



Service Disclosure

Whether you need temporary help through an illness or an injury, or permanent help to live independently at home, the staff of Home Care Personal Services, Inc., is here for you. With your input, we will create a personalized Plan of Care that is best for you and your family.

Plan of Care

The majority of participants who stay at home need non-medical (or, unskilled) care to maintain their independence. The Plan of Care we create at the initial assessment identifies the participant's needs and directs the tasks of the Home Care Aide. Services range from a minimal two to three hours once a week, to 24 hours a day, seven (7) days a week.

To ensure the Plan of Care is being followed, regular in-home supervisor visits are required. Participants under the Illinois Department of Public Health Private Duty Licensure are visited once every 90 days.

Home Care Aide Selection and Training

We care about our participants' safety and well-being. This is why we conduct thorough screenings of our Home Care Aides, and why we require 24 hours of pre-employment education and training, plus 12 hours of continuing education each year.

Each Home Care Aide must:

- Submit to a fingerprint background check by the Illinois Department of Public Health, Health Care Worker Registry;
- Provide personal and employer references, which are thoroughly checked;
- Undergo 24 hours of pre-employment training;
- Complete 12 hours of continuing education each year.

Services Offered

We offer a variety of services (a sampling is listed on the next page) from short-term help during an illness or recovering from a surgery, to long-term care. Our employees are trained to give excellent care, and if you need help right away, our office coordinators are available to assist you and your family.



Service Disclosure (cont'd)

Home Care Aide:

The following is a sampling of what our qualified, trained Home Care Aides can offer.

- Medication reminders
- Meal preparation
- Transportation for shopping, errands or medical appointments
- Help with dressing/undressing
- Housework
- Respite care
- Much more

Certified Nursing Assistant:

Our certified nursing assistants are highly trained and provide care for individuals who may require more hands-on care. They can provide the same services as our Home Care Aides, and more.

- Bathing assistance
- Transferring in and out of bed/chair
- Bathroom assistance

Confidentiality

Home Care Personal Services, Inc., is in compliance with the Health Insurance Portability and Accountability Act (HIPAA) to ensure that protected health information is only used by, and disclosed to, individuals that have a right to the protected health information. Records shall be released only with the written consent of the participant, guardian, legal representative or as otherwise authorized by law.

Termination of Agreement

Service may be terminated at any time by either party with seven (7) days' prior written notice to the other party of its intention to terminate the Service Agreement. The Agreement shall terminate on the date specified in the written notice.

Complaint Procedures

Home Care Personal Services, Inc., has established a communication and follow-up system that will assure resolution of participant complaints or concerns, and appropriate documentation to meet regulatory standards. If you should have any questions, problems, needs or concerns, contact the Agency Manager at 630-434-0071.