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# Resource Guides

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# Transportation Resources



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## **Transportation Considerations**

Whether you are looking for transportation for yourself, or you are a caregiver in search of transportation for seniors, you may want to consider the following questions before deciding on a transportation option.

- What is the Service Area?
- Is there a limitation on distance?
- How much will the service cost?
- Will insurance pay for rides provided by the service?
- Are there requirements to qualify for the service? If so, what are they?
- Is there an evaluation that must take place prior to the first ride?
- How far in advance must reservations be made?
- Are rides provided in the evenings, on weekends or on holidays?
- Are rides provided to social as well as medical or shopping appointments?
- Are door-through-door, door-to-door or curb-to-curb services provided?
- Are rides provided to people who use wheelchairs?
- Do riders stay in their wheelchair? Are they transferred to a seat during the ride?
- Is there an escort or attendant in the vehicle with the driver?
- Does someone stay with me/my family member during appointments?
- Can a family member serve as an escort? Is there an extra cost associated?
- Will there be a wait when picked up from home? If so, how long?
- Will there be a wait when picked up for my return trip? If so, how long?
- Will the driver or attendant come into the office or building for the return trip?
- Will other passengers be riding? If so, what is the maximum length of time of the ride while others are being picked-up/dropped-off?

## Older Driver Resources

### **Super Seniors- IL Secretary of State**

[www.cyberdriveillinois.com/services/servicesforseniors/superseniors](http://www.cyberdriveillinois.com/services/servicesforseniors/superseniors)

A convenient and voluntary program for driver's license renewal, which includes Rules of the Road classroom instruction, and a vision-screening exam. The Rules of the Road Review Course also includes a review of safe driving techniques and Illinois driving laws. A Secretary of State Mobile Driver Services Unit will be available for participants to renew their driver's licenses. An identification card can be obtained for \$20.00; however, if you are age 65 and older you may obtain a free, non-expiring State of Illinois photo ID card. Drivers age 75 and older are required to take a driving test to renew their driver's licenses; therefore they must visit a [Secretary of State Driver Services facility](#). For the Super Seniors Events Schedule, visit the website or contact your local senior center for help in locating a program.

### **AARP Driver Safety Classes**

1-888-227-7669

[www.aarp.org/families/driver\\_safety](http://www.aarp.org/families/driver_safety)

The AARP Driver Safety Program is designed as a driving refresher for motorists age 50 and older. The course includes information on safer driving habits, how to avoid driving hazards, changes in roadway conditions, safety equipment on your automobile, as well as a discussion of when to consider driver retirement. The class also covers much of the information needed to pass the Illinois State license exam and reviews the eyesight, hearing, and physical changes that drivers experience as they age. Completion of the two-day class may entitle the participant to a discount on his or her auto insurance. Visit the website or contact your local senior center for help in locating a program.

### **Adams School of Driving—Refresher Courses & Road Test Reviews**

847.965.6565

[www.adamsdrivingschool.com/AdultOver60s](http://www.adamsdrivingschool.com/AdultOver60s)

Adams offers refresher courses and road test reviews to help older adults maintain the skills and confidence you need to be a good driver and help you maintain your driver's license. Simulated road tests help seniors gain confidence prior to visiting the Secretary of State driving facility.

### **Disability Parking Placards**

[www.cyberdriveillinois.com](http://www.cyberdriveillinois.com)

Applications for disability plates or parking placards are available at your local Driver Services Facility. A licensed physician must certify on the application that you have one of the six specific qualifying disabilities that severely impairs your ability to walk.

## Medical Transport

### Taxi Companies with Wheelchair Accessible Vehicles

These companies can accommodate a rider restricted to a wheelchair. Call in advance to ensure availability of a wheelchair accessible cab or livery, as a limited number of vehicles are available. Also, please note that the specifics of any service are subject to change; please contact the company directly for the most current information on vehicle availability.

- 303 Taxi (847) 251-0303 (only if origin or destination is Chicago)
- Always Transportation (800) 709-0700 (only a suburb to suburb trip)
- Blue Ribbon Taxi Assoc. Inc. (773) 878-5400
- Central Dispatch (800) 281-4466
- Flash Cab (773) 381-8000 / (773) 866-9933 / (773) 866-9200
- Yellow Cab Co. (312) 829-4222 / (312) 829-4242 (only if origin or destination is Chicago)

### Medical Transportation Accepting Medicaid

First Transit Medicaid Transportation  
(877) 725-0569

Please note: Persons with an active Medicaid case must call First Transit to receive a determination of eligibility for Medicaid-covered transportation. After determining eligibility, First Transit will provide the rider with an individualized list of transportation companies in the rider's geographic area.

**Eligibility requirements:** The rider must have an active Medicaid case and for medical reasons be unable to take public transportation.

**Restrictions on purpose of trip:** Medical, dental, psychiatric, and clinic appointments. For doctor's appointments, rider must be approved for Medicare Provider use.

**Geographic area served:** Varies based on approved transportation company.

**Pre-registration required:** Yes. Call the phone number above with your Medicaid Recipient ID#date of birth, doctor's name and address, appointment date and time, and the medical reason you cannot use public transportation. They will determine if you are approved for transportation accepting Medicaid as payment. If you are approved, First Transit will give you the phone numbers for 3 transportation companies serving your area. You will then need to call the company of your choice to reserve your ride. After you have reserved your ride with the company, you must call First Transit back to complete the registration process and ensure payment by Medicaid.

**Schedule in advance:** After you have completed the pre-registration process above, call the transportation company of your choosing (from the list provided to you by First Transit) to reserve your ride at least 1 week in advance.

**Wheelchair accessible vehicles:** Yes

**Hours:** Varies based on approved transportation company.

**Cost:** Free

## Public Transit

### **RTA Chicago Ride Free and Reduced Fare Programs**

Eligible residents use a permit card to ride free or at a reduced fare on fixed routes operated by the Chicago Transit Authority (CTA), Metra, and Pace [www.rtachicago.com/fare-programs](http://www.rtachicago.com/fare-programs). Information is also available at senior centers

**Pre-registration required:** Yes. Must apply for the permit in person at an RTA registration site such as your Township office. .

**Schedule in advance:** No

**Wheelchair accessible vehicles:** Yes

**Hours:** Vary based on bus or train line.

**Cost:** Free

### **Pace Paratransit Service**

Pace Paratransit Service is a shared ride, advanced reservation, origin-to-destination service for persons with disabilities who are unable to use the regular fixed route public transit service because of their disability.

(312) 663-4357 (for information about ADA Paratransit certification)

(800) 554-7599 (to request a ride)

**Eligibility requirements:** Persons who are certified by the Regional Transportation Authority as a person with a disability.

**Restrictions on purpose of trip:** No

**Geographic area served:** ADA Paratransit vehicles can only make pick-ups and drop-offs at places that are within  $\frac{3}{4}$  of a mile of a CTA or Pace bus route or CTA "L" train station.

**Pre-registration required:** Yes. Call your local senior center to discuss your eligibility. They can also assist you with an ADA Paratransit Application.

**Schedule in advance:** Rides must be reserved 1 day in advance, during the hours of operation (Monday through Friday, 6:00am to 7:00pm; Saturday 8:00am to 5:00pm, Sundays /Holidays 8:00am to 5:00pm).

**Wheelchair accessible vehicles:** Yes. However, drivers cannot escort customers past the exterior door of the ground floor of any building and are not allowed to enter residences. Customers who require additional assistance must arrange for a companion, and the companion may be required to pay fare as well.

**Hours:** Service is provided only during the hours and days when fixed route service in that area operates.

**Cost:** \$3.00 per one-way trip, paid in cash to the driver.

## **Subsidized Taxi Programs**

### **Village of Deerfield Taxi Program**

**Service Area:** At rider's request

**Eligibility:** Those age 65 and over or with disabilities living in Deerfield

**Fares:** Deerfield provides eligible participants with up to 50 one-way coupons each month valued at \$5.00 per coupon. Within city limits, participants submit the coupon PLUS pay \$1.00 for a one way trip. Beyond city limits, participants get \$5.00 off total cost of the fare.

**Registration:** Apply in person at Village Hall. Must provide proof of residence and photo

**Other:** Coupons may be combined with West Deerfield Township Hospital Taxi service

### **West Deerfield Township Hospital Taxi Program**

**Service Area:** West Deerfield Township to Highland Park Hospital

**Eligibility:** Those age 65 and older or those with disabilities living in West Deerfield Township

**Fares:** Cab company fares vary, but Township provides taxi coupons valued at \$4.25 for each one-way trip. May be combined with Village of Deerfield taxi coupons.

**Reservations:** Visit the Township office to register

### **Moraine Township Reduced Fare Taxi Program**

**Service Area:** At rider's request excluding airports

**Eligibility:** Those age 65 and older and those with disabilities

**Fares:** Participants are entitled to one booklet every two months which includes 20 one-way coupons worth \$3.00 off per ride.

**Registration:** Call the Township office at 847-432-3000 for coupons

**Other:** Coupons are non-transferable and do not have an expiration date.

### **Village of Riverwoods Subsidized Taxi Program**

**Service Area:** At rider's request

**Eligibility:** Those age 65 and over (exceptions made at discretion of program administrator)

**Fares:** Coupons are valued at \$5.00 per coupon, which is applied to the total cost of the fare.

**Registration:** Apply in person at Village Hall.

### **Vernon Township 50/50 Taxi Program**

**Service Area:** At rider's request excluding airport

**Eligibility:** Age 65 and over or disabled

**Fares:** \$3 Coupons are purchased for half the value (\$1.50) and limited to \$75 per household, per month. Residents use the coupons to pay the posted cab fare.

**Registration:** Apply in person at the Township office

### **Lake Forest/Lake Bluff Taxi Program**

**Service Area:** Lake Forest High School District boundaries

**Eligibility:** Those age 65 and over who do not drive and are residents of Lake Forest, Lake Bluff and Knollwood

**Fares:** Taxi coupons valued at \$3.00 off the total fare. Participants may obtain 16 coupons every 30 days.

**Registration:** Visit the Senior Center at 100 East Old Mill Road to register



# Community Transportation Resources

## **West Deerfield Township Going Places**

**Service Area:** Five mile radius of the Township

**Hours:** 9:00 -3:30, Monday through Friday

**Eligibility:** Those age 65 and older or those with disabilities living in West Deerfield Township. Participants may take up to 2 round trips weekly.

**Fares:** \$5 round trip

**Reservations:** Call the Transportation Secretary at 847-945-0614, X310. Reservations for medical appointments may be made up to 30 days in advance, non-medical may be made up to 3 days in advance—medical appointments take priority.

**Other:** Pre-registration with the Township is required. Go to Township office to apply in person. Must provide valid ID. For more information visit [www.westdeerfieldtownship.org](http://www.westdeerfieldtownship.org)

## **Moraine Township Door-to-Door Van Service**

**Service Area:** Locations within a 15 mile radius of Highland Park

**Hours:** 8:30-4:00, Monday through Friday

**Eligibility:** Those age 65 and older, those with disabilities and their caregivers and economically challenged residents of the Township

**Fares:** One-way fee is \$4.00 for participant and a caregiver

**Reservations:** Call the Township office 847-432-3000 for reservations

## **Highland Park Senior Connector Bus**

**Service Area:** Fixed route within Highland Park

**Hours:** 9:30-2:00, Monday through Friday

**Eligibility:** Those age 50 and older living in Highland Park

**Fares:** NONE

**Registration:** NONE

**Other:** Retail destinations include Walgreens, Sunset Foods, Jewel, and Target. Residential destinations include 400 Central, 654 Walnut, 891 Central, 2020 St. Johns, and 1695 Second Street. Additional destinations include HP Senior Center, HP Country Club, HP Public Library, and Highland Park Hospital. Bus schedules are available at the Highland Park Senior Center. Call the Senior Center at 847-432-4110 for further information.

## **Lake Forest Senior Van**

**Service Area:** Lake Forest, Lake Bluff and Knollwood, with exceptions made on an individual basis

**Hours:** 8:45 AM-4:00 PM, Monday through Friday

**Eligibility:** Those age 65 and older or those who are disabled living in the Area (Lake Forest, Lake Bluff and Knollwood)

**Fares:** A coupon for 10 one-way rides cost \$30 (\$20 for eligible residents)

**Registration:** Call 847-234-2209 between 8:30 AM and Noon, Mon-Fri to reserve rides

**Other:** Equipped with wheelchair lift. Upon receiving a first-time reservation, a senior advocate will generally call to verify suitability for the program

## **Volunteer Driving Programs**

### **Faith in Action Volunteers**

(847) 433-9411

[www.selcfia.org](http://www.selcfia.org)

**Service Area:** Zipcodes: 60015, 60035, 60040, 60044, 60045, 60069\*

(\*Lincolnshire residents must reside in West Deerfield Township)

**Hours:** 8:30 a.m. -5:00 p.m. or on a case-by-case basis

**Eligibility:** Must be able to sit upright

**Fares:** No charge

**Reservations:** Care receivers are paired with a regular volunteer and rides are arranged based on mutual agreement. At least five days advance notice is required.

**Other:** Pre-registration is required

### **Lake Forest/Lake Bluff Volunteer Driving Escorts**

(847) 234-2209 Provides rides by special appointment

### **American Cancer Society Road to Recovery Program**

(800) 782-7716 Lincolnshire chapter (open Monday through Friday, 9:00am to 5:00pm)

**Eligibility requirements:** Patients in current cancer treatment who are ambulatory

**Restrictions on purpose of trip:** Transportation to radiation and chemotherapy

**Geographic area served:** The North Shore hospitals. If patients need to go elsewhere, there may be some financial reimbursement for transportation such as taxi service (call one of the phone numbers above for details).

**Pre-registration required:** Yes. Call either of the phone numbers above with information about your diagnosis, details about your necessary medical appointment, and zip code. You will then receive a follow-up call within 1-2 business days to let you know if the agency is able to provide transportation for you.

**Schedule in advance:** Call at least 3 business days in advance.

**Wheelchair accessible vehicles:** Drivers are volunteers using their own cars. Rider must be ambulatory, able to walk from the car to the medical facility without assistance.

**Hours:** Variable based on patient needs.

**Cost:** Free

### **Lake County Veterans Assistance Transportation**

Call 224-610-4142 Mike Hiley

**Eligibility:** Honorably discharged vets living in Lake County

**Service Area:** Transport veterans to and from James A. Lovell Federal Health Care Center in North Chicago

**Cost:** No cost

**Reservations:** Yes, at least 2-3 days before the appt time

# Caregiver Resources



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## **Your Local Senior Center**

Making decisions about long term care can be overwhelming for an older person and the person's loved ones.

Senior advocates can assess an older person's needs, review service options and costs, and assist in developing a plan of care.

The program enables an older person and family members to choose the services of a homemaker or personal assistant or, if needed, other services such as home- delivered meals, electronic home response systems, adult day service, and care offered in a nursing facility.

### **Your Senior Advocate:**

#### **Highland Park & Highwood**

Jennifer Aiello  
432-4110

#### **Deerfield, Bannockburn, Riverwoods, Lincolnshire**

Margie Fischer  
940-4010

#### **Lake Forest/Lake Bluff**

Janet Fryer  
234-2209

## Choices for Care

### **Home Care**

Home Care refers to non-medical senior care provided in the patient's home. Home location can include a private or assisted living apartment. Services are rendered by non licensed personnel and include assistance with activities of daily living, homemaker services such as cleaning and laundry, transportation to appointments and meal preparation. Medicare does not cover these services.

### **Home Health Care**

Home health care services are provided by licensed and trained medical personnel and ordered by a physician. In many cases, home health care services are required for seniors who have recently been discharged from the hospital or skilled nursing facility yet still need skilled medical care in their home. As the average length of stay in hospitals and skilled nursing facilities has decreased over time, home health care services ensure that a senior's medical needs are met in a less costly and more comfortable home environment. Home health care services include skilled nursing, physical and occupational therapy and speech pathology. Medicare usually covers these services.

### **Assisted Living Facilities**

Assisted living is a type of residence for seniors who may need help in managing certain basic daily living activities such as cooking meals, bathing or dressing themselves, doing laundry, or taking medications. As opposed to a traditional [nursing home](#), assisted living is for people who need some specific services or a basic level of supervised care but are otherwise free of serious mobility, mental or healthcare issues.

### **Skilled Nursing Facilities**

The two most prominent senior care services provided in skilled nursing facilities are: Skilled Care and Long-Term Care. Skilled care includes nursing and rehabilitation therapy for those who have had a hospital stay as a result of injury or illness. After a period of time the patient discharges home, to another community setting or transfers to the facility's long-term

care unit. Long term care is typically for elderly and disabled people who are unable to care for themselves due to chronic illness or disability that requires care from specially-trained, medical personnel.

### **Continuing Care Retirement Communities**

[CCRC's](#) is another name for **Continuing Care Retirement Communities**. These communities offer residents a choice of services and living options including [independent living](#), assisted living, nursing home care and in some instances memory care all on the same campus. As residents' needs change over time they can move from one setting to another without having to move away from the community. CCRCs are unique in that they provide housing and services for life.

### **Special Care Dementia Units**

Those with mild to moderate dementia can be cared for in some assisted living, adult family home, or continuing care retirement community settings. As the disease progresses, specialty care may be needed. Typically staff has been trained to care for and communicate with Alzheimer's patients and activities are tailored to their needs.

Contact your local senior advocate if you are interested in any of the residential care options such as Assisted Living, Skilled Nursing, Continuing Care or Special Care Units. Senior advocates can assist in determining which facilities are appropriate and affordable for each individual.

## Preferred Home Care Agencies

Home care agencies typically provide personal services, helping with daily activities such as cooking, bathing, dressing, and transportation. The agencies listed below have been recommended to Faith in Action by our care recipients and their families based on personal experience.

### Traycee Home Care Services (ask for Lynn)

847-432-5190

<u>Bathing Visits</u>	<u>Hourly Minimums:</u>
\$27/hour 2 hour min.	2 hour min. per visit at \$27/hour, 4 or more hours at \$22/hour

### Home Instead Senior Care

847-418-3300

<u>Bathing Visits:</u>	<u>Hourly Minimums</u>
1 Hour minimum, \$30/M-F, \$35 weekends wknds.	16 + hours per week=\$23.50/hr. M-F; \$25/hr wknds. < 15 hours per week=\$25/hr. M-F; \$26.50/hr.

### Comfort Keepers

847-215-8550

<u>Bathing Visits:</u>	<u>Hourly Minimums:</u>
\$38	4 hour minimum per visit, \$22-\$25/hour depending on the level of assistance required

### Brightstar

847-512-4237

<u>Bathing Visits:</u>	<u>Hourly Minimums:</u>
1 hour min. At \$50 flat rate	2 hour minimum per visit, \$23 per hour

### Senior Action Services (SASI at home)

847-864-7274

<u>Bathing Visits</u>	<u>Hourly Minimums:</u>
\$50 per visit	Over 4 hours, \$18/hour, 1-4hours, \$25/hour



## **Home Helpers Companion Services**

847-780-7507

Bathing Visits:

2 hr. min. for \$55

Hourly Minimums:

4 hour min. per visit at \$21/hour. Rate may vary depending on level of assistance required

## **Gentle Home Services**

847-444-1222

Bathing Visits:

\$55 per visit

Hourly Minimums:

4 Hour min. per visit at \$22/hr.

## **Open Arms Solutions**

847-272-4997

Bathing Visits:

\$55 per hour

Hourly Minimums:

None: \$55/1hour; \$35/2 hours;  
\$30/3 hours; \$22.50/4 hours

## **Mobile Hairstylist**

Hair on Wheels --Dee

Home: [847-714-9946](tel:847-714-9946)

Cell: [847-977-9946](tel:847-977-9946)

There is a \$25 for the home visit, then add \$25 for shampoo/set or cut/blowout. Dee also does color, perms, manicure and men's cuts. If there are two people on a visit, there is just one \$25 fee for the home visit.

## Caregiver Interview Questions

Whether you are looking for a caregiver for yourself, or a family member or friend, you may want to consider the following questions during your search.

1. Can you provide me with your full name, address, phone number, social security number and current photo ID? Are you willing to submit to a background check?
2. Can you (your agency) provide me with copies of current documentation related to personal insurance, bonding, workers' compensation, and current health status (TB test, immunizations, etc.).
3. What caregiving certification training do you have? Do you have any CPR or first-aid training? If I pay for it, would you be willing to add to your skills?
4. Do you have a driver's license and clean driving record? Do you have reliable transportation and insurance? How far from here do you live?
5. Tell me about your experience as an in-home aide – how long you have been providing care, previous work situations, etc.
6. Can you (your agency) provide me with references related to past clients and employers.
7. Why did you leave your last position? (If they have not left this position, ask how they plan on coordinating schedules.)
8. What are your expectations if I hire you?
9. How do you like to get feedback and suggestions?
10. What do you like and dislike about home care?
11. What are your responsibilities outside of work? Do you have to account for the schedules or needs of others in your workday, or are you flexible?
12. What hours and days will you be available?

13. What hourly rate do you expect, and how do you expect to be paid?
14. Are you able to work the hours needed? When are you available to start working? After a 30-day trial period, would you be willing to commit to a (fill in a time frame/6 months, a year is common) long-term?
15. Will you be working other jobs that might be affected if I'm delayed getting home? Would you be available for respite care, or to stay over for a long weekend?
16. Do you smoke? (Many people say they don't smoke but they do-offer an outside smoking area and insist it be used).
17. Here is a list of expected caregiving related duties-is there anything on the list that poses a problem or concern? Are you comfortable with pets? Are you comfortable with my (parent/spouse) having guests or other family members stopping by?
18. Have you ever cared for someone with (conditions relatable to your loved one's care: memory problems, elderly, wheelchair bound, etc.) before? If so, please elaborate.
19. Are you willing to sign a contract stating you will not accept money or gifts from my (parent/grandparent/spouse, etc) without clearing it with me?
20. Are you willing to sign that you will not have guests come into our home unless I have given prior approval?
21. Will you be comfortable driving my mother's car if need be, or using your own car to run errands if we request it?
22. What are your expectations for vacation time, and are you willing to help find coverage for the days that you need to take off?
23. Also include Situation-specific questions related to specific issues, such as ability to prepare culturally appropriate foods or competency in the older person's language, should also be asked.

### **Create scenarios:**

Ask the prospective caregiver how they would handle various care issues that might arise and are similar to your situation.

- How would you handle it if my mother wakes up grumpy and doesn't want to get dressed or eat her breakfast-but she has a doctor's appointment later that morning?
- If my father is running a fever and is acting lethargic and you think there's blood in her urine, what would you do? If I'm out of town and can't be reached, what would you do then?
- My aunt falls, seems confused, doesn't recognize you and won't let you help her. She's combative, what do you do?

Of course we are all looking for a kind, compassion caregiver. This lets the person feel safe and understood by the caregiver and protects a person's dignity. **Here are six other characteristics to look for:**

- **Willing to sit still.** A caregiver has to just 'be' sometimes. They shouldn't feel like they have to fix something all the time. Sometimes, they just get to know the older person's history.
- **Flexibility.** If you or the next shift is running behind, would that be a problem for them. There are many elderly who are confused and cannot be left alone for even a few minutes. A gap in the schedule could mean someone with dementia leaving the stove on.
- **Pays attention.** The doctor isn't seeing the older person every day, so it's often the caregiver that has to notice changing skin color or appetite. Even if you've found someone who doesn't have medical training, observing changes and getting the care recipient seen by a physician early can avoid serious illness, and helps keep the recipient in optimal health
- **Not afraid to sing.** Are they comfortable stepping out of their shell? You have to get out of your own self and your own ego, and do things you are uncomfortable doing. For example, you might take them out to a restaurant and they are a sloppy eater. You have to let go of that. It is what it is.

- **Drama-free.** You know that person who always seems to have something going wrong in their life? She's not the ideal person to care for your mom or dad. There is absolutely no way the caregiver should bring their problems and drama to their care giving.
- **Similar hobbies.** Is your dad a NASCAR fan? How perfect would it be if the caregiver is, too? We know that can't always happen in a perfect world, but finding a commonality will make the process much, much easier.

**Once you have hired someone and have all of the documentation and paperwork squared away, it helps to have a plan for the first week to ensure a smooth transition.**

## **Notes**

# Caregiver Support

## **Caregiver Support Groups**

A program for adults providing significant care for another adult. This is a place to give and receive support and learn about available resources, You are free to attend whichever local support group best meets your needs regardless of your permanent address.

### Deerfield

2<sup>nd</sup> and 4<sup>th</sup> Wednesday of each month from 1:00-2:15 PM  
Patty Turner Center located at 375 Elm Street. No reservations required.  
Call 940-4010 with questions.

### Highland Park

Family Services located at 777 Central Ave.  
1<sup>st</sup> and 3<sup>rd</sup> Thursday of each month from 7:00-8:30 PM.  
No reservations required. Call 432-4981 with questions.

### Lake Forest

2<sup>nd</sup> Wednesday of each month from 2:30-4:00 PM  
Lake Forest Bluff Senior Center located at 100 E. Old Mill Road. No reservations required. Call 810-4678 with questions.

## **Dependent Children Support Group**

A program for grandparents and other senior relatives who are providing significant care to grandchildren.

### Highland Park

2<sup>nd</sup> Thursday of each month from 10:00-11:30AM. Highland Park Senior Center, 54 Laurel Ave, Highland Park  
Call Stephanie Loda at 432-4981 with any questions

## **Respite Care**

Respite care provides temporary relief to the primary caregiver from the rigors of continuous care. This temporary relief can be on a regular or as needed basis. Respite care may be a few hours a week, a weekend, or even longer for vacations. Respite care providers can come to your home or your loved one can go out like an adult day care center. All respite caregivers are trained, but medical and behavioral problems may require specialized caregivers.

### **Adult Day Care**

Visit [www.iadsa.com](http://www.iadsa.com) for a complete list of adult day programs throughout Illinois. Below are the adult day programs local to the northern suburbs.

**Advocate-Condell Adult Day Care (Libertyville)**  
847-990-5817

**The Friends Center (Deerfield)**  
847-236-7863

**Lake Forest Hospital Adult Day Care**  
847-535-6749

**North Shore Senior Center's House of Welcome**  
847-242-6250

**Brentwood Adult Day Care (Riverwoods)**  
847-947-9000

**The Ponds at Wealshire (Lincolnshire)**  
847-883-9000

**Illinois Family Caregiver Support Program**  
**Family Services, Prevention Education & Counseling**  
Linda Magad  
847-432-4981

Professional caregivers come to your home by special arrangement through a grant made possible by the IL Dept of Aging. Administered locally through Family Service. Limited hours, free of charge.

### **Faith in Action Volunteers**

Professional trained, supervised volunteers provide a few hours of respite care every week.

(847) 433-9411

[www.selcfia.org](http://www.selcfia.org)

### **Residential Respite**

A residential facility may be used for short-term, overnight stays while you take a break, travel, or if you become ill.

#### **The Friends Center (Deerfield)**

847-236-7863

#### **Lake Forest Hospital Adult Day Care**

847-535-6749

#### **Brentwood (Riverwoods)**

847-947-9000

#### **The Ponds at Wealshire (Lincolnshire)**

847-883-9000

Weekly respite care may also be available through the Community Caregiver Program for low income residents who are financially eligible. For information, call your local senior advocate at your local Senior Center.



## **Professional Geriatric Care Managers**

When family members of an older adult live far away or have obligations that preclude the attentive care they could otherwise provide, they often turn to a professional geriatric care manager for services to support their older loved one who lives independently and alone at home. Professional Geriatric Care Managers have advanced degrees in social work or counseling and substantial training in gerontology, social work, and nursing. Professional geriatric care managers specialize in assisting seniors and their families with both short or long term arrangements for care. In either case, the process begins with an assessment of the senior's needs. The assessment is followed by a consultation with the family about the findings. This process leads to the development of a care plan detailing supportive services tailored to meet the older person's specific needs. Regular follow-up visits include monitoring to determine the need for possible future changes in the plan.

### **Geriatric Care Management Services include:**

- Senior housing placements to retirement, assisted living, skilled nursing and rehab facilities.
- Screen, coordinate and monitor in-home help and other services.
- Coordinate health care services between client, family and health care providers.
- Advocacy in hospitals and long-term care settings.
- Review financial and legal issues to offer referrals to geriatric specialists and conserve assets.
- Emergency crisis management, intervention and support.

### **CJE SeniorLife Geriatric Care Management**

Joan Richman Ente

773-508-1125    [Joan.ente@cje.net](mailto:Joan.ente@cje.net)

### **North Shore Geriatric Care Management**

Julie Fohrman

847-780-4733    [julie@northshoregeriatric.com](mailto:julie@northshoregeriatric.com)

## **Catholic Charities Care Management Resources**

If your care recipient is a Medicaid recipient, they would not have the funds to pay for a private geriatric care manager and may be eligible for these resources through Catholic Charities. Please contact the Executive Director for help in accessing these resources.

### **Senior Outreach Services**

The Outreach program has both English and Spanish speaking workers who visit the clients in their homes to assess their immediate needs. This short-term case management is designed to make immediate assessment and referral to the most necessary help available.

For more information call 847.546.5733

### **Senior Case Management Services**

Case Management services assess the needs of the frail elderly and coordinate in-home services enabling recipients to remain in their homes as long as possible to deter unnecessary nursing home placement. Assessments are made for Comprehensive Care Coordination, Extended Community Care Options in-home services, meals on wheels, self-neglect cases, money management, circuit breaker/pharmaceutical assistance, caregivers' stress relief and senior housing coordinator services.

For more information call 847.546.5733

### **Choices for Care Nursing Home Prescreening**

This program screens all hospital patients prior to release to determine if in-home services can prevent unnecessary nursing home placement.

For more information call 847.546.5733

# Personal Emergency Response Systems

## Sept 2012 Pricing

### **American Red Cross/Phillips Life Line**

Phone: 800-959-6989  
Website: [www.lifelinesys.com](http://www.lifelinesys.com)  
Installation: \$12.95 onetime fee to ship equipment. Client installs and follows voice prompts for set-up and testing instructions  
Monthly Fee: \$29.95 per month for Standard plan requiring manual activation (client must press button to call for help)  
\$44.90 per month for Auto Alert, which contains multiple sensors to detect emergency in case of loss of consciousness and send alert for help automatically

### **Life Alarm**

Phone: 800-780-5433  
Website: [www.life-alarm.com](http://www.life-alarm.com)  
Installation: FREE  
Monthly Fee: \$27.95 per month, required to pay for 3 months upfront and monthly after that

### **Home Helper**

Phone: 877-932-2736  
Local: 847-819-7465 (Tom Merlin)  
Website: [www.homehelpers.cc](http://www.homehelpers.cc)  
Installation: Installed and maintained free of charge by local contractor  
Monthly Fee: \$35 per month. If you pay upfront annually, final month is free  
\* 2 Buttons automatically included in installation: one to wear and one installed in primary bathroom. Can be outfitted for use with EITHER a landline or cell phone. Local contractor strongly recommends and offers installation of a Lock Box (onetime \$30 fee) so that if emergency personnel is called to the home they can access key for entrance. Home Helper shares code with ER personnel.

## **ADT**

Phone: 877-678-6952 888-277-4823 Direct line to Medical Alert System

Website: [www.adt.com/medical-alert-systems](http://www.adt.com/medical-alert-systems)

Installation: \$65 initial set up

Monthly Fee: \$34.95 per month

Deals: For AARP members, \$52 initial set up/\$32.95 per month

## **KEYTH**

Keyth also offers a medical alert system. Call them if you are already set-up with their home security system.

## **Medical Alert System**

Phone: 866-726-9780

Local: 847-208-8636

Website:

Installation: No Fee

Monthly Fee: \$29.95 per month, paid quarterly (\$89.95 quarterly)

# Financial Assistance



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## **Federal, State and County Programs Paperwork**

Your local Township office will help you understand and navigate federal programs like Medicare and Medicaid. They will also help you with state and county programs such as LIHEAP (energy assistance) and LINK (food assistance).

## **Property Tax Relief**

Various helpful property assessment reductions exist for seniors. Contact your Township Assessor.

## **City Services Relief**

Many communities offer reductions for vehicle stickers and other city services. Contact your City Hall.

## **Supplemental Nutrition & Cash Assistance Program**

SNAP (formerly Food Stamps) helps seniors buy the food they need for good health. Benefits are provided on the [Illinois Link Card](#) - an electronic card that is accepted at most grocery stores. The program is managed by the Food and Nutrition Service (FNS) of the United States Department of Agriculture. The Department of Human Services administers the program in Illinois. Local township offices can advise seniors of their eligibility (for example, a senior living alone must have monthly gross income less than \$1200) and help them apply for this benefit, if applicable. Seniors who need cash assistance may qualify for cash assistance through Aid for the Aged, Blind and Disabled (AABD).

## **Senior Health Insurance Program (S.H.I.P.)**

SHIP is a free counseling service provided by the Illinois Department of Insurance. SHIP does not sell or solicit insurance. SHIP is not an insurance plan. SHIP trains volunteer counselors throughout the State of Illinois to provide one-on-one help to seniors. SHIP provides free individual counseling services at most local senior centers and is dedicated to educating people with Medicare about insurance options that will save you money and maximize coverage.

## **Community Care Program**

When eligible adults age 60 or older need support to help them remain independent and continue to live at home for as long as they wish or are able, the State of Illinois Community Care Program can be a welcome resource for guidance and services.

The program is administered in local communities by senior service organizations known as Case Coordination Units. A trained case manager visits an older person's home to discuss needs with the older person and, if desired, family members. The case manager then determines whether the services provided by the Community Care Program or from other sources are appropriate. The case manager also explains the eligibility requirements described below and determines if a person qualifies for the program.

Services provided through the Community Care Program may include:

- Homemaker – workers dust, vacuum, clean kitchens and baths, do laundry or prepare meals, assist with personal care such as grooming and bathing.
- Adult day services -- supervised social interaction and activities, including a noon meal, with other older people in a setting outside the home during the daytime.

To be eligible for Community Care Program services, a person must be:

- Age 60 or older.
- At least moderately impaired and thus physically in need of service.
- A resident of the State of Illinois.
- A United States citizen or legal alien.
- Within the program's income and asset limits

### **Cost of services provided by the Community Care Program**

If an older person meets the eligibility requirements and the family's income is below the federal poverty level, the State of Illinois will pay the entire cost of service with no cost to the older person or the family.

If the family income is above the federal poverty level, the State may pay part of the cost of service.

# Other Resources



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## **Food & Nutrition**

### **Highland Park Hospital Mobile Meals Program**

847-480-2727

Mobile Meals is a not-for-profit program of the Auxiliary at Highland Park Hospital that delivers nutritious meals to your door. The program has been in existence since 1980 and serves the communities of Highland Park, Deerfield, Glencoe and Highwood.

Mobile Meals will deliver, regardless of age or income, to individuals who meet the following criteria

- Homebound
- Cannot shop or cook for themselves
- At nutritional risk
- In need of help on a short-term basis after hospitalization or illness

The menu is based on the United States Department of Agriculture (USDA) nutrition guidelines and we make every effort to accommodate special dietary needs such as Diabetes and lactose intolerance.

Meals are delivered by Hospital Volunteers, Monday through Friday between 11:30 a.m. and 1 p.m. except for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving & Christmas

The cost is \$17.50 for 5 hot meals or \$25.00 for 5 hot and 5 cold meals.

For More Information or to enroll in the Mobile Meals Program call 847.480.2727 or email [mrwresource@northshore.org](mailto:mrwresource@northshore.org).

### **Catholic Charities Meals on Wheels**

Through the Meals on Wheels Program, volunteers deliver nutritious well-balanced meals to homebound seniors age 60 and above who are unable to shop and prepare their own meals and no person is able or willing to do so. Meals on Wheels for persons under age 60 are also available for individuals who need short-term assistance due to medical reasons.

For more information call 847.782.4000

# **Adaptive Technology for Low Vision/Low Hearing**

## **Center for Independent Living(CIL)**

377 N. Seymour Avenue

Mundelein, IL 60060

8:30 AM - 5:00 PM Monday - Friday

Phone: (847) 949-4440

*The mission of CIL is to assist those individuals who wish to become more or stay independent. One-on-one assistance is available to help you learn to use public transportation, apply for benefits, use assistive technology and more. CIL staff members will meet with you one-on-one or come to your home to show you how the right equipment can address many of the issues that challenge your independence. Here are examples of two of the most highly requested services.*

### Low Vision Services

Persons who are blind or have low vision, can take advantage of various training and independent living aids. CIL offers Braille and screen reader training as well as provision of low vision equipment such as magnifiers, talking clocks, tactile products and much more.

### Free Amplified Phones

ITAC (Illinois Telecommunications Access Corporation) offers free amplified phones for Illinois residents with physician certified hearing loss. CIL participates in ITAC's amplified phone program and are an ITAC Selection Center. Once you have your amplified phone voucher, you can come to our center and try out each of the phones and select your preference. Phones take from 7 to 10 business days to receive. This is a free service.

Our Dear Friends,

We are pleased to provide the information contained in this training manual. We hope that it will be of benefit to our volunteers and collaborators as we work together to fulfill the needs of older adults in Southeast Lake County.

It is with great pride and pleasure that Faith in Action continues to help elderly, chronically ill and disabled adults maintain their independence and improve their quality of life through our generous and caring volunteers. They are truly our most important resource. And it is through the generous donations of our grantors that these services continue.

Sincerely,

A handwritten signature in cursive script that reads "Roberta Boudreau".

Roberta "Robbie" Boudreau, Executive Director

*NOTE: Every effort has been made to ensure the accuracy of this booklet. If we have inadvertently omitted, misspelled, or misquoted any information, please accept our sincere apologies and contact us with the correct information at 847-433-9411 or by sending an email to [faithinaction.boudreau@gmail.com](mailto:faithinaction.boudreau@gmail.com)*