

# TLC filling a need

A year ago, two Burlington County women, Kelly Tandourjian and Patti Maltese, saw a need and wanted to make a difference. Today, their TLC HomeCare Services is making life better for many South Jersey families.

“We wanted to make a difference in the community,” Tandourjian said. “We had been in staffing for many years and realized that there was a great need in the home care industry in terms of sending caring, compassionate people into the home to assist the elderly as well as anyone who needs an extra pair of hands around the house.”

TLC provides non-medical, personal services in-home to the elderly, people recovering from surgery, etc. Services include: meal preparation, grocery shopping, light housekeeping, medication reminders, respite care for family caregivers, errands/transportation to appointments, pet care, water house plants, crafts/scrapbook-

ing, playing cards/games, assisting with laundry and clothes selection/dressing.

While the majority of TLC’s clients are elderly, Tandourjian said caregivers also need a break from time to time, too. The so-called “sandwich generation,” those individuals who find themselves caring for both their parents and their children, also can utilize TLC’s services.

In the crowded home care field, a number of things set TLC apart, Tandourjian said.

The company requires no long-term contracts and offers flexible scheduling. In line with that philosophy is TLC’s Care Card program.

The gift card can be given to a family caregiver, for example to give them a respite, or to an elderly person who then can try the service.

“It’s a positive way to introduce home care to many people,” Tandourjian said.

TLC’s time management system also ensures reliability and accuracy. When a TLC employee arrives at a home, he or she calls the company on the client’s land telephone line. The same thing happens when the person leaves. All of this helps to ensure that the caregiver arrives on time, is on-site for the proper amount of time and that billing is accurate, Tandourjian said.

TLC also is a provider for the National Multiple Sclerosis Society of the Greater Delaware Valley, which provides 80 hours of service to a client with MS through TLC.

TLC’s goal, Tandourjian said, is to make home care service a positive experience. It’s not about taking away someone’s independence, but, rather, keeping them independent – with a little outside assistance.

For more information about TLC, visit the company’s Web site at: [www.tlchomecareservices.com](http://www.tlchomecareservices.com).