



Services for Adults Staying in Their Homes

You Need Help at Home...*Now What?*

Before calling a home services agency, it is important that you answer some basic questions about you or your loved one's needs:

- ◆ **How much help do you need?** Do you require assistance in the morning? Evening? All the time? Varying days and times? Just help getting up (or going to bed)?
- ◆ **What do you need help with?** Do you or your loved one need help with personal care, such as bathing, grooming, or dressing? Medication reminders? Housekeeping, laundry, and cooking? Driving and errands? Paperwork and filing?
- ◆ **What DON'T you need help with?** Are there tasks you or your family member wants to keep doing on his/her own?
- ◆ **Who is responsible for care?** Are you? Another family member? Or is your loved one currently caring for him/herself?

When you call a home services agency, here's what you should ask:

- ◆ Are you licensed by the Illinois Department of Public Health (IDPH)?
- ◆ Do you serve my family member's geographic area?
- ◆ How do you screen caregivers—do you do a background check?
- ◆ Will your agency provide the same caregiver on every visit?
- ◆ When your caregiver is unable to come (due to illness, etc.), will you provide a substitute?
- ◆ How much training do your caregivers receive? (Illinois requires 8 hours minimum.)
- ◆ Do your caregivers get special training in working with the elderly, and/or with individuals with Alzheimer's or other chronic diseases/conditions?
- ◆ How much does your agency charge?
- ◆ When I am billed for service, do you take credit cards?
- ◆ Do you require a minimum number of hours of service?
- ◆ Is there someone at your agency I can talk to if we have any problems?