By MATT TALLEY
SPECIAL TO THE HERALD

BERLIN—Our homes are often our most comfortable places. When healthcare issues arise, staying at home can be difficult to manage. From The Heart Home Care LLC is dedicated to offering a superior and affordable home-based care experience for your loved ones who want to remain at home.

Owner Eva Puzio started the agency in 2013. General Manager Richard Hackner has known Puzio for years and has been with the company for the past three. “It’s definitely a great company to work for. It’s very family-oriented. We treat clients like family and give them the care they deserve,” he said.

To start, apply online or call their office. After receiving your general information, a representative will be sent to meet with you to work out what your needs are and how From The Heart Home Care can best fit them. They will try to match you with several caregivers who you can choose from.

It is very important that clients’ needs are met by highly skilled caregivers, but From The Heart Home Care puts in extra effort to match compatible personalities, which can make all the difference. By fostering communication in every aspect of their service, caregivers are able to build strong, meaningful relationships. They offer many levels of professional senior services, including companion/homemaker, personal care assistance, special care, and live-ins. Companions/homemakers assist with walking, reading, meal preparation, light housekeeping, shopping, and errands. Personal Care Assistants help with personal hygiene, dressing, bathing, feeding, transportation, and doctors’ visits. Clients in need of special care due to illnesses such as cancer, stroke, dementia, Alzheimer's, ALS, and brain injury are also serviced by the agency.

Through the state, the company offers support for Title 19 recipients and participates in an Adult Family Living program where family members can earn tax free stipends to work as caregivers for their loved ones.

From The Heart Home Care’s service area includes all of Connecticut. They accept long-term insurance, short-term insurance, Title 19, and private pay. The office’s current location is 300 New Britain Road in Berlin.

The agency’s home care manager can be reached 24 hours a day, 7 days a week. If you have any questions please call the Berlin office at 860 882 4623.

This page appears monthly in partnership between the New Britain Herald and the New Britain Chamber of Commerce.

For advertising information, call (860) 225-4601. For more information on the Chamber of Commerce, please contact the Chamber office at 185 Main Street, Suite 423 or call (860) 229-1665.