

Dear Consumer,

I would like to welcome you to Greater Lynn Senior Services (GLSS).

This welcome packet contains important information to help you understand what you can expect when your services begin, as well as your rights and responsibilities as a GLSS Home Care client.

For over 40 years, GLSS has helped thousands of elders with services to remain safe and independent in their own homes and communities.

Your Home Care service is coordinated and monitored by your Case Manager who, together with you, creates a service plan to help meet your needs. Each Case Manager is a member of the GLSS Home Care team.

Your **Primary Case Manager's** name and **phone number** is:

If your Primary Case Manager is not available when you call, you may ask to speak to the **Case Manager on Duty**, who will assist you.

Consumer satisfaction is very important to us. If you have any questions or concerns about your services, please contact your GLSS Case Manager.

We look forward to working with you to provide the services that you need.

Sincerely,

Holly Jarrell-Marcinelli, LICSW
Director of Home Care Programs

p.s. We encourage you to visit www.glss.net to learn more about the full range of services and programs we offer to benefit you.