

ISSUE - 4 | 2024

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LOVING ARMS
HOME CARE

content

LAC JOURNAL published by
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owner's reflections

Dear Loving Arms Care Community,

With each new issue, I am humbled by the incredible work and the bonds that unite us at Loving Arms Care. This season, I am thrilled to bring you stories of dedication, expertise, and unwavering support that keep our community strong.

We are honored to feature Kelly Ott, a Senior Care Authority with over 30 years of experience in this issue. Serving the Shenandoah Valley and beyond, Kelly's expertise and compassion are a true inspiration in elder care.

Our Loving Arms Care Corner will spotlight the strides we've made through partnerships and initiatives that enhance our quality of care. In the Caregiver Spot, we celebrate the dedication of our caregivers, who embody our values every day and make a meaningful difference in the lives of our clients.

Together, we continue to build a legacy rooted in compassion, excellence, and community. I am grateful to each of you for being part of this journey, and I look forward to the milestones yet to come.

*With heartfelt appreciation,
Zakiya Toirova
Owner, Loving Arms Care Inc.*



Kelly Ott: Journey in Senior Care and Family Advocacy

Meet **Kelly Ott**, an experienced Certified Senior Advisor and Dementia Practitioner who has dedicated her career to supporting families and caregivers navigating the often-challenging world of senior care. With her deep personal and professional experience, Kelly shares her compassionate approach and valuable insights to help families make informed decisions about care and support for their loved ones.



1. What inspired you to dedicate your career to helping families navigate senior care and placement services?

My experience as a hospital administrator and personal experiences with my parents gave me insight to the gap in support of seniors in navigating the healthcare system. I am now able to utilize my 30+ years with clinical experience in serving the community in a special way as an advocate, advisor and dementia practitioner.

2. As a Certified Senior Advisor and Dementia Practitioner, what are the most rewarding aspects of supporting families and caregivers through their journey with dementia?

Helping families understand why their loved ones respond the way they do to stimulus is essential to my work as we guide our loved one through their activities of daily living. These individuals are slowly losing their abilities to navigate their day with clear direction and understanding. They rely on us for guidance and the appropriate level of support while allowing them the most autonomy possible. It is really easy for family members to be triggered by their own relationships and not understand that their loved one cannot help their responses to their now very confusing world. I am quick to remind them of the degenerative changes that are occurring causing new symptoms in emotions, sleep disruption and physical challenges.

3. When working with families, how do you help them assess whether homecare or a facility-based care option is the best fit for their loved ones?

There are several factors to consider when assessing these questions. Each family must work through their financial challenges, family support availability,



“Supporting families as they navigate senior care allows me to use my 30+ years of clinical experience in a truly meaningful way—as an advocate, advisor, and dementia practitione

are their additional family members that have medical needs, do we anticipate the needs of our individual to at some point exceed the capability of the caregiver and what are our long terms goals. For example do they have an advanced directives that anticipates advanced medical support such as feeding tubes or prolonged life support efforts or have they determined that their preference is to forgo such efforts and can age in place at home or an assisted living or memory care community. This is a custom built process to be determined by the individual or family.



4. You've spent your life in the Shenandoah Valley. How has your upbringing and connection to the community shaped your approach to senior care?

By understanding each area and how the community can support their loved one with additional services until they simply can no longer sustain their efforts, I am able to pull in appropriate resources when indicated. Each family will require different support needs and advice. Different medical teams, different medical equipment, unique planning to their specific circumstances. I have been able to vet local resources to determine the best fit for each client and have built relationships with communities.

“

Understanding why loved ones respond the way they do is essential. These individuals are slowly losing their abilities to navigate their day; they rely on us for guidance while we give them as much autonomy as possible.”





Kelly Ott's dedication to her work and love for her community shines through in her approach to senior care. Outside of work, she cherishes time spent with her family and enjoys recharging through gardening, cooking, and camping trips with her sisters. Her balanced approach to life and work highlights her commitment to supporting families with empathy, expertise, and local insight.

5. What do you enjoy doing in your free time, and how do these activities help you recharge from the demands of your work in senior care?

I am a very family oriented. I adore my children and grandchildren spending as much time with them as I possibly can. I also spend a great deal of time with my husband working in the garden and cooking together. Quick trips with my sisters camping and exploring new areas is fun as well. I work diligently to balance the intense work life with family time to refresh me.



LAC Corner: Celebrating Community, Compassion, and Milestones

This season, Loving Arms Care Inc. is thrilled to share our recent accomplishments and memorable moments of community connection! We're honored to be recognized as a 2024 Nextdoor Neighborhood Fave, a testament to the trust and support from our wonderful clients and neighbors. Thank you for allowing us to serve the Charlottesville area with compassion and care.

We also had an amazing experience participating in two major events—the Active Aging Fair 2024 at The Center at Belvedere and Westminster Canterbury's 30th Annual Health Fair! Both events were incredible opportunities to connect, share resources, and celebrate the vibrant senior community. A special thank you to The Center Belvedere and Westminster Canterbury for inviting us to be a part of these wonderful gatherings.

Here's to many more moments of engagement and impact! Let's continue building a supportive, thriving community together.



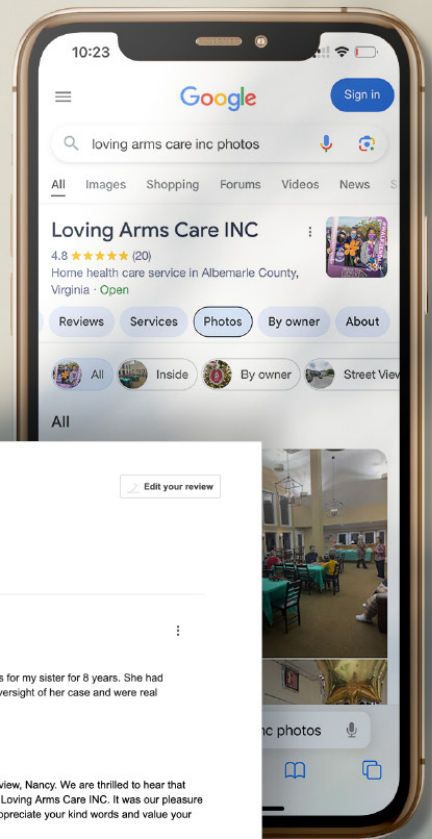
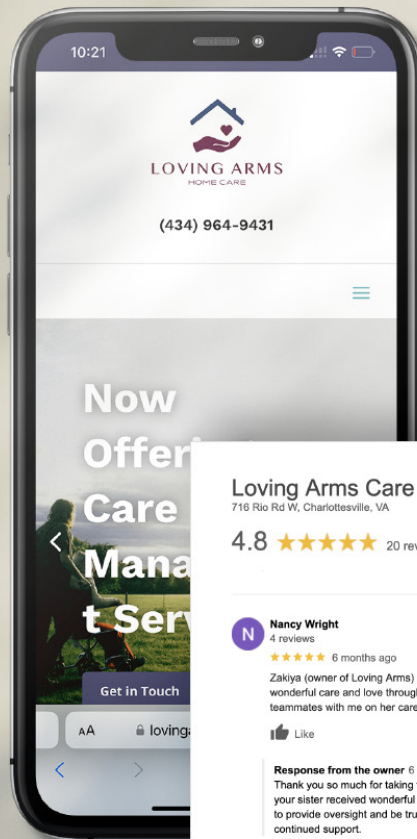


Together, We Care

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LEAVE US A REVIEW



Loving Arms Care INC
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4.8 ★★★★★ 20 reviews

Nancy Wright
4 reviews
★★★★★ 6 months ago

Zakiya (owner of Loving Arms) and Loving Arms provided aides for my sister for 8 years. She had wonderful care and love throughout that time. They provided oversight of her case and were real teammates with me on her care. I can't say enough for them.

Like

Response from the owner 6 months ago

Thank you so much for taking the time to leave such a kind review, Nancy. We are thrilled to hear that your sister received wonderful care and love from our team at Loving Arms Care INC. It was our pleasure to provide oversight and be true teammates in her care. We appreciate your kind words and value your continued support.

Osman Ozubut

Caregiver Spotlight: Melva

Client Favorite: Cherished for her gentle approach and compassion, Melva forms deep bonds with clients, ensuring they always feel respected and cared for.

Reliable: With her consistent punctuality and unwavering commitment, Melva brings peace of mind to families, knowing their loved ones are well looked after.

Thoughtful and Joyful: Melva's bright personality and thoughtful gestures create a warm, positive environment, filling each day with comfort and smiles.

Thank you, Melva, for the kindness and dedication you bring to our caregiving family!





A TO Z ECO CLEANING SERVICES

Home & Apartment Cleaning:

- Wood floors dusted/mopped
- Carpet vacuumed
- Clean front entrance glass
- Cobwebs removed
- Furniture dusted
- Reading + coffee tables cleaned

Bathroom Cleaning:

- Vacuum & disinfect floors
- Clean & shine sink
- Disinfect countertops and doors
- Clean & shine mirrors
- Clean & shine showers and tubs
- Disinfect toilets inside and out


Extra Services:

- Vacuum furniture
- Clean microwave, refrigerator
- Clean ceiling fans, light fixtures
- Clean blinds, windowsills

Office Cleaning:

- Empty trash bins, replace liners
- Spot clean walls and carpets
- Sweep, mop floors
- Wipe interior wall glass
- Disinfect telephones
- Dust workstations



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