

# HOME CARE GUIDE



**In-Home Care**



**Emergency  
Response  
Systems**



**Information and  
Assistance**



**Community Care Program**



**Home Delivered Meals**

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April 2025

## **Foreword**

This Home Care Guide was developed to guide seniors, caregivers, and professionals in arranging services for seniors in northwestern Illinois who need assistance in order to remain in their homes. With so many options, the choices can easily become puzzling for seniors and caregivers alike. We have attempted to provide information to simplify these choices.

Under each topic heading there is a list of agencies to contact regarding the services they provide. Of special note is the grid of licensed home care agencies. These agencies are grouped by county to simplify finding in-home care services in your area. In addition, the grid's format helps you compare agencies by the services they offer. This will allow you to match agencies more readily to your needs, especially if there is more than one need.

Through this guide we hope to give you a framework in which to fit all the pieces regarding home care; however, we realize that no document could answer all your questions. If you have questions about any of the material in this guide, please call the Northwestern Illinois Area Agency on Aging office at (815) 226-4901 or 1-800-542-8402 or contact your local Information and Assistance site.

## **FUNDING STATEMENT**

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## **STATEMENT OF NON-ENDORSEMENT**

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## **Adult Protective Services (Elder Abuse)**

Sometimes senior citizens are taken advantage of by others; unfortunately, the abuse is often caused by someone they know, trust and care about. There are many forms of abuse, not just physical as some might think. Elder abuse may involve neglect, sexual abuse, emotional abuse, financial exploitation, etc.

Local help is available to seniors who are abused. A variety of services can be offered such as: legal assistance, housing and relocation assistance, respite care and emergency aid (food, clothing, or medical care).

To report suspected abuse of an older person, please call 1-800-252-8966 or any of the following local numbers. The identity of the reporter is kept confidential and anonymous reports are accepted.

### **AGENCY**

### **COUNTY**

Elder Care Services  
1701 E. Lincoln Hwy  
DeKalb, IL 60115  
815-758-6550

DeKalb

Lifescape Community Services  
206 Dixon Ave – Ste 1  
Rock Falls, IL 61071  
815-490-1125

Carroll, Lee, Ogle, Whiteside

Mercy Health at Home  
4223 East State Street  
Rockford, IL 61108  
815-971-3502

Boone, Winnebago

Stephenson Co. Senior Center  
1237 West Galena Avenue  
Freeport, IL 61032  
888-645-7150 or 800-424-6696

Jo Daviess, Stephenson

**Caregiver Support Services** - Caregiver services are available for those caring for an older adult. Services include caregiver information and assistance for family caregivers. Respite care is available for temporary relief for caregivers either in-home, in an adult or child care facility, or in a nursing home. Temporary emergency services may be requested for housing, medical needs, transportation, legal assistance, or other needed services. Support groups for family caregivers are also available. Training and education services offering opportunities to acquire knowledge and skills addressing caregiving roles are also offered. Contact NIAAA, your local I&A agency, or local Case Coordination Unit to find out what other sources or assistance may be available. Caregiver support services are available without charge. Donations are gratefully accepted to supplement the cost of the program.

**Case Management** - Are you trying to set up in-home care but finding that you are coming up with more questions than answers? If so, you may want to talk to someone who can help answer your questions and develop a plan to meet your needs. Case managers will come to your home to talk about the variety of home care options available to you. They have knowledge of many different services for seniors and can help you make decisions regarding your care. There is no charge for the service, however, donations are accepted. For more information or to schedule a meeting, contact the nearest case management agency.

<b>AGENCY</b>	<b>PHONE</b>	<b>COUNTY</b>
Elder Care Services 1701 E. Lincoln Hwy DeKalb, IL 60115	815-758-6550	DeKalb
Lifescape Community Serv. 1901 First Avenue Sterling, IL 61081	815-490-1125	Carroll, Lee, Ogle, Whiteside
Mercy Health at Home 4223 East State Street Rockford, IL 61108	815-971-3502	Boone, Winnebago
Stephenson Co. Senior Ctr. 1237 West Galena Avenue Freeport, IL 61032	815-235-9777	Jo Daviess, Stephenson

## Emergency Response Systems

Emergency response systems are available to provide help when a medical emergency occurs, and the senior is unable to make a phone call. At the push of a button, someone will be sent to the home. Call your local providers to learn more about these systems and the fees involved.\*

Alert 1	800-693-5433
ADT	877-959-7796
AMAC	800-770-5355
CST	888-557-4462
Lively	800-650-5921
Guardian Medical	888-349-2400
Health Com	800-525-6237
Lifeline	800-368-2925
VRI	800-860-4230
Life Alert	800-338-9090
LifeFone	877-330-7560
Per Mar Security	800-227-9805

\*all require install home equipment / monthly fees

## Home Delivered Meals

Everyone looks forward to a delicious and nutritious meal. Homebound seniors need good nutrition to maintain their health. If your health condition makes it difficult for you to cook or prepare meals, a hot, nutritious meal with all the vitamins and nutrition you need every day can be delivered right to your door.

Senior meal programs funded under the Older Americans Act (through Northwestern Illinois Area Agency on Aging) and through Illinois General Revenue funds are listed below. These programs provide hot meals, and some may also provide sack lunches and frozen meals for the weekend. Emergency meal packs also may be available in case there is a winter storm or other weather problem making delivery impossible that day. Some programs provide meals to meet your special diet needs (low salt, diabetic, etc.). There is no charge for the meals, however, donations are encouraged.

Also listed are independent home delivered meal programs (programs which do not receive federal or state funding). These meal providers deliver to areas that may not be served by funded providers. They may also prepare meals for those with special diet requests such as low sodium, diabetic diets, restricted calorie diets, etc. Call one of the agencies listed here to find out more or to begin meal delivery to your home.

**AGENCY**

Lifescape Community Services  
705 Kilburn Avenue  
Rockford, IL 61101  
815-963-1609 or 800-779-1189

**COUNTY**

Boone, Lee, Ogle, Winnebago

NICAA Senior Citizens' Services  
(Golden Meals)  
601 N Walnut Ave.  
Freeport, IL 61032  
815-235-1796

Carroll, Jo Daviess, Stephenson, Whiteside

Voluntary Action Center (VAC)  
1606 Bethany Road  
Sycamore, IL 60178  
815-758-3932

DeKalb

**Home Delivered Meals Independent Providers**

EZ Dinners (frozen) 815-877-3663

FHN Memorial Hospital (Freeport area) 815-599-6352

Homestyle Direct 866-735-0921

Mom's Meals 877-508-6667

**Hospice Care**

Hospice care provides humane and compassionate care for individuals so they may live as fully and comfortably as possible in the last phases of their life.

The hospice philosophy recognizes death as the final stage of life and seeks to enable patients to continue an alert, pain-free life and to manage other symptoms so that their last days may be spent with dignity and quality, surrounded by loved ones. Hospice affirms life rather than hastening or postponing death.

Hospice care treats the person rather than the disease; it highlights quality rather than length of life. It provides family-centered care involving the patient and family in making decisions. Care is provided for the patient and family 24 hours a day, 7 days a week. Hospice care can be given in the patient's home, a hospital, nursing home, or private

hospice facility. Most hospice care in the United States is given in the home, with a family member or members serving as the primary, hands-on caregiver.

Hospice care is appropriate when you can no longer benefit from curative treatment and your life expectancy is about 6 months. You, your family, and your doctor decide together when hospice services should begin. One of the problems with beginning hospice is that it is often not started soon enough. Sometimes the doctor, patient or family member will resist trying hospice because he or she feels it sends a message of no hope. This is not true. If your condition improves or the disease goes into remission, you can be discharged from the hospice program and return to active cancer treatment, if desired. Hospice care may be resumed at a later time.

[See our Hospice listing at the back of this book.](#)

### **Information and Assistance (I&A)**

Homebound seniors are often unaware of benefits and services for which they may be eligible. Through Older Americans Act funded I&A service, seniors become more aware of programs that help them remain in their homes. I&A workers act as a resource and advocate for seniors, linking them to such benefits and services as Benefit Access, energy assistance, prescription assistance, locating housing, public aid and many more.

I&A staff provide outreach visits to homebound seniors who cannot leave their home because of ill health or disability. A worker will come directly to your residence to help fill out applications for public benefit programs.

For more information on the variety of senior benefits and services available to you, contact the I&A provider agency in your county or the NIAAA office at 1-800-542-8402.

#### **Boone County**

Boone County Council on Aging (Keenage Center)  
2141 Henry Luckow Lane  
Belvidere, IL 61008  
815-544-9893

#### **Carroll County**

Carroll County Senior Services  
17612 E Benton St  
Mt. Carroll, IL 61053  
815-244-1800

#### **DeKalb County**

Elder Care Services  
1701 E. Lincoln Hwy  
DeKalb, IL 60115  
815-758-6550



**Stephenson Counties**

Senior Resource Center  
206 E. Stephenson St.  
Freeport, IL. 61032.  
815-235-9777 or 888-645-7150

**Lee County**

Lee County Council on Aging  
100 West 2nd Street  
Dixon, IL 61021  
815-288-9236

**Ogle County**

Rock River Center  
810 S. 10th St.  
Oregon, IL 61061  
815-732-3252 or 800-541-5479

**Jo Daviess (part time)**

Jo Daviess County Location  
500 Fillmore Street  
Hanover, IL. 61041  
815-777-1316 or 888-645-7150

**Whiteside County**

Whiteside Co. Senior Center  
1207 West 9th Street  
Sterling, IL 61081  
815-622-9230 or 888-622-9230

**Winnebago County**

Lifescape Community Services  
705 Kilburn Avenue  
Rockford, IL 61101  
815-963-1609

**In-Home Care**

There are several issues to consider when arranging home care. The type of care needed, the number of hours of care needed daily, and financial resources available are all important factors to weigh when deciding which avenue of care to pursue. Once you address these issues, you can begin looking for someone to provide the care you need. Three options to providing this care are: the Community Care Program, licensed home care agencies, and hiring a helper on your own.

**Community Care Program (CCP)**

CCP helps older individuals with health problems stay in their homes by providing case management, homemaker, and adult day care services. Case managers visit seniors in their homes to determine their needs and then develop a plan of care to meet those needs.

To qualify, a person must be 60 years of age or older and unable to continue some or all activities of daily living (meal preparation, laundry, personal care, house cleaning). A physician's statement confirming the need for services is required. This program has income and asset limits to qualify

Agencies with CCP contracts with the Illinois Department on Aging provide care. For more information, or to apply, contact the Case Management Agency in your area. Agencies are listed by county on the following page.

**AGENCY**

Elder Care Services  
1701 E. Lincoln Hwy  
DeKalb, IL 60115  
815-758-6550

**COUNTY**

DeKalb

Lifescape Community Services  
1901 First Avenue  
Sterling, IL 61081  
815-490-1125

Carroll, Lee, Ogle, Whiteside

Mercy Health at Home  
4223 East State Street  
Rockford, IL 61108  
815-971-3502

Boone, Winnebago

Stephenson Co. Senior Center  
1237 West Galena Avenue  
Freeport, IL 61032  
888-645-7150 or 800-424-6696

Jo Daviess, Stephenson

**Independent Caregivers**

Depending on the situation, you may want to hire and pay an independent caregiver to provide care in your home. Homemakers, Certified Nursing Assistants, Nurses, etc., often cost more per hour if they are from a licensed in-home care agency. Independent caregivers don't have the overhead costs that an agency does. However, there are many things to consider before seeking a private caregiver. These include:

1. cost (not only of service provided, but taxes and insurance)
2. acting as an employer
3. limited service (licensed in-home agencies provide the added services of assessment, worker supervision and training, physician consultation, finding replacements, forms, and insurance billing, etc.)
4. interviewing

## **Where to Find Private Caregivers**

If you decide to hire a private home-care worker, you need to locate prospective employees. The following list suggests places to investigate.

1. Call the local Job Service employment office. It should be listed in the phone book under “Illinois, State of” Job Service or Department of Employment Security.
2. Contact the Personnel Department at your local hospital. The hospital may have a list of available personnel.
3. Call a local college or university. It may be a resource for locating college students or other people looking for live-in situations.
4. Ask your friends, neighbors, or acquaintances if they have experience using a home care worker or know of a person who may be interested in this position.
5. Place an ad in a newspaper, newsletter, or church bulletin. Your ad should include the hours needed, list of duties, telephone number and time to call. Other preferences such as non-smoker or male/female and wages or benefits offered may also be part of the ad.
6. Check the “Situations Wanted” section of the classified ads of your local newspaper.
7. Employment agencies may also be able to help; however, there may be a fee for their services.
8. Senior Information and Assistance (I&A) sites can provide a list of agencies with independent workers.

## **Interviewing**

Independent home-care workers may not be licensed unless you hire a certified nurse assistant (CNA), registered nurse (RN) or licensed practical nurse (LPN); therefore, thorough screening of each applicant is recommended.

The interview process begins when the applicant calls. It is important to develop a list of questions to ask over the phone to serve as a pre-screening. During this pre-screening, check the applicant's availability, job experience, and provide an overview of the responsibilities of the position. On the basis of this initial telephone contact, you may decide to set up a face-to-face interview, or you may determine that the caller does not meet your criteria. Should you want to continue to interview

this applicant, send him/her an application to complete.

Once you have found a candidate(s) in which you are interested, set up a face-to-face interview. During the interview, describe the job, hours needed, and type of care required. It is important to clearly communicate to the applicant all of the duties for which a home-care worker is responsible. Have the applicant describe his/her work history and a little bit about himself or herself. Give the applicant a chance to ask questions during the interview and note what questions are asked. It will be helpful to have an Employment Agreement available at the interview. An Employment Agreement lists the terms and conditions of employment.

Once the interview is complete, address the following items by writing them down, and then attach them to the application.

1. Was the person on time for the interview?
2. Was there agreement between the applicant and the interviewer on the duties and responsibilities of the home-care worker?
3. Were at least two references given by the applicant and were they called?
4. Has a criminal background check been completed?
5. Were the applicant's dress, behavior, and attitude towards the job and older person appropriate?
6. Was salary discussed and were all benefits explained to the applicant?
7. Was the applicant willing to give the interviewer a commitment to staying on the job for a period of time?
8. Do the applicant's skills match your home care needs? For example, you don't need to employ a nurse to bathe and dress because less skilled staff can perform these tasks.

As a general rule, questions about height, weight, age, marital status, religious or political beliefs, dependents, birth control, birthplace, race and national origin are illegal and should not be asked during the interview session.

## **References**

It is important to check the applicant's references prior to deciding whether or not to

hire. The following is a sample of questions to ask references.

1. How long has the person known the applicant? What is the relationship of the reference to the applicant?
2. What were the applicant's job duties and responsibilities?
3. What type of patient did the applicant care for bed-ridden, elderly, cancer?
4. What specifically did the applicant do on the job? (personal care, meal preparation, exercise, etc.)
5. Why did the applicant leave the job?
6. Was the applicant frequently late or absent?
7. How much supervision was provided or needed?

After the references have been called, review all the information gathered before making a decision. If any additional information is needed, obtain it from the applicant or the references.

Once you have offered the position to the applicant and the applicant accepts, the **Employment Agreement** (the provider may have one available) should be signed. Both the applicant and the employer should retain a copy of the signed agreement.

### **Your Responsibilities as an Employer**

As an employer, you need to be aware of financial and legal considerations. Insurance coverage needs to be checked to ensure the employee has coverage. Social Security may need to be withheld, or the home-care worker may choose to report to the IRS that he or she is self-employed and make direct payments to Social Security.

The IRS office has forms and information on reporting procedures. There may be tax benefits for the home-care employer. Call (800) 829-1040 for federal tax information or (800) 829-3676 for federal tax forms or publications such as "Employer's Tax Guide, Circular E," and "Employment Taxes for Household Employees."

Persons hiring a home-care worker need to be aware of the responsibilities regarding unemployment insurance. Local Illinois Unemployment Insurance Offices can provide potential employers with information regarding their responsibilities. Also, a check or receipt system should be established by the employer to record

salary paid to the homecare worker.

Occasionally problems may arise. The employer may benefit from keeping a record of all serious problems encountered. It may be advisable to document discussions between the employer and employee.

One additional consideration when hiring privately is how to arrange for back-up care if the home-care worker is ill or unavailable. A back-up system could include other family members, friends, or neighbors. Agency services can also be purchased to provide back-up care.

### **Licensed Home Care Agencies**

Licensed home care agencies offer a wide range of services to address a range of health needs. Fees for these agencies vary by the type of care provided and amount of time needed. Some agencies are certified by Medicare and/or Medicaid and can bill them for services the agency provides; be sure to ask if the kind of assistance you need is covered by one of these programs.

The following pages list licensed in-home care agencies by county in a grid format to help you compare the services provided by each agency. For further information on how to choose a home care agency or for temporary emergency help to pay for respite assistance, contact NIAAA at 226-4901 or (800) 542-8402.

See our Licensed Home Care Agencies listing at the back of this book.

## Hospice Care Providers

Hospice Agencies	Boone	Carroll	DeKalb	Jo Daviess	Lee	Ogle	Stephenson	Whiteside	Winnebago
Beloit Regional Hospice 1904 E Huebbe Pkwy Beloit, WI 53511 Phone: 608-363-7421	■								■
Family Home Health Serv & Hospice 2171 Executive, Suite 450 Addison, IL 60101 Phone: 630-317-3300	■		■						■
Freeport Health Network Hospice 773 W. Lincoln Boulevard #403 Freeport, IL 61032 Phone: 815- 599-7240		■		■		■	■		■
Gaffey Home Nursing & Hospice 3408 East 23 <sup>rd</sup> Street Sterling, IL 61081 Phone: 815-625-5575		■			■	■		■	
Hospice Care of America 3815 N. Mulford Road, Suite 4 Rockford, IL 61114 Phone: 815- 316-2700	■	■	■	■	■	■	■		■
Hospice of Northwest Illinois 155 W Front Ave Stockton, IL 61085 Phone: 815- 947-3260		■		■			■		
Hospice of Rock River Valley 2706 Avenue A Sterling, IL 61081-4602 Phone: 815- 625-3858		■			■	■		■	

Hospice Agencies continued	Boone	Carroll	DeKalb	Jo Daviess	Lee	Ogle	Stephenson	Whiteside	Winnebago
DeKalb County Hospice, Inc. 2727 Sycamore Road, Suite 1B DeKalb, IL 60115 Phone: 815-756-3000	■		■		■	■			
Mercy Health at Home 4223 E. State Street Rockford, IL. 61108 Phone: 815-971-3550	■		■			■	■		■
MercyOne Savanna Home Health & Hospice Care 9317a -IL 84 Savanah, IL, 61074 Phone: 815-273-2628		■						■	
Mo Cara Hospice 1740 S Bell School Rd. Unit D Cherry valley, IL. 61016 Phone: 815-580-8408	■								■
Northern Illinois Hospice 4215 Newburg Rd Rockford, IL. 61108 Phone: 815-398-0500	■					■	■		■
OSF Hospice 5501 E. State Street Rockford, IL. 61108 Phone: 815-381-6330	■		■		■	■	■		■
Peak Medical Homecare and Hospice 4777 E. State Street, Suite 4 Rockford, IL 61108 Phone: 815-398-1333	■	■	■	■	■	■	■	■	■
Sanctuary Hospice 7025 Rots Rd – 1 <sup>st</sup> Floor Rockford, IL 61108 815-977-4903	■		■		■	■			■



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## Licensed Home Care Agencies

Boone County	Companion	Homemaker	CNA	Skilled Nursing	IV Therapy	Nutrition Therapy	OT, TP, ST	Social Services	Medicare Certified	Medicaid Certified	Respite
Addus Health Care 1641 N Alpine Rd – Suites 206-208 Rockford, IL 61107 815-229-0300	◇	◇									◇
All Life's Solutions Home Care 3655 North Alpine Road Rockford, IL 61114 815-636-0860	◇	◇	◇	◇	◇	◇	◇	◇	◇		
Comfort Keepers of North Central Illinois 4855 E State St – Suite 22 Rockford, IL 61108 815-756-9100	◇	◇	◇								◇
Community Care Systems 3600 E. State Street, Suite # 328 Rockford, IL 61108 815-397-0410	◇	◇							◇	◇	◇
Country Homecare, Inc. 108 S. Depot, PO Box 728 Somonauk, IL 60552 815-498-9193	◇	◇									
Help at Home, Inc. 2990 N Perryville Rd – Bldg 1 – Suite 1200 Rockford, IL 61114 815-395-0400	◇	◇							◇	◇	◇
Home Bound Health 1615 Vollmer Road Flossmoor, IL. 60422 708-798-0800	◇	◇	◇	◇		◇		◇	◇	◇	◇



<b>Boone County continued</b>	<b>Companion</b>	<b>Homemaker</b>	<b>CNA</b>	<b>Skilled Nursing</b>	<b>IV Therapy</b>	<b>Nutrition Therapy</b>	<b>OT, TP, ST</b>	<b>Social Services</b>	<b>Medicare Certified</b>	<b>Medicaid Certified</b>	<b>Respite</b>
Sahara Home Care 2502 S Alpine Rd Rockford, IL 61108 779-210-7151	$\diamond$	$\diamond$									$\diamond$
Senior Helpers 129 Phelps Ave., Bldg. 10 # 1008 Rockford, IL 61108 815-286-8834	$\diamond$	$\diamond$									$\diamond$

Carroll County											
Addus Health Care 1641 N Alpine Rd – Suites 206-208 Rockford, IL 61107 815-229-0300		◇									◇
Comfort Keepers of North Central Illinois 116 W Exchange St Freeport, IL 61032 815-229-9100	◇	◇									◇
Community Care Systems 3600 E. State St - #328 Rockford, IL 61108 815-397-0410	◇	◇							◇	◇	◇
Country Homecare, Inc. 108 S. Depot, PO Box 728 Somonauk, IL 60552 815-498-9193	◇	◇									
Help at Home, Inc. 2990 N Perryville Rd – Bldg 1 – Suite 1200 Rockford, IL 61114 815-395-0400	◇	◇							◇	◇	◇





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[illegible]



[illegible]



Ogle County continued	Companion	Homemaker	CNA	Skilled Nursing	IV Therapy	Nutrition Therapy	OT, TP, ST	Social Services	Medicare Certified	Medicaid Certified	Respite
Community Care Systems 3600 E. State Street, Suite 328 Rockford, IL 61108 815-397-0410	◇	◇							◇	◇	◇
Country Homecare, Inc. 108 S. Depot, PO Box 728, Somonauk, IL 60552 815-498-9193	◇	◇									
Gaffey Health Services 3408 E. 23rd Street Sterling, IL. 61081 815-625-5575	◇	◇	◇	◇			◇		◇		
Illinois Home Care Specialists, Inc. 303 N. Main St – Ste 503 Rockford, IL 61101 815-977-5863		◇									◇
Help at Home, Inc. 2990 N Perryville Rd – Bldg 1 – Suite 1200 Rockford, IL 61114 815-395-0400	◇	◇							◇	◇	◇
Illinois Home Care Specialists, Inc. 303 N. Main St – Ste 503 Rockford, IL 61101 815-977-5863		◇									◇
KSB Home Care Hospice 215 E 1 <sup>st</sup> St – Suite 111 Dixon, IL 61021 815-284-5710			◇	◇	◇		◇	◇	◇	◇	





[illegible]

[illegible]

Winnebago County continued	Companion	Homemaker	CNA	Skilled Nursing	IV Therapy	Nutrition Therapy	OT, TP, ST	Social Services	Medicare Certified	Medicaid Certified	Respite
Community Care Systems 3600 E. State St., Suite 328 Rockford, IL 61108 815-397-0410	◇	◇							◇	◇	◇
Help at Home, Inc. 2990 N Perryville Rd – Bldg 1 – Suite 1200 Rockford, IL 61114 815-395-0400	◇	◇							◇	◇	◇
Home Health Services 1214 E. State Street Rockford, IL 61104 815-961-2170		◇	◇	◇	◇	◇	◇		◇	◇	
Home Instead 5813 E Riverside Blvd Rockford, IL 61114 815-229-8810	◇	◇	◇								◇
Illinois Home Care Specialists, Inc. 303 N. Main St – Ste 503 Rockford, IL 61101 815-977-5863		◇									◇
Interim Healthcare 1491 S. Bell School Rd. Suite 1 Rockford, IL. 61108 815-888-6560	◇	◇	◇								
Maxim Healthcare Services 973 Featherstone Rd. Suite 210 Rockford, IL 61107 815-484-0000	◇	◇	◇	◇						◇	◇



