

# ***HOME SUPPORT SERVICES***

Support services enable senior citizens to maintain their independence and prevent unnecessary long-term care facility placement. These services assist with activities of daily living and health care, provide a sense of security and promote independence. They can be arranged on a full or part-time basis. Options included in this section are homemaker services, home health care, case management, caregiver support services, emergency response systems, telephone reassurance programs, hospice, home repair and renovation, and moving/reorganizing resources.



## **HOME HEALTH CARE AGENCIES**

Home health care may be a cost-effective alternative to nursing facility placement. These services can include homemaker and/or companion services, nursing care, speech, physical and occupational therapy and medical social services. These services are sometimes covered by Medicare, Medicaid, private health, or long-term care insurance. Always check with your insurance carrier for coverage benefits. See page 45 for physician services at home. A list of Home Health Care Agencies can be requested from **DuPage County Senior Citizen Services at (630) 407-6500 or 1-800-942-9412.**

## **COMMUNITY CARE PROGRAM**

DuPage County administers the Community Care Program, a state subsidized program that offers adult day care (page 1), emergency response systems (page 58) and homemaker services that provide assistance to frail older adults who are at least 60 years of age and who meet eligibility guidelines (based on need and financial resources). Homemakers assist clients with light housekeeping, laundry, personal care, meal preparation, shopping and transportation. Fees are based on income and are calculated on a sliding scale. For additional information, or to request an application, please contact:

**DuPage County Human Services  
Senior Citizen Services  
421 N. County Farm Road  
Wheaton, IL 60187  
(630) 407-6500, 1-800-942-9412,  
(630) 407-6502 (TDD)**

## CAREGIVER SUPPORT SERVICES/RESPIRE

Keeping a parent or spouse at home is a goal for many people. Respite services provide temporary care for the elderly to relieve caregivers of the stress of their time consuming responsibilities. Respite may be arranged in a client's home or a "home away from home", an adult day center, or in a nursing facility. In addition to the resources listed below, many home health care agencies provide this service. If you have any questions, please contact **DuPage County Senior Citizen Services** at **(630) 407-6500** or **1-800-942-9412**.

### Adult Day Services

Adult Day Centers provide daytime supervision and activities for older adults on a part-time or full-time basis. For additional information and locations see **Adult Day Services** (page 1).

### Nursing Facilities

Many nursing facilities offer short-term respite when community services are not an option. For more information see Long Term Care Facilities (page 95).

### Family Caregiver Resource Center

#### **DuPage County Senior Services**

421 N. County Farm Road

Wheaton, IL 60187

**(630) 407-6500**

**1-800-942-9412**

**[www.dupageco.org](http://www.dupageco.org)**

**DuPage County Senior Services** is designated by the Northeastern Illinois Area Agency on Aging to be the Family Caregiver Resource Center for DuPage County. This federally funded program provides information and assistance, respite services, and support to caregivers of older persons and grandparents of any age raising grandchildren. Services can also be provided to caregivers of an individual with Alzheimer's disease or related disorders regardless of age. Funding for the following services is allocated annually and may not always be available.

**Respite Services** - May include substitute supports or short-term living arrangements in the form of homemaker services, adult day services or short-term nursing home placement. Childcare can be provided for grandparents raising grandchildren.

**Emergency Gap-Filling Assistance** is available to assist with unexpected or unforeseen circumstances or occurrences and provides emergency support in the form of respite care, home modifications, transportation, assistive devices and financial assistance. Legal services are another component of gap filling. Caregiver's can access these funds in some cases to protect their legal rights, secure advice, and pursue guardianship and other such activities.

**Caregiver Information and Assistance** is available over the phone or in person to assist caregivers by providing information on opportunities and services and by linking the caregiver to those services

### **In-Home Senior Respite Program**

#### **Metropolitan Family Service DuPage**

222 E. Willow Avenue, Wheaton, IL 60187  
**(630) 784-4875**



In-Home Senior Respite provides screened and trained volunteers recruited from faith organizations and the general community. These volunteers are matched with a family giving care to an older relative to provide respite for the caregiver and concurrent companionship for the older adult. Volunteers may provide either weekly or intermittent respite visits to a particular family, and may volunteer as an individual or as a family team, intergenerational team, friend team, co-worker team, etc. Volunteers do not perform any medical or professional services while in the home, but visit, play cards, share hobbies or simply converse with an older person while the family caregiver takes a break. Family contributions to help support and expand the program are welcome.

### **Suzanne Knuepfer Guest House**

#### **Metropolitan Family Services DuPage**

375 S. West Street  
Elmhurst, IL 60126  
**(630) 653-2397**

Provides short-term accommodations for respite or unexpected emergencies in a comfortable single story 5-bedroom home. Trained round-the-clock staff provides 3 home-cooked meals daily along with individual TLC. Fees are based on a sliding scale.

## Services For Family Caregivers

### **Metropolitan Family Service DuPage**

222 E. Willow Avenue, Wheaton, IL 60187

209 N. York Road, Elmhurst, IL 60126

1999 W. 75<sup>th</sup> Street, Woodridge, IL 60517

600 S. Washington, Suite 302, Naperville, IL 60540

**(630) 784-4800 (For all locations)**

- ◆ Family Caregiver Consultation and Counseling - Licensed counselors offer information or counseling around issues common in caring for an older relative. These include coping with difficult emotions, managing stress, communication, setting limits, asking for help and locating resources.
- ◆ Support for Grandparents Raising Grandchildren - A regular support group and individual consultation is offered to assist grandparents who have the primary responsibility for raising one or more grandchildren.
- ◆ Caregiver Support Group – A regular drop-in support group for adult children, spouses and other family caregivers, where peers share their caregiving experiences, share solutions, learn about resources, and experience the acceptance and understanding of other family caregivers.

### **American Parkinson Disease Association**

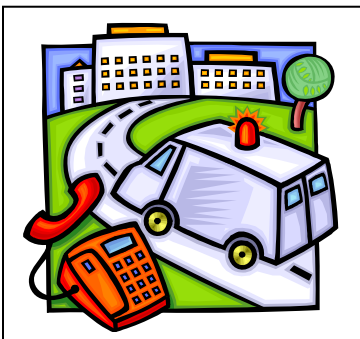
2050 Pfingsten Road, Suite 127

Glenview, IL 60026

**(847) 724-7087**

Via their “**Time Out**” Program, will pay up to \$500 per person per year for a substitute caregiver to provide respite for the family caregiver. Call for information on eligibility and an application.

## EMERGENCY RESPONSE SYSTEMS AND OTHER TECHNOLOGY



A 24-hour emergency communication link to assistance outside the home. This service is provided by a two-way voice communication system. An individual wears a small wireless transmitter that communicates with their phone line. If the transmitter is activated attempts are made to contact the person, caregivers or emergency personnel. Additional services are available through some companies that include medication reminders, home temperature alerts, and other options that can provide peace of mind for

individuals and their caregivers. Not all companies offer the same products and services and costs vary. The Community Care Program (page 55) can pay for this service for those who are eligible.

**Advanced Security Technologies (AST)**  
**(847) 540-9166**  
**www.advancedsecuritytechnologies.com**

★ **HealthCom**  
**1-800-525-6237**  
**www.mycarelink.com**

**Always There Resources**  
**(630) 469-4515**  
**www.alwaysthere.com**

★ **Lifeline**  
**1-800-368-2925**  
**www.lifelinesystem.com**

★ **American Medical Alert Company**  
**1-800-770-5355**  
**www.amac.com**

**Link to Life**  
**1-800-338-4176**  
**www.link-to-life.com**

**Companion Services from ADT Home Health Security System**  
**(630) 458-7746**  
**www.adt.com**

★ **Valued Relationships Inc. (VRI)**  
**1-800-860-4230**  
**www.monitoringcare.com**

★ **Guardian Medical Monitoring**  
**1-888-349-2400**  
**www.stayout.com**

★ **Contracted with the Illinois Department on Aging  
Community Care Program (page 55)**

### TELEPHONE REASSURANCE PROGRAMS

Telephone reassurance programs, usually provided by volunteers, offer periodic well being calls to residents who are homebound or who live alone. If a problem arises, the caller can notify either emergency contacts or “911” for immediate assistance. Although most programs are free, eligibility requirements and services vary. For additional information, contact the programs listed on this page and the next.

*The contacts listed in these columns are part of the “Are You O.K.” program, a computerized automatic dialing system that calls participants daily.*

**Clarendon Hills  
Police Department**  
**(630) 323-2153**

**Hinsdale Police Department**  
**(630) 789-7070**

*The contacts listed in these columns are each sponsored by different organizations and operate in different ways.*

**The Guardian Program**  
**DuPage County Sheriff's Department**  
**(630) 407-2400**

**Reverse 911 Guardian Program**  
**Naperville Police Department**  
**(630) 420-6725**

**Elmhurst S.A.L.T.**  
**(Seniors and Law Enforcement Together)**  
**(630) 530-3050**

**The Sunshine Program**  
**Lombard YMCA**  
**(630) 629-9622**

**Telecare**  
**Elmhurst Memorial Hospital**  
**(630) 941-4545**

## HOSPICE

Hospice provides a range of services that combine medical and personal care to help individuals who are terminally ill and their families live as comfortably as possible. The emphasis of this program is to ease pain and offer dignified choices in the last stages of life.



Hospice

**Advocate Hospice**  
1441 Branding Avenue, Suite 200  
Downers Grove, IL 60515  
**(630) 963-6800**  
**1-800-564-2025**

**Adventist St. Thomas Hospice**  
8230 South Madison  
Burr Ridge, IL 60527  
**(630) 856-6990**

**CNS Home Health and Hospice**  
690 E. North Avenue, Suite 100  
Carol Stream, IL 60188  
**(630) 665-7005 Referral**  
**(630) 665-7000 Main**

**Elmhurst Memorial Home**  
**Health and Hospice**  
855 N. Church Court  
Elmhurst, IL 60126  
**(630) 530-1201**

**Fox Valley Hospice**  
200 Whitfield Drive  
Geneva, IL 60134-0707  
**(630) 232-2233**

**Harbor Light Hospice**  
800 Roosevelt Road  
Building C, Suite 206  
Glen Ellyn, IL 60137  
**(630) 942-0100**  
**1-800-419-0542**

**Hospice of Northeastern Illinois**  
410 S. Hager Avenue  
Barrington, IL 60010  
**(847) 381-5599**

**The Hospice Home (16 bed facility)**  
**Joliet Area Community Hospice**  
250 Water Stone Circle  
Joliet, IL 60431  
**(815) 740-4104**  
**1-800-360-1817**

## HOME REPAIR AND RENOVATION

A growing concern for many senior citizens who own their own homes is how to maintain their independence and adapt to limitations they have experienced. The following programs offer assistance to seniors with the goal of helping them remain in the home environment as long and as safely as possible. Some offer financial assistance.

**DuPage County Human Services**  
**Single Family Rehab Program**  
421 N. County Farm Road, Wheaton, IL 60187  
**(630) 407-6500**  
**1-800-942-9412**

This program is intended to assist low and moderate-income homeowners in maintaining the value of their homes. Services include replacing roofs, doors, windows, siding, furnaces and air conditioning. Assistance is also provided to fix electrical and plumbing problems. The program offers two types of loans, depending on income levels. Deferred loans are zero-interest loans, with no payments. Principal is due when title is transferred. 3% interest loans have simple-interest payments scheduled over 10 years. Qualified homeowners may borrow up to \$20,000.

**DuPage County Human Services**  
**Senior Citizen Services**  
421 N. County Farm Road, Wheaton, IL 60187  
**(630) 407-6500**  
**1-800-942-9412**

Provides limited funding for minor home modifications to frail older adults, which will enhance their ability to function independently. Grants are limited and eligibility requirements may apply.

**DuPage County Human Services**  
**Illinois Home Weatherization Assistance Program**  
421 N. County Farm Road, Wheaton, IL 60187  
**(630) 407-6500**  
**1-800-942-9412**



Provides weatherization assistance to eligible homeowners at no cost. Services provided include, but are not limited to, repairing windows and doors; and maintaining, repairing, or possibly replacing furnace units. A weatherized home or apartment is more energy efficient and saves money. Services are also available to renters who qualify.

**DuPage Senior Citizens Council (DSCC)**  
**Home Maintenance Program**

2200 S. Main Street, Suite 308, Lombard, IL 60148  
**(630) 620-0804**

Provides minor home repairs to seniors age 60 and older in DuPage County at a reduced rate. This program supplies competent service people to handle small repairs at an affordable cost. Repairs include minor plumbing repairs, such as repairing or replacing faucets or toilets, changing cartridges in faucets, or replacing toilet wax rings; minor electrical repairs, such as replacing existing outlets and light switches, repairing or replacing fluorescent fixtures, installing carbon monoxide and smoke detectors, or installing light fixtures and ceiling fans; minor carpentry and general maintenance, such as installing shelves, repairing or replacing weather stripping, minor painting, replacing door knobs, caulking windows, replacing filters on heating systems, cleaning gutters, hanging pictures or draperies, installing locks, deadbolts, peepholes, and window locks; and safety installations, including repairing stairs, installing hand railings, and installing grab-bars, bath benches, transfer benches, hand-held showers, raised toilet seats, and other safety equipment. For larger repairs, a Contractor Referral Program provides seniors with contact information for contractors who can handle their repairs at a fair price.

In addition, Chore Days, sponsored by the DSCC and local municipalities, are held in participating communities. Groups of volunteers of all ages help with various outside chores, such as raking leaves, gardening, trimming shrubs, snow removal, and other yard tasks.

**Home Access Services, Inc.**  
P.O. Box 1023  
Frankfort, IL 60423  
**(708) 251-2519**  
**www.homeaccessservices.com**

Provides home and vehicle modifications for the disabled including stair lifts, wheelchair lifts and ramps, grab bars, roll-in showers and more.

**National Association of Home Builders (NAHB)**  
1201 15<sup>th</sup> Street NW, Washington DC 20005  
**1-800-368-5242**  
**www.nahb.org**

The Remodelers Council of the National Association of Home Builders (NAHB) in collaboration with the NAHB Research Center, NAHB Seniors Housing Council, and AARP developed the Certified Aging-In-Place Specialist (CAPS) program. CAP Specialists are trained to design and build home modifications that eliminate common barriers for seniors who want to remain at home.

**Nordic Home Services Group**  
624 W. Potter Street  
WoodDale, IL 60191  
**(630) 730-3351**  
**www.nordichsg.com**

Offers products and contractor services to promote independence including walk-in bathtubs, ramps, chair lifts, as well as ADA consulting and design services.

**Opportunity Illinois: Disaster Recovery Loan Program**  
**(312) 814-1244**  
**www.treasurer.il.gov**

Low interest loan program provided by some local financial institutions with support from the state treasurer's office to help residents and businesses recover from weather related damage. The area where the property is located must be formally designated as a natural disaster area. Funds are typically used as short term bridge loans while insurance settlements are pending.

**TechConnect**

1W Old State Capitol Plaza, Suite 100

Springfield, IL 62701

**1-800-852-5110**

**(217) 522-9966 TTY**

**www.iltech.org**

A program of the Illinois Assistive Technology Project, helping people with disabilities find and use technology. Promotes living, working and playing independently through information, advocacy and workshops.

## CASE MANAGEMENT/ELDER CARE CONSULTANTS

Finding your way through the array of services available for older persons can often be confusing and overwhelming. Case managers assist individuals and their caregivers locate the most appropriate and cost effective resources and offer follow-up and monitoring.

**The State of Illinois offers comprehensive in-home assessments and some case management services for older persons at no cost through DuPage County Senior Citizen Services. To determine eligibility for these services, call (630) 407-6500 or 1-800-942-9412.**

Private case management agencies charge from \$30.00 to \$160.00 per hour. Some agencies may offer a sliding scale fee under certain circumstances.

**Active Personal Business Management, Inc.**

237 Middaugh Road

Clarendon Hills, IL 60514-1018

**(630) 655-9888**

**www.activepbm.com**

**Care Management, Inc.**

2122 W Galena Blvd., Suite 8, #514

Aurora, IL 60506

**(630) 466-1400**

**www.caremanagementinc.com**

**Charism Elder Living Services**

1320 Cass Lane West, No. 202

Westmont, IL 60559

**(630) 515-9223**

**charism@charism.net**

**ElderCare Solutions, Inc.**

15 S. Wright Street

Naperville, IL 60540

**(630) 416-2140**

**www.eldercaresolutions.com**

**Life Care Innovations, Inc.**

1 S 450 Summit Avenue, Suite 375

Oakbrook Terrace, IL 60181

**(630) 953-2154**

**LivHome**

2803 Butterfield Road, Suite 170

Oak Brook, IL 60523

**(630) 368-0133**

**www.LivHome.com**

**Sanders and Warren**  
**Geriatric Care Management**  
799 Roosevelt Road, Bldg. 6, Suite 011  
Glen Ellyn, IL 60137  
**(630) 858-6466**  
**www.sandersandwarren.com**

**Wisdom Eldercare, Inc.**  
206 N. York Road  
Elmhurst, IL 60126  
**(630) 530-2868**  
**www.wisdomeldercare.com**

**National Association of Professional Geriatric Care Managers**  
1604 N. Country Club Road, Tucson, Arizona 85716  
**(520) 881-8008**  
**www.caremanager.org**

National network of private pay case managers providing varied services to seniors throughout the U.S. For a local listing of private pay case managers serving DuPage County, visit their website. Fees range from \$50-\$100 per hour varying with the services provided. Some agencies may offer a sliding scale fee.

## MOVING OR REORGANIZING

Whether you decide it's time to move or that you want to remain at home, you may need assistance either way. The following businesses provide a multitude of services customized to your situation. These services may include packing, helping decide what stays or what goes, supervising the move and coordinating your resettlement, or possibly organizing, repairing, rearranging or redecorating your current home to make it safer and more accessible.

**Care N Home, Inc.**  
**(630) 932-4032**  
**www.carenhomeinc.com**

**Clearing Chaos**  
**(847) 942-3996**  
**www.clearingchaos.com**

**De-Clutter Box**  
**(630) 968-7557**  
**www.de-clutterbox.com**

**Right-Sized Living**  
**1-800-519-7316**  
**www.moveseniors.com**

**Moving Made Easy**  
**(630) 251-3654**  
**www.moveseniors.com**

**Senior Relocation Services**  
**(630) 983-0525**

**Paxem, Inc.**  
**(847) 269-6272**  
**www.paxem.com**

**Simple Living, Inc.**  
**(312) 777-1007**  
**www.simplelivingforseniors.com**

**Piles To Smiles**  
**(630) 724-1111**  
**www.pilestosmiles.com**

## ADDITIONAL RESOURCES

**DuPage County Sheriff's Office**  
**Cell Link Cell Phone Donation Program to Benefit Seniors**  
501 N. County Farm Road, Wheaton, IL 60187  
**(630) 407-2319 (Non-emergency)**



The Cell Link program provides donated cell phones to senior citizens who may otherwise not have funds to purchase one. The cell phones are programmed to dial 911, but cannot make or receive any other outside calls. All cellular 911 calls made within DuPage County are received at the DuPage County Sheriff's Office. Applicants must be age 62 or older, or younger than 62 with physical or mental disabilities and not own a cellular phone. Donated phones are free to seniors.

**Hinsdale Community Service**  
Memorial Building  
19 E. Chicago Avenue, Hinsdale, IL 60521  
**(630) 323-2500**

Supportive services, via home and/or office visits, are provided to seniors in Burr Ridge, Clarendon Hills, Darien, Hinsdale, Oak Brook, Westmont and Willowbrook. Social workers assess the needs of those who qualify for other services. Provides information and counseling, and works with existing support systems to enable seniors to continue to live in their own homes. Assistance is available to help seniors apply for benefits, complete Medicare forms, etc. Seniors in financial need can access the food pantry, used clothing service, government food commodities (when available) and emergency financial assistance.



**Tri-Town YMCA**  
1464 S. Main Street, Lombard, IL 60148  
**(630) 629-9622**



Outreach worker refers seniors in the Lombard/Villa Park/Oakbrook Terrace area to available resources acts as an advocate for clients' rights and provides assistance with Medicare, Supplemental Medicare (Medigap) and long-term care insurance. Also offers exercise programs, a telephone reassurance program called The Sunshine Program (see page 60), and delivers library books to homebound seniors in

Lombard. For grandparents raising grandkids, programs include Y-Kids summer camp and after school program.

## SERVICES OUTSIDE DU PAGE COUNTY



ILLINOIS DEPARTMENT ON AGING  
**Senior Helpline**  
**1-800-252-8966**

For information and assistance regarding senior services offered in other areas of the state, call the Illinois Department on Aging.

## Eldercare Locator

1-800-677-1116  
[www.eldercare.gov](http://www.eldercare.gov)



The Eldercare Locator gives you nationwide access to an e network of organizations serving older individuals at the state and local level. They will provide you with the telephone numbers(s) of the appropriate state or local agency for a variety of services including adult day care, elder abuse, home delivered meals, homemaker services, transportation and more.