICIA BUACK
ON-CALL SUPPORT



KIANA PRYBYLINSKI
ON-CALL SUPPORT



A FRIENDLY REMINDER FOR A SAFE AND COMFORTABLE CARE EXPERIENCE

We appreciate the opportunity to support you in the comfort of your home. It's very important to us—and to our caregivers—that each visit provides a safe, smooth, and comfortable experience for you. With that in mind, we'd like to take a moment to share a few helpful reminders that can make your visits even more positive and enjoyable.

1. Your Care Plan Is the Guide

Your caregiver is there to follow your approved care plan. If you ever feel unsure about what tasks are being done, you can always ask questions or reach out to the office for clarification.

2. Communication Is Encouraged

It's always okay to speak up about your preferences, routines, or comfort level. Good care works best when it fits your needs and habits.

3. Your Home, Your Comfort

You are always welcome to set boundaries in your home—such as where care is provided, which rooms are used, or how tasks are completed.

4. Medication Safety Matters

If your caregiver provides reminders or assistance with medications, be sure prescriptions are clearly labeled and stored properly.

5. Unexpected Visitors or Calls

If someone arrives or calls claiming to be from a company, medical office, or government agency, and it feels unusual, please contact our office before sharing any information.

7. Technology Help Has Limits

Caregivers may assist with basic needs like making calls or reading messages, but they are not able to troubleshoot complex issues, fix devices, or handle financial/log-in information.

8. Changes Should Be Communicated

If your schedule, needs, or preferences change, please let the office know so we can ensure your care remains accurate and consistent.

9. You Can Always Ask Questions

No question is too small. If something doesn't feel right or you need clarification about care, scheduling, or billing, we are here to help.

10. Your Safety Comes First

If you ever feel uncomfortable, unsure, or confused during a visit, please contact our office right away. We take your concerns seriously.

Care Corner: Tips for Everyday Care & Comfort



Technology Assistance & Scam Awareness: Protection Our Clients

From time to time we know that you may need assistance from your Caregiver when it comes to technology (phones, tablets, or computers) While we understand that you may need assistance, our Caregivers are limited to what they can do when it comes to troubleshooting devices or navigating

unfamiliar websites, emails, or pop-ups. More and more scams are targeting seniors and becoming more frequent and more sophisticated, making awareness more important than ever.

Why Does This Matter? Scammers often target seniors because you may be more trusting or unfamiliar with newer technology. A simple click on the wrong link or responding to the wrong message can lead to financial loss or identity theft. That's why your awareness and caution are so critical.

Common Signs of a Scam

Be on the lookout for these red flags:

- Messages that create urgency or pressure, such as "Act now" or threats of account suspension
- Requests for personal or financial information like Social Security numbers, bank details, or passwords
- Requests for payment through gift cards, wire transfers, or cryptocurrency
- Suspicious links, misspelled websites, or unexpected attachments
- "Too good to be true" offers such as lottery winnings or free money
- Pop-up messages claiming a device has a virus & asking the user to call a number
- Calls or messages from individuals pretending to be family members, banks, or government agencies

What Should You Do?

- If you encounter anything that seems suspicious:
- Do not click on links or open attachments
- Do not provide any personal or financial information
- Do not attempt to fix or troubleshoot the issue on your own
- We have asked our Caregivers to report the situation immediately to the office and your family if something suspicious comes up.

When in Doubt, Speak Up

If something feels off, confusing, or urgent, trust your instincts. It is always better to pause and talk to someone about the situation rather than risk making it worse.

We rely on our Caregivers to be an extra set of eyes and ears and their attentiveness and good judgment are key in keeping you safe.

W E L C O M E

TO OUR TEAM

Last quarter we were thrilled to welcome both new & returning PCA's to the team.

We appreciate each and everyone of their dedication, & commitment to providing exceptional care.

Let's extend a warm welcome to: Sursattie, Kristina, Jordan, Ashley, Jade, and Sheila



Managing Spring Allergies

Spring brings beautiful weather but it's also bringing in some pollen that is triggering many peoples allergies.

If you have congestion, scratchy throat, or watery eyes, try staying indoors during high pollen times (usually mid morning & windy days). If your symptoms persist let your Caregiver or family know so you can stay comfortable & supported.

Finding Spring Hobbies

Spring is a wonderful time to try something new or revisit an old favorite.

Simple activities like gardening, light walking, painting, or working on a puzzle can help keep your mind active and lift your mood.

Even sitting outside in the sunshine with a good book or listening to music can make a big difference.

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