ST. MICHAEL'S HOME CARE SERVICES

The St. Michael's Care Guide

Compassionate care and guidance, every step of the way

01 HOME CARE AGENCY

Hands-on help with everyday care.

02 CARE CONCIERGE

A dedicated coordinator and advocate.

Serving Los Angeles, Ventura and Orange counties

CALL OR TEXT 24/7 (818) 792-3728

FIND YOUR SECTION

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ABOUT US

Care that honors the person

Family-owned, licensed, bonded and insured. California HCO #194700981.

Who we are

We built St. Michael's to offer the kind of care we'd want for our own loved ones. Yzabela Mascola leads our family-owned agency with a background in nursing education and a commitment to holistic healthcare ethics and values.

What matters to us

We pay attention to comfort, dignity and connection alongside daily routines. We welcome people of every faith and people with no religious affiliation. If traditions or observances matter to your care, tell us what you'd like us to honor.

A circle of support

We can connect families with independent patient advocates, mental health professionals, fiduciaries, elder law attorneys and funding specialists. With your permission, we make introductions and coordinate with the professionals you choose.

CHOOSE YOUR SERVICE

What kind of help do you need?

You can choose either service on its own or combine them.

01 Home Care Agency

Choose this for hands-on help.

A caregiver assists with daily routines, personal care, mobility, companionship and practical household tasks. Options include respite, overnight, live-in and around-the-clock shifts.

Starts at 20 hours per week. Begin with a free in-home assessment.

02 Care Concierge

Choose this for planning and advocacy.

A named coordinator organizes appointments, researches providers, prepares a written plan and keeps authorized people informed. Most work happens by phone or online.

Private pay. Monthly plans have no hourly minimum. Begin with a free virtual assessment.

When both services can help

If a loved one is coming home after surgery, Concierge can organize the discharge details and follow-up appointments. A Home Care caregiver can then help with dressing, meals and walking at home. We explain each service and its cost separately.

01 HOME CARE AGENCY

Hands-on help, day to day

Non-medical caregiving for seniors, adults and children.



A caregiver and client prepare a meal together.

Personal care & mobility

Help with bathing, grooming, dressing, toileting, incontinence care and walking. Caregivers provide medication reminders and safety supervision within your care plan.

Meals & everyday errands

Meal prep, light housekeeping, laundry, errands and escorts to activities or appointments.

Companionship & respite

A familiar person for conversation and activities, and a chance for family caregivers to take a break.

Overnight, live-in & 24-hour care

Choose overnight supervision, live-in arrangements or scheduled round-the-clock shifts.

Family support

Hire caregivers for backup childcare and non-medical postpartum help. See page 9 for examples.

01 HOME CARE AGENCY

Who we support

We match the caregiver and daily tasks to each person's needs.



Non-medical support can be tailored to daily routines and preferences.

Disability & pediatric care

We support children and adults with cerebral palsy, MS, brain or spinal cord injuries, muscular dystrophy, paraplegia or quadriplegia, autism, Down syndrome, developmental delays or chronic illness.

Aging & memory changes

Daily support for Alzheimer's, other dementias, Parkinson's, diabetes and epilepsy.

Recovery & comfort

Help after stroke or orthopedic surgery, for people who are bedbound, or alongside hospice or palliative teams.

Alongside clinicians

We support clients with G-tubes or tracheostomies with daily care. Licensed clinicians handle medical tasks.

Caregiver matching

We match registered Home Care Aides to each person's needs. Many of our caregivers have CNA or HHA training.

01 HOME CARE AGENCY

Getting care started

Call or text any time when your family needs urgent help.



Returning home after a hospital stay.

Hospital to home

Home Care helps your loved one settle back in with dressing, meals and mobility support. Care Concierge can coordinate equipment, transport, discharge paperwork and follow-up appointments.

1. Tell us what you need

Call or text 24/7 for urgent non-medical care requests. Ask about arranging a caregiver within 24 hours.

2. Meet at home

A free in-home assessment covers safety, routines, coverage and who should receive updates.

3. Confirm a schedule

Regular Home Care starts at 20 hours weekly. We explain the rate in writing and match a caregiver.

4. Stay in touch

Once visits begin, we check in with you and adjust the plan when needs change.

02 CARE CONCIERGE

Someone in your corner

One named coordinator helps you prepare, connect and follow through.



A coordinator reviews next steps with a family.

A dedicated advocate

Your named coordinator helps you prepare questions, organize records and put next steps in writing. We track referrals, speak with authorized providers and keep the people you choose informed.

In the hospital

Prepare questions, share preferences, and organize practical discharge needs.

Mental health resources

Find counselors, programs or support groups and coordinate with providers when you authorize it.

Everyday logistics

Get help with appointments, rides, equipment, paperwork and insurance or benefits questions.

Your choice

Use Concierge on its own or add separately billed caregiver shifts when hands-on help is needed.

02 CARE CONCIERGE

Support through life changes

Bring us one problem to solve or ask for ongoing coordination.





Postpartum support

A caregiver can help with meals, light housekeeping and daily routines while you rest and settle in with your baby. Concierge can help find doulas, lactation support or other postpartum resources.

Backup childcare

Hire a caregiver for backup childcare when your regular arrangements fall through. Concierge can also help you research providers and put a backup plan in place.

Disability & ongoing needs

Get help locating accessible resources, aides, therapists, schools or specialists. A coordinator can track appointments and referrals and organize next steps.

Aging & care from a distance

Plan for respite, home safety, senior living or future changes. With permission, we can help organize benefits or advance care paperwork and share updates with family.

Caregiver shifts and Care Concierge are billed separately. Images are illustrative.

02 CARE CONCIERGE

From a call to a written plan

You decide what to act on. We keep track of the next steps.

01 Free consultation

Start with a phone or video assessment of up to 60 minutes.

02 Care needs review

With permission, we speak with family and providers and summarize what needs attention.

03 Written recommendations

We share options, costs, next steps and who will handle each task.

04 Coordination and advocacy

We schedule, track referrals, attend agreed meetings and raise concerns.

05 Oversight and updates

We send agreed updates and call within 24 hours of an important change.

Your St. Michael's Care Binder

Ongoing Concierge clients receive a personalized binder, also available digitally. It can hold the care plan, emergency contacts, provider directory, medication and allergy lists, appointment calendar, discharge documents, family notes and questions for providers. We share updates only with people you authorize.

02 CARE CONCIERGE

Plans and one-time help

Concierge is private pay. Monthly plans have no hourly minimum.

Care Connect | $400/month

Remote care plan, calendar and medication list organization, referrals, a digital summary and monthly check-in. Best for getting organized. No in-person visits included.

Care Concierge | $599/month

Adds appointment, ride and caregiver coordination, check-ins every two weeks, weekly status summaries and one optional 60-minute in-person visit each month. Best for changing needs.

Signature | $899/month

Adds weekly family reports, 24/7 urgent coordination, plan reviews, benefits and equipment guidance, and two optional 60-minute in-person visits each month. Best for active oversight.

Transition Concierge | $499 for 72 hours

Discharge and post-op coordination, including urgent access during the 72-hour window. Add follow-up through day 30 for $149 ($648 total). Hands-on care, transport and equipment are quoted separately.

À la carte

Virtual coordination $50/hour. In person $100/hour. One appointment setup $75, with attendance separate. Discharge, urgent and weekend coordination use standard hourly rates. We agree on extra work with you first.

PRICING & PAYMENT

Know the cost before care starts

We explain Home Care and Care Concierge charges separately.

Home Care: rates in writing

We recommend a schedule after your free in-home assessment. Home Care starts at 20 hours per week. You'll receive a written quote for the coverage you choose, and we'll revisit the plan if your needs change.

Long-term care insurance

We accept eligible LTC insurance. Where your policy permits, we can bill the insurer directly, help with claims paperwork and coordinate verification. We can review benefit limits, waiting periods and covered services with you. Coverage depends on your policy and insurer approval.

VA benefits, private funding & Concierge

Veterans and surviving spouses may qualify for VA Aid & Attendance. Our independent funding partner can help families explore financing for private care, subject to approval. Care Concierge fees are private pay. Hands-on care can be added and is billed separately.

PARTNER CHAPTERS 01–03

A resource for your clients

We build working relationships around each client's goals and choices.

01 Professional fiduciaries

One contact coordinates day-to-day care and reports to authorized people on the schedule you agree on. Together we clarify who can approve changes and which records help you oversee care.

02 Elder law firms

When a client wants to stay at home or put a care decision into practice, we help arrange practical support. We welcome appropriate introductions, educational events and ongoing conversations.

03 Patient & mental health advocates

We can follow through on the non-medical parts of a care plan, help locate providers and support groups, and communicate the client's preferences with permission. Each professional works independently, and clients choose their providers.

PARTNER CHAPTERS 04–08

Support across care settings

Talk to us about supplemental care, discharge needs or a shared client.

04 Assisted living & board and care

One-on-one non-medical assistance when a resident needs extra help with routines or companionship.

05 Skilled nursing & convalescent care

Discuss sitter coverage, screening, onboarding and permitted duties. We can handle scheduling, payroll and employer administration under an agreed arrangement.

06 Hospital case managers

Share the expected discharge date, practical needs and an authorized contact. We coordinate caregiver arrangements and follow up on the logistics of returning home.

07 Hospice providers

Personal care and companionship between hospice visits, plus respite so families can step away and rest.

08 Geriatric physicians

Caregivers reinforce daily routines and share non-clinical observations with authorized contacts, with the client's permission.

FREQUENTLY ASKED QUESTIONS

A few common questions

If you're unsure where to start, tell us what's happening.

Home care or home health?

Home Care helps with daily activities. Home health provides clinical services through licensed professionals. Both can be part of the same care plan.

Can I use Concierge by itself?

Yes. You can ask for help finding providers, arranging appointments or planning ahead without booking a caregiver. In-person visits depend on the plan or can be booked separately.

Are the two kinds of 24-hour help different?

Yes. Around-the-clock caregiving means scheduled caregiver shifts. The 24/7 line takes urgent requests. Signature and the active Transition window include urgent Concierge coordination.

What decisions stay with me?

You choose providers and authorize who receives updates. We can organize paperwork and connect you with professionals for clinical care and legal or financial advice.

ST MICHAEL'S
HOME CARE SERVICES

QUALITY CARE PERSONALIZED FOR YOUR NEEDS

Let's talk about what would help.

For Home Care, ask for a free in-home assessment.
For Care Concierge, ask for a free virtual assessment.

CALL OR TEXT 24/7

(818) 792-3728

care@stmichaelshomecareservicesllc.com

stmichaelshomecareservices.com

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California HCO #194700981

Ora et Labora

"Let all that you do be done in love." 1 Corinthians 16:14