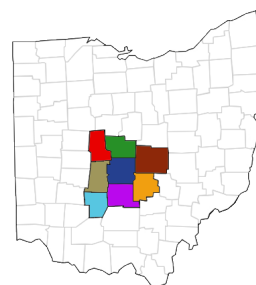


Central Ohio Area Agency on Aging IN-HOME CARE & HIRING GUIDE



Counties Served

Delaware
Fairfield
Fayette
Franklin
Licking
Madison
Pickaway
Union



614-645-7250

800-589-7277

www.coaaa.org



**Your
Connection
to Care**

Updated March 2024

This information is provided by: The National Family Caregiver Support Program.

This is a nationally funded program operated in Central Ohio by the Central Ohio Area Agency on Aging (COAAA). It offers caregiver workshops and funds services designed to assist caregivers on a short-term basis. The services include: information and assistance, counseling, respite, and other supplemental services.

**Request a copy or download our other guides from our website
www.coaaa.org under the RESOURCE Tab:**

- Central Ohio Older Adults Resource Guide
- The Caregiver Toolbox
- Central Ohio Senior Housing and Home Repair Guide
- Central Ohio Long-Term Care and Hospice Guide
- Central Ohio Pet Care Guide
- Central Ohio Transitions and Moving Guide
- Central Ohio Utility Guide
- Central Ohio Transportation Guide
- Central Ohio Support Group Guide
- Central Ohio Kinship Care Guide

**The COAAA also provides monthly Caregiver Support Groups & Information Sessions. For more information call 800-589-7277 or visit www.coaaa.org
Or in your county, call one of these agencies:**

- **SourcePoint**, 800 Cheshire Dr., Delaware, OH 43015, 740-363-6677, www.mysourcepoint.org.
- **Meals on Wheels of Fairfield County**, 1515 Cedar Hill Rd., Lancaster, OH 43130, 740 681-5050, www.mowfc.org.
- **Fayette County Commission on Aging**, 1179 S. Elm St., Washington Court House OH 43160, 740-335-2159, www.fayettetecoa.com
- **For Caregiver Services: Community Action Commission of Fayette Co.**, 1400 Co. Hwy. 22, Washington CH, OH 43160, 740-335-7282, www.cacfayettecounty.org
- **Franklin Co. Office on Aging**. 280 E. Broad St., 3rd Floor, Columbus, OH 43215, 614-525-6200, www.officeonaging.org.
- **Licking Co. Aging Program**, 1058 E. Main St., Newark, OH 43055, 740-345-0821, www.lcap.org.
- **Madison Co. Senior Center** 280 W. High St., London, OH 43140, 740-852-3001, www.mcseior.org.
- **Pickaway County Senior Center**, 2105 Chickasaw Dr., PO Box 565, Circleville, OH 43113, 740-474- 8831, www.pickawayseiors.org.
- **Union County Senior Services**, 940 London Ave., Marysville, OH 43040, 937-644-1010, www.co.union.oh.us

Updated Spring 2024

Central Ohio In-Home Care & Hiring Guide

Table of Contents

<u>Topic</u>	<u>Page</u>
1. Where to Start.....	3
2. The Conversation Project: Why Talking Matters.....	6
3. Payment Sources for Home-Based Services	7
4. Types of Home-Based Services Available	10
5. Central Ohio Ombudsman Program	13
6. Important Legal Documents in Ohio.....	13
7. Hiring In-Home Services—Step by Step Guide.....	15
 LISTS of Central Ohio Home and Community-Based Service Providers	 27
○ Adult Day Health Description & Programs.....	28
○ Emergency Identification Programs.....	30
○ Emergency Response Systems	31
○ Home Delivered Meals.....	32
○ Home Modification and Repair	33
○ Home Medical Equipment	34
○ Hospice Description & Providers	35
○ Central Ohio Senior Centers.....	37
○ Notes.....	39

This resource manual is brought to you by the Central Ohio Area Agency on Aging. Any unauthorized use and/or duplication of this material without the prior express and written permission from the Central Ohio Area Agency on Aging is strictly prohibited. This manual is not a substitute for professional advice and care. If you have specific needs, please see a professional provider. Links to websites are provided for convenience and do not constitute or imply endorsement. Every reasonable effort is taken to ensure accurate information; however, we cannot guarantee completeness or timeliness. COAAA assumes no responsibility for outcomes resulting from the use of information contained in this manual.

1. Where to Start

Many communities offer a range of services for older adults who wish to receive care while living in their own home, apartment or condominium. All services will accept self (private) pay. Government-funded programs may provide services at no or lower cost to individuals with limited financial resources. The cost of services will vary in each community. **Individuals should explore financial assistance or insurance coverage for any needed service.**

This guide includes: (1) Home-based service descriptions; (2) Potential sources of payment for home-based services; (3) Suggestions for choosing, hiring, and managing in-home service providers; and (4) Some lists of service providers.

If you determine you will need to pay privately for services, there are two principal ways to obtain them: (1) going through a home care agency, or (2) hiring a home care worker privately. This guide will help you consider which of these options best meets your needs and then give you a step-by-step approach to hiring assistance.

Professional Consultation is Available to Help:

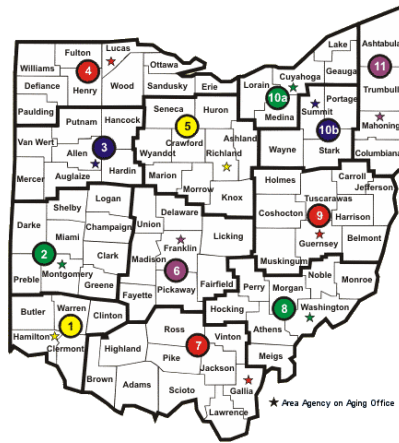
- Determine which services are needed
- Determine what payment options are available to you
- Locate service providers
- Evaluate all long-term care options

Sources for Consultation:

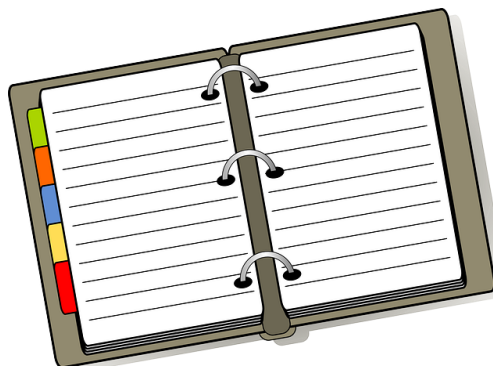
- **Eldercare Locator**- 800-766-1116 (www.eldercare.acl.gov)
Free information on services anywhere in the United States
- **Free Long Term Care Assessment**-
800-589-7277 (www.coaaa.org)
Free in home consultation to help families make care choices
- Some counties in Ohio have **local tax funded services** for older adults. They may also be served by a local county agency which administers these funds and programs
- Many counties and local communities have **Senior & Disabled Citizen Service Handbooks** which list a wide variety of services

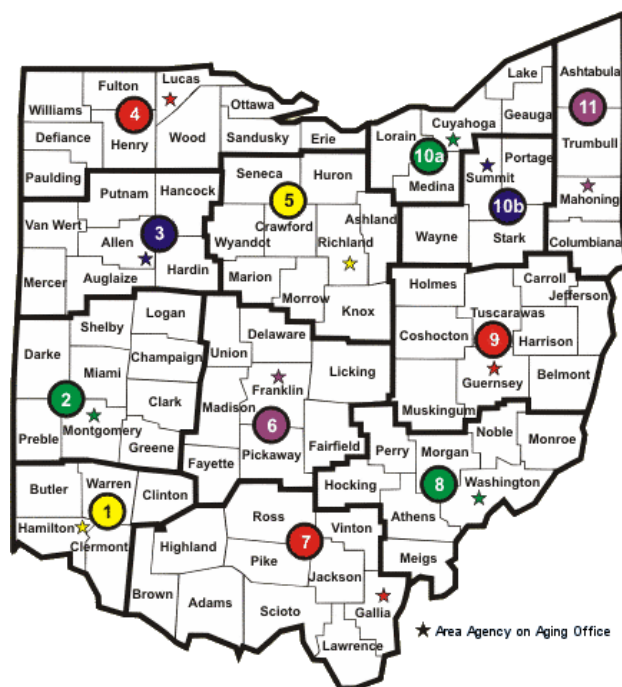
What Are Area Agencies on Aging (AAA)?

- Established by the Federal Government in the Older Americans Act of 1965. Every part of the US and our territories are served by an AAA (currently over 670)
- Most states have multi-county regions served by an AAA. **Ohio has 12 regions which are pictured below and on page 5 (called Planning & Service Areas-PSA for short)**



- **Area Agencies on Aging: What Do We Do?**
 - **Fund** Community Based Services (under Title 3 of the Older Americans Act)
 - **Provide Information, Assistance & Education** to older adults, adults with disabilities and their families on a variety of issues like long term care services, housing, health, and wellness
 - **Advocate** on behalf of older adults, adults with disabilities, and their families.
 - In Ohio, **Administer** the programs designed to allow those over 60 who are eligible for Medicaid and otherwise would be living in a nursing facility to receive care in the community. Also may provide services to those under 60 with disabilities who qualify for these programs. The services are outlined on pages 7-8.





Area Agencies on Aging in Ohio by Multi-County Area

Council on Aging of SW Ohio (Area 1)

4601 Malsbary Rd.,
Blue Ash, Ohio 45242
800-252-0155 or 513-721-1025

Area Agency on Aging, PSA 2 (Area 2)

40 W. Second Street, Suite 400
Dayton, OH 45402
800-258-7277 or 937-341-3000

Area Agency on Aging 3, Inc. (Area 3)

2423 Allentown Rd.,
Lima, OH 45805
800-653-7277 or 419-222-7723

Area Office on Aging of NW Ohio (Area 4)

2155 Arlington Ave.
Toledo, OH 43609-0624
800-472-7277 or 419-382-0624

Ohio District 5 Area Agency on Aging, Inc (Area 5)

2131 Park Ave. W.
Ontario, OH 44906
800-860-5799 or 419-524-4144

Central Ohio Area Agency on Aging (Area 6)

3776 S. High St.
Columbus, OH 43207
800-589-7277 or 614-645-7250

Area Agency on Aging, District 7, Inc. (Area 7)

1 Acy Ave., Jackson, OH 54640
800-582-7277 or 740-245-5306

Buckeye Hills Area Agency on Aging (Area 8)

1400 Pike St.
Marietta, OH 45750
800-331-2544 or 740-373-6400

Area Agency on Aging Region 9, Inc. (Area 9)

710 Wheeling Ave.
Cambridge, OH 43725
800-945-4250 or 740-439-4478

Western Reserve Area Agency on Aging (Area 10A)

1700 E. 13th St., Suite 114, Cleveland, OH 44114
800-626-7277 or 216-621-8010

Direction Home Area Agency on Aging (Area 10B)

1949 Town Park Blvd.
Uniontown, OH 44685
800-421-7277 or 330-896-9172

Direction Home of Eastern Ohio (Area 11)

1030 N.
Meridian Rd., Niles, Ohio 44509
800-686-7367 or 330-505-2300

2. The Conversation Project: Why Talking Matters

- As all of us age and face a variety of health challenges, it has become clear that most of us are not discussing our wishes with our families or health care providers. Too often, people and families put off these conversations until it is too late. Because of this, Journalist Ellen Goodman started a not-for-profit organization in 2012 which provides tools and ideas for people and families to start and continue these conversations. It is called *The Conversation Project* and its website is www.theconversationproject.org.
- From this website, a person can download booklets that walk through these difficult conversations step by step and in a non-threatening manner. The website also provides great advice about **when and how to start these conversations in families**.
- The downloadable booklets are:
 - *The Conversation Starter Kit*
 - *Choosing/Being a Health Care Proxy*
 - *Alzheimer's/Dementia Starter Kit*
 - *How to Talk to Your Doctor*
 - *The Pediatric Illness Starter Kit*
- If you have been putting off these conversations in your family or about your own health, use these booklets to give you the words to start the conversation. It is never too early to have these conversations and **you will not regret it**.



3. Payment Sources for Home-Based Services

Advice: Private pay for services is always an option. But explore and consider other options before considering private payment. Some governmental funding sources can help but they often have restrictions and limits. Talk to an Area Agency on Aging (p.5) to see if the person qualifies for any of these payment options to assist with care.

Third-Party (Government Funded)

- Medicare (www.medicare.gov)
- Medicaid (www.medicaid.ohio.gov) See Medicaid Waiver programs below
- Older American's Act Services (www.aging.ohio.gov)
- Veteran's Administration (www.va.gov)
- Social Services Block Grant Programs-Title XX (www.odjfs.gov)

Third-Party (Private)

- Private Health Insurance
- Medigap or Medicare Supplemental Insurance
- Long-Term Care Insurance
- Managed Care Organizations
- CHAMPUS (for retired military personnel)
- Workers' Compensation

Medicaid Waiver Programs

- The Medicaid Waivers Programs fund in-home services for individuals as an alternative to receiving care in a care facility
- Services can include: medical and nursing care, personal care, homemakers, adult day services, home-delivered meals, emergency response systems, medical supplies, home modifications for accessibility, and transportation to medical appointments
- Ohio offers many different types of Medicaid Waiver Programs. For more information and program intake, contact the Central Ohio Area Agency on Aging at 614-645-7250/800-589-7277
 - **PASSPORT** – for anyone aged 60 and over and living in the community
 - **Ohio Assisted Living Waiver** – for anyone age 21 and over and living in a *participating* assisted living facility
 - **Ohio Home Care Waiver** – for anyone age 59 and under (including children) and living in the community
 - **Developmental Disabilities Waivers** – for anyone with a developmental disability diagnosis and living in the community. Go to www.dodd.ohio.gov for more information. Intake is typically through the county Board of Developmental Disabilities. **These waivers have waiting lists**
 - **MyCare Ohio Waiver** – for anyone enrolled in both Medicare and Medicaid. The following Central Ohio counties participate in this waiver: Delaware, Franklin, Madison, Pickaway, and Union. Under the **MyCare Ohio Waiver**, managed care organizations (MCOs) coordinate benefits for people who have both Medicare and Medicaid. This includes both healthcare and long-term care benefits. For Central Ohio, the MCOs are: **Aetna Better Health of Ohio** and **Molina Healthcare of Ohio**

Other Resources for Community Living in Ohio

- **Specialized Recovery Services Program (SRS)**
The program provides Medicaid and other benefits for individuals age 21 and older who have Severe and Persistent Mental Illness, individuals with certain chronic medical conditions, or individuals who are in need of organ or soft-tissue transplants or are former transplant recipients. Call Medicaid's hotline for more information 800-324-8680.
- **Home Choice**
The program provides assistance with moving back into the community from a care facility. Services include a Transition Coordinator, and limited funds to assist with establishing a new household. For Central Ohio, call 888-221-1560 to start the application process
- **Residential State Supplement (RSS)**
The program provides financial assistance to adults with disabilities who can live in eligible community housing that provides some support services. RSS pays for accommodations, supervision, and personal care services. For more information, call 614-752-9316
- **Recovery Requires a Community**
The program assists people diagnosed with mental illness to move to and remain in community housing. It pays for goods and services not covered by other funding programs. For more information, call 614-644-0617.

Local County Aging Services Tax Levies

In Ohio, many counties fund aging services through local property or sales tax levies. These counties often have a variety of home-based services available on a sliding fee scale. In Central Ohio this includes the following: Delaware, Fairfield, Franklin, Licking, Madison, Pickaway, and Union Counties. Fayette County is **the only** county in Central Ohio **without** an Aging Services Tax Levy. For information on all Ohio aging services tax levies, go to: www.aging.ohio.gov.

Contact Information for Central Ohio Aging Tax Levy Services

- **Delaware Co.**—SourcePoint, www.mysourcepoint.org, 740-363-6677
- **Fairfield Co.**—Meals on Wheels of Fairfield Co., www.mowfc.org, 740-681-5050
- **Franklin Co.**—Franklin Co. Office on Aging, www.officeonaging.org, 614-525-6200
- **Licking Co.**—Licking Co. Aging Program, www.lcap.org, 740-345-0821
- **Madison Co.**—Madison Co. Senior Center, www.mcseior.org, 740-852-3001
- **Pickaway Co.**—Pickaway County Senior Center www.pickawayseniors.org, 740-474-8831
- **Union Co.**—Union County Senior Services, www.co.union.oh.us, 937-644-1010

Veterans Assistance



The Department of Veterans Affairs (VA) provides a wide range of benefits including Disability, Education and Training, Vocational Rehabilitation, and Employment, Home Loan Guaranty, Dependent and Survivor Benefits, Caregiver Services, Medical Treatment, Life Insurance, and Burial Benefits.

The website www.va.gov provides many documents and information regarding these benefits, as well as many printable documents. See also www.vetsfirst.org and www.veteransaid.org.

- **Eligibility for VA Benefits**

You may be eligible for VA benefits if you are a:

- Veteran of any branch of the US Armed Services or a Veteran's dependent
 - Surviving spouse, child, or parent of a deceased Veteran
 - Uniformed service member
 - Present or former reservist or National Guard member.
- Assistance: Varies depending on many factors
 - Contact the County Veteran's Service Commission in your county of residence.
 - Accessing VA Health Care Benefits is a separate process and may fund many in-home options for the veteran. Go to www.va.gov/health/ for application information.
 - Also the VA Caregiver program has greatly expanded and can offer service and support to caregivers of veterans. Go to www.caregiver.va.gov/ for more information.

Delaware County

Wolf Bldg.
149 N. Sandusky St.,
Delaware, OH 43015
740-833-2010

Fairfield County

3044 Columbus-Lancaster Rd.,
Lancaster, OH 43130
740-652-7920

Fayette County

133 S. Main Street, Suite 404,
Washington CH, OH 43160
740-335-1610

Franklin County

280 E. Broad St.
Columbus, OH 43215
614-525-2500

Licking County

935 Buckeye Avenue.
Newark, OH 43055
740-670-5430

Madison County

1 N. Main St.,
London, OH 43140
740-852-0676

Pickaway County

141 W. Main Street,
Circleville, OH 43113
740-474-3650

Union County

835 E. Fifth St., Suite B.,
Marysville, OH 43040
937-642-7956 or
800-686-2308

4. Types of Home-Based Services Available

Care or Case Management / Care Coordination

- Typically provided by a nurse or social worker who assesses the person's service needs, then coordinates and monitors all services. Case management is provided for consumers enrolled in many government or local tax levy funded home-care programs
- **For individuals not eligible** for government-funded programs, it may be helpful to hire a private **Geriatric Care Manager** to provide this service. To learn more about private **Geriatric Care Managers** and/or find a **local service provider** contact: **Aging Life Care Association**
- **520-881-8008** or search their online national directory at www.aginglifecare.org

Adult Day Health Programs – also referred to as Adult Day Care Programs

- Programs offering social and recreational activities, supervision, health services, and meals in a protective setting for older adults with physical or cognitive disabilities. Typically, open weekdays during business hours. May provide transportation to and from the center. Very often helpful for family members seeking caregiver relief. Less expensive than care in nursing or assisted living facilities. Central Ohio providers are listed **on p. 28** of this guide

Emergency Identification Programs

Several programs exist which can help identify individuals if they have wandered away from the home or from caregivers. They include:

- **Ohio Next of Kin Registry**
Any person can **ADD** emergency contacts to his/her Driver's License or Ohio State ID at no cost. Emergency services personnel, safety and highway patrol officers can access this information in the event of an accident or incident. To access paper or web forms go to www.bmv.ohio.gov
- **Project Lifesaver**
The primary mission of Project Lifesaver is to reduce potential injury for adults and children who wander due to neurological conditions. Those in Project Lifesaver wear a small personal transmitter around the wrist or ankle that emits an individualized tracking signal. Central Ohio Programs are listed **on p.29** of this guide
- **MedicAlert +Alzheimer's Association Safe Return**
MedicAlert[®] + Alzheimer's Association Safe Return is an emergency response service for individuals with Alzheimer's or a related dementia who wander or have a medical emergency. There is a small cost involved in registration. The website is www.alz.org

Emergency Response Systems (ERS)

- A service that provides individuals with a call button, which alerts a call center to get help from family, friends, or emergency services. Services may include smoke detection and medication reminders. Services/units may be rented or purchased. A list of these programs in Central Ohio is included **on p. 31** of this guide

Heavy House Keeping and Chore Services

- Assistance with heavy house-cleaning, and minor home repairs

Home Medical Equipment

- Offers many types of assistive and adaptive equipment to help people function in daily life despite disabilities and impairments. The costs of some equipment can be covered by Medicare and other insurances with a doctor's prescription such as wheelchairs, hospital beds, oxygen etc. Instead, some are private pay such as incontinence products, grab bars, shower chairs, stair lifts, etc.
- Sometimes a governmental program like a Medicaid waiver or levy funded program can assist with costs. A list of these providers in Central Ohio is **on p. 34** of this guide

Home Modification and Repair

- Changes or additions to the structure of a home to improve safety and accessibility. Examples include the addition of grab bars, hand-held shower units, ramps, or stair lifts. May also include widening doorways, re-fitting bathrooms, or relocating laundry facilities to the main level of the home. A list of these providers in Central Ohio is **on p. 33** of this guide

Home Downsizing/Moving/Organizing

- Licensed & insured providers can assist with the decision to downsize or reorganize a home to provide a safer living environment. See **COAAA's Moving & Transitions Guide** for more information and a detailed list of providers. Check these websites to acquire lists of providers:
- www.napo.net National Association of Professional Organizers
- www.challengingorganization.org Institute for Chronic Disorganization
- www.nasmm.org National Association of Senior Move Managers

Hospice

- Services for terminally ill persons can be provided in the home or in a long-term care setting. Includes home health services, volunteer support, grief counseling, and pain management. Medicare/Medicaid and other health insurance generally pay for a set of services. A list of these providers in Central Ohio is **on p. 35** of this guide

In-Home Care

Many types of services may be available for someone living in their home or apartment. Some are funded by governmental sources and some are not. Generally, they are referred to as either **Medical or Non-Medical Assistance**. Lists of these service providers are available two places: first, at the website www.coaaa.org; go to the *Central Ohio Resource Guide*, and look under **In-Home Service Providers**. Second, for medical services, home-based service providers can be found on the website www.medicare.gov.

- **Medical Services** can be covered by Medicare and other insurance often after a hospitalization. Sometimes this type of care is referred to as "skilled" or "rehabilitation." Services can include:
 - **Nurses**
Provide medical care and medical monitoring
 - **In Home Therapists**
Speech, Physical, and Occupational Therapies—Provide training in communication, physical movement or doing daily tasks
 - **Home Health Aides (or Personal Care Aides)**
Provide assistance with personal care, such as: bathing, dressing, feeding

Non-Medical Services are generally **not** covered by insurance or Medicare. Most would be private pay. However, some of the government programs including Medicaid Waivers and some local tax levies can fund these services if a person meets their qualification. Sometimes these services can provide respite for a family caregiver. The types of services can include:

- **Homemakers**
Provide assistance with light housekeeping, laundry, cooking, & errands
- **Companions**
Provide conversation, supervision, and some help with meals or tasks

Meal Programs (Both Home-Delivered and Congregate)

- Meals delivered to homebound individuals or at group dining locations in the community. Typically provided five or more days per week. A list of these providers in Central Ohio is **on p.32** of this guide

Respite Care

- Short-term care provided for an older person to allow caregivers time away from their caregiving role. Provided by trained professionals or volunteers in the home or by short-term admission to an assisted living or nursing facility. This type of care may also be offered in an Adult Day Setting or in the home

Senior Centers

- Provide social activities, information and a range of services. May be a community dining location, and may offer transportation to members living in their service areas. See **pages 37-38** of this guide for a list of Senior Centers

Telephone Reassurance

- Regular phone calls to check on the person's well-being

Transportation Services

- Provide rides to medical appointments, shopping, and other activities. Central Ohio has many different kinds of transportation providers and sources of funding. See **COAAA's Transportation Guide** for a more detailed list of providers

5. Central Ohio Ombudsman Program

Ohio's Office of the State Long-term Care Ombudsman advocates for people receiving home care, assisted living, and nursing home care. Paid and volunteer staff work to resolve complaints about services, help people select a provider, and offer information about benefits and consumer rights.

Ombudsmen do not regulate nursing homes and home health agencies, but do work with providers, residents, their families, and other representatives to resolve problems and concerns.

In addition, ombudsmen:

- Advocate for person-centered approaches by providers to meet the needs and honor the preferences of residents
- Link residents with services or agencies
- Offer resources for selecting long-term care providers
- Provide information and assistance with benefits and insurance

In Central Ohio, visit www.centralohio.easterseals.com or call 800-536-5891.

6. Important Legal Documents in Ohio

Health Care and Financial Powers of Attorney

- The Health Care Power of Attorney grants someone authority over your health care decisions **only**.
- The Financial Power of Attorney grants someone authority over your financial affairs **only**.
- Typically, they are used when you are unable to make your own decisions. You can grant them to two different persons or both to the same person. You grant them when you are healthy and you can revoke them at any time. They cannot be changed or revoked by anyone else but you. You do not need a lawyer to complete these documents. However, they do need to be witnessed and/or notarized in Ohio. They end at your death. For more information, or to download blank documents, go to www.proseniors.org.

Living Will

- A legal document that specifies your wishes to doctors regarding the use of life-sustaining treatments if you should become terminally ill or permanently unconscious. You do not need a lawyer to complete this document.
- It becomes effective **only** when you are unable to communicate your wishes and are permanently unconscious or terminally ill. You can change or revoke it at any time but it cannot be changed or revoked by anyone but you.
- **The Patient Self Determination Act from 1991** requires all health institutions to ask all patients if they have a living will or other form of advance directive. They also need to provide all patients information in writing about advance directives and their right to refuse certain treatments.

Do not Resuscitate Order (DNR)

An order issued by a physician which says that a person does not want Cardiopulmonary Resuscitation (CPR) administered to him/her. Ohio's DNR order relieves emergency medical services (EMS) personnel and other medical professional and facilities of their duty to resuscitate a person if that person has one. For more information, go to www.proseniors.org.

Guardianship

- Under Ohio law, if you are mentally impaired to the point that you cannot take proper care of yourself, your property or those for whom you are legally responsible, you may be determined incompetent and have a guardian appointed.
- A guardian may be appointed over the **person or the estate or both**. A guardian of the person is responsible for the physical care of the person. A guardian of the estate is responsible for the person's finances.
- The county probate court appoints and manages all guardianships in Ohio. To obtain information or application forms, contact your county probate court.

Wills

- A will is a formal document that lets you provide for the distribution of your estate when you die. An estate consists of real estate property (e.g. land), personal property (e.g., stocks, bank accounts, cars) and intangible property (e.g., claims, interests, rights) that you own at death.
- Ohio law permits anyone 18 or older, with sound mind and memory and not under restraint, to make a will. Your will must be in writing. It may be handwritten or typed. You must date and sign the will on the last page in front of two competent witnesses, who see you sign the will and hear you acknowledge that the will is yours. The witnesses must be at least 18 years of age. The witnesses must sign the will and they can also testify that you were of sound mind and memory and not under restraint.
- In your will, you will name an "Executor," which is a person who has responsibility for representing you after your death and distributing your goods between those listed in your will.
- Keep the original in a safe place where it may be found easily after your death. Tell your executor where a copy can be found or give a copy to them



7. Hiring In-Home Services

- These services can be provided in the home, condominium, or apartment.
- The cost varies widely by the type of service needed, the intensity, and the type of provider hired (ie. medical care vs. non-medical care). Many of these costs will be **PRIVATE PAY**. See p. 7 of this guide for a list of other possible payment sources.
- Do not hesitate to ask an agency/person for references, other customers you can call, as well as licenses and certifications.
- Whether hiring an agency or self-employed individual, it is important to establish what types of service you need ahead of time.

Should I Hire a Home-Care Agency or Self-Employed Worker?

Families seeking private home care often wonder whether they should look towards an agency or hire individuals to provide it. **There is no right or wrong answer**. Every family should find a solution which best fits their situation.



Hiring A Home-Care Agency

Considerations In Hiring a HOME-CARE AGENCY

Home-Care Agencies WILL:

- Handle the employer activities, including pay for payroll taxes and insurance for the worker
- Conduct an assessment by a professional and develop a plan of care to monitor your loved one's progress
- Supervise the employee and follow up if there are problems or concerns
- Communicate with the doctor and alert him/her to any changes that may develop and obtain additional doctor's orders for medical treatments, equipment, and supplies

Home-Care Agencies MAY:

- Accept Medicare, Medicaid, or Insurance for some types of care
- Give consumers choice in the home care worker assigned.
- Have *less* flexibility in scheduling or kinds of assistance provided.
- Be *more* expensive if paying privately, due to administrative costs.

Locating a HOME-CARE AGENCY

There are many home-care agencies in Central Ohio. Some provide various kinds of personal and medical care, some provide non-medical care, and some provide both.

- **For Medical Care:** The best place to check to see which ones serve your area is to go to the website: www.medicare.gov and go into the **Home Health Care Compare** areas. Choose several that serve your zip code to call and check for availability as well as cost. Medicare and other health care insurance might cover this type of care especially after a hospitalization.
- **For Non-Medical Care and agencies which provide both medical and non-medical care:** This type of care can include homemaker, chore services, transportation, and assistance with day to day activities. It is generally **NOT** covered by Medicare and health care insurance. Go to the COAAA website, www.coaaa.org and look under the *Resources Section*. From there, you can go to the **Older Adults Resource Guide** and check for agencies.



15 Questions When Choosing a HOME-CARE AGENCY

1. How long has the agency been operating?
2. What services does the agency provide?
3. Is staff available 24 hours, 7 days a week?
4. What are the fees? What do they cover?
5. What payment sources does the agency accept? (Private self-pay, Medicare, Medicaid, Insurance)
6. What services are covered by my insurance, Medicare, Medicaid?
7. How are agency employees screened prior to employment?
8. Are all agency employees bonded and insured?
9. What kind of training/certification do employees receive?
10. Who supervises the employees? How often?
11. Are there a minimum number of hours required per visit?/Maximum per week?
12. Does the agency provide written statements that explain costs and payment options?
13. How does the agency handle emergencies?
14. How does the agency handle changes in staffing/schedules?
15. Is holiday service available and if so, at what rate?

Hiring a Self-Employed In-Home Care Worker

Considerations for Hiring a Self-Employed In-Home Care Worker

- May be less expensive than going through an agency - if paying privately
- Provides more opportunity to choose a compatible worker
- May allow more flexibility in scheduling
- May allow more flexibility in the kinds of assistance the worker can provide

10 STEPS in Hiring and Supervising:

Step 1: Decide What Type of Assistance You Need

Step 2: Create a Job Description

Step 3: Locate Workers

Step 4: Interview Workers

Step 5: Background Check and Check References

Step 6: Create and Sign a Work Agreement

Step 7: Orient the Worker to Your Home/Family Member

Step 8: Supervise the Worker

Step 9: Pay the Worker, Pay Taxes and Keep Records

Step 10: Red Flags That There May Be a Problem with Care/Termination



STEP 1: Decide What Type of Assistance You Need

Suggestion: Take a good look at your situation and try to decide what kind of assistance you need. See the questions below. Many times, family and friends are either working or not available to fulfill all of the needs of a family member. The questions below can help you to pinpoint what types of assistance a home care worker can provide and how often. If the answer to any of these questions is no, fill in who is providing this assistance currently. How sustainable is this arrangement?

Self-Care Concerns--Is your loved one able to:

- Do grocery shopping independently?
- Prepare his/her own reasonably nutritious meals?
- Bathe and dress without help, look presentable and seasonally appropriate?
- Keep his/her home orderly and do housekeeping without assistance?
- Handle emergency situations and know what to do to get help in a medical emergency at home?
- Manage his/her own finances, pay bills and handle medical forms?
- Manage without frequent falls/injuries?

Social Concerns--Does your loved one have:

- Ongoing contact with other people on a regular basis?
- Any social life outside the immediate family?

Physical Condition Concerns--Does your loved one:

- Have serious health problems?
- Currently receive treatment for health problems?
- Take medications (if so, how many and what kind?)
- Take medications without being reminded?
- Have a disability, making it difficult to get around in his/ her own home?

Emotional/Mental Condition Concerns--Does your loved one:

- Become very forgetful or confused about time and dates, where he/she is, and what he/she should do?
- Have frequent or unexpected mood changes for no apparent reason?
- Complain about being bored and lonely?
- Cry or seem sad a great deal of the time?



NOTES:

STEP 2: Create a Job Description

May include the following:

- A list of the tasks/services that you will need assistance with and expect the care worker to perform. Be as specific as possible.
- Experience, skills, education, qualifications etc. preferred or required.
- Any special medical or adaptive equipment you may use.
- Days & times you will need assistance, including the number of hours to be worked, the time to report to work, and the time to leave work. Agree on times and frequency of breaks.
- Preferred salary expectations/pay range offered.
- Include any concerns of the care recipient, such as incontinence, confusion, behaviors.
- Transportation related concerns/expectations.



STEP 3: Locate Workers

- Use your network of friends in your search. Sometimes the best help comes from a friend or neighbor. They just might know of the perfect person, have used someone in the past, or have heard of someone perfect for the job.
- Contact your local church, senior center, community center, community college, and disease associations for lists of persons who may be available for what you need. There are also places that have public bulletin boards and/or list job opportunities on their website. List your available position with every organization possible.
- Place an ad in the local paper, newsletter or internet site that has employment ads. Be as specific as possible **but do not list your address**. Just include a phone number or email address and carefully screen those who answer.

STEP 4: Interview Workers

- Develop standard questions to ask all of the care workers that you will interview.
- Include the care recipient in the interview process if possible.
- Review job description in detail. Be specific about what duties you expect the care worker to perform and how they should be carried out.
- Inquire about the care worker's *back-up* plan in the event of their illness, family emergency, vacation etc.
- Inquire about past in-home care experience, work history, certifications, and trainings.
- Request references, credentials, driving record, auto insurance to contact and verify after interview.
- Inquire about experience with older adult conditions and diagnoses.
- *TRUST YOUR INSTINCTS*. If something feels wrong, it probably is. Don't hire anyone that you would not enjoy being with yourself.

SAMPLE Interview Questions For In-Home Care Worker

- Are you certified and/or licensed in your profession? (NOTE: This depends on what type of person you are hiring. Obviously health care professionals like nurses and therapists should be licensed; but aides who do personal care can be licensed in the state of Ohio as *State Tested Nurse's Aides* (STNA) and you can ask about that.
- What specialized training have you had? List areas like CPR/First Aide, Dementia training etc.
- To what professional organizations and/or groups do you belong?
- How long have you been doing this type of work?
- Have you received any awards or special praise for your work?
- Have you ever been accused or convicted of malpractice, abuse or neglect?
- Are you willing and able to perform all job duties?
- Do you have transportation to our location?
- When are you available to start?
- What is your hourly rate?
- Are you available to travel with care recipient, if necessary? (List where)
- Ask questions about issues that may impact care: Do you smoke, wear perfume, have any infectious illness? All of these may be appropriate depending on what illnesses the care recipient has.
- If language is an issue, ask if the worker speaks the language of the care recipient.

STEP 5: Background Checking Self-Employed In-Home Care Workers in Ohio

- Ohio Bureau of Criminal Identification & Investigation (BCI&I) 877-224-0043
- **WebCheck** – electronic fingerprinting system, can do both State of Ohio and national (FBI) background checks.
- For more information and to locate a WebCheck agency go to: www.ohioattorneygeneral.gov/backgroundcheck/. Fees vary slightly.
- Approximate cost for the combined Ohio and national checks is \$60.

Request and Call References

In addition to calling former clients, the individual or family can call hospital or nursing facility discharge planners, doctors, and community home care programs to get their input if they have had contact with the worker.

SAMPLE Reference Questions For Care Worker's Former Clients/Families:

- How long have you known care worker?
- How reliable, dependable, and trustworthy was the care worker?
- How well did the care worker communicate with you and the client?
- Did you have any problems or concerns with care worker?
- Would you use the care worker's services again?
- How well did the care worker perform in an emergency and/or conflict situation?
- What are the care worker's strengths and limitations?

STEP 6: Create and Sign A Work Agreement

- Once you have decided on a care worker, develop a written work agreement. This will help formalize your relationship and outline your expectations. It can be revised at anytime. A thorough work agreement will help the care worker understand what is required of them and be prepared to do it.
- Include detailed descriptions of the tasks to be completed, hours and days of work, rate, and schedule of payments, cancellation and absence arrangements, start date, acceptable and unacceptable behaviors and grounds for termination.
- Unacceptable behaviors, such as tardiness, absenteeism, grounds for termination, etc.
- Amount of notice you or your caregiver must give to end your contract or arrangement.
- Cancellation/absence arrangements and back-up plan.
- Obtain identifying information about care worker such as: address, contact numbers, social security number, and date of birth, etc.

STEP 7: Orient the Worker to Your Home/Family Member

- Schedule a home orientation prior to the care worker's first day of work to allow the care worker the opportunity to become acquainted with you and your family members.
- Practice any emergency procedures that may be necessary to ensure your relative's safety.
- Provide specific written instructions on how to seek medical care and other emergency assistance.
- Help the care worker understand how to communicate with you or your family members. Stress the importance of both verbal and nonverbal responses.
- Familiarize the care worker to any unusual symptoms associated with you or your family member's disability.
- Show the care worker the locations of smoke detectors, fuse box, fire extinguishers, standard first-aid kit, and a list of emergency telephone numbers, including emergency medical service/ambulance, pharmacy, family members, and poison control. Keep a list by each telephone.
- Show the care worker where to find medication list including type of medication, purpose of medication, dosage, times of day when taken, and any special requirements.
- Show the care worker where the household supplies are kept and how to operate appliances and other household equipment.
- Show the worker what rooms can and cannot be accessed in the home (if applicable).
- Make sure the care worker knows of any dietary restrictions, house rules, and personal preferences.
- Inform care worker of family and friends who may visit care recipient and who should not.

STEP 8: Supervise the In-Home Care Worker

- Clearly define your expectations.
- Treat each other with respect.
- Ask for feedback from **both** worker and care recipient.
- Maintain a log to track the hours and days worked.
- Address potential problems with the worker immediately.
- Provide prompt feedback to the worker about his/her performance.
- Have regular meetings to discuss concerns that you or your care worker may have regarding the care being provided or the care arrangements.

STEP 9: Pay the Worker, Pay Taxes, and Keep Records

Pay the worker an agreed upon pay rate **and DO NOT use cash**. Use a time log to document the hours the person has worked. Have the person and care recipient sign off on the time log. Use either a check or bank transfer to pay the person. These are traceable and documentable for tax purposes.

US Tax Rules

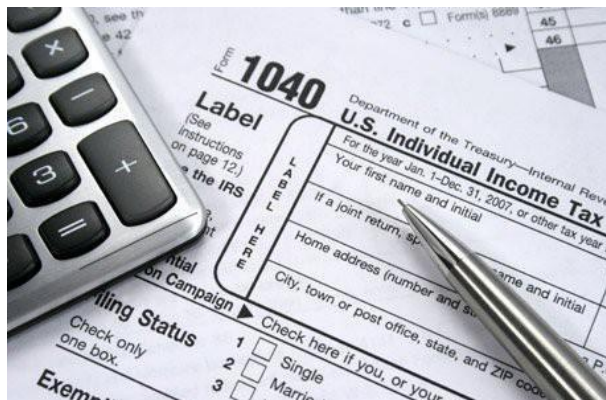
- If you pay more than **\$2,700 in a calendar year (2024)** to someone who comes into your home, you are required to pay Federal Medicare and Social Security tax for that individual.
- You may use form 1040 to file and pay the tax. More information is found in the **IRS Guide #926: Household Employer's Tax Guide** which is downloadable at (www.irs.gov).
- You may also be required to pay Local and State taxes so check on these with Ohio Department of Taxation at www.taxation.ohio.gov and your local community.

Workers Compensation

- Worker's Compensation coverage is required for full-time or part-time domestic workers employed inside or outside of your private residence. Domestic household employers who pay **workers \$160 or more in a calendar quarter (3 months)** must have workers' compensation coverage. If the worker does not have his/her own business or own workers' compensation insurance.
- For more information contact the Ohio Bureau of Workers Compensation at 800-644-6292 or www.bwc.ohio.gov.

Homeowner's & Auto Insurance

- Check your own (or your older relative's) home owner's insurance and confirm that there will be coverage if there is an accident or injury in the home.
- If the person will be driving an older family member, check that the person has auto liability insurance.



Federal Tax Deductions/Credits for Home Care

Under certain circumstances, the caregiver can qualify for income tax benefits that offset their expenses in providing care to a family member. These tax “breaks” include claiming the person in care as a dependent and receiving a “dependent care credit.” For the older person, certain tax credits also apply and some expenses are deductible.

When a Person Qualifies as a Dependent for Income Tax Purposes

Five tests must be met:

- The person does not earn more than a specified amount of gross income, adjusted each year to match the personal exemption.
- The taxpayer provides more than one-half of the person’s support.
- The person has one of the following relationships with the taxpayer: child, sibling, parent, grandparent, aunt, uncle, niece or nephew, in-law, grandchild, great-grandchild, stepparent or child **OR** the person lived in the taxpayer’s home during the entire tax year and is a member of the taxpayer’s household.
- The person did not file a joint return with a spouse.
- The person is a citizen, national, or resident of the United States, Canada, or Mexico.

Tax Credit for an Elderly or Disabled Person

- A tax credit may be available to persons who are 65 or over or who are permanently or totally disabled. Special rules and procedures apply for calculating the amount of the credit. See **IRS Guide #554 *Tax Guide for Seniors* (2020)**. The website is www.irs.gov.

What Can Be Deducted for Income Tax Purposes?

- If a person can be claimed as a dependent and the caregiver itemized expenses on his/ her tax returns, the caregiver may deduct medical expenses that exceed 7.5% of his/her adjusted gross income (2024).

Other Possible Deductible Care Expenses

- Improvements or additions to the home for medical purposes (to the extent that they do not increase the value of the property).
- Expenses of a guide dog.
- Lodging while away from home for a medical reason (meals not deductible).
- Medical insurance (long-term care and supplemental policies-with limitations).
- Nursing home expenses (with type of care limitations).
- Transportation costs to take a person to medical care.

STEP 10: Red Flags That There May Be A Problem with Care

- Unanswered telephone calls or a constant busy signal at home of care recipient while care worker is on duty/shift.
- Late arrivals, early departures, last minute cancellations.
- Significant decline in cleanliness of home.
- Presence of other people in the home.
- Frequent complaints on the part of the care recipient or troubling changes in his/her behavior.
- Materials in the home which are missing or damaged with no reasonable explanation.
- Questioning reports/concerns from neighbors, friends, or others who are observing the situation.



If You Must Make the Decision To Terminate A Worker:

- Give the person a written notice.
- Document (write down) your reasons.
- Take back keys or change passcodes if you have given them to the worker (ie. garage door codes).
- Ask and watch worker delete care recipient's phone number and family members phone numbers from their mobile phones.

LISTS of Central Ohio Home & Community-Based Service Providers

- Many, but not all, organizations on these lists are providers in Ohio's Medicaid home and community-based waiver programs. A few, like the hospices, are Medicare providers. And the Senior Centers often provide recreational programs in addition to some services such transportation and meals.
- This booklet does **not** include detailed lists of companies or agencies that provide in home medical and non-medical respite care as there are many providers in the Central Ohio Area. However, you may find such lists of providers in 3 places:
 - At the website www.coaaa.org, go to the **Central Ohio Resource Guide** and look under "Home-Health & Homemaker Providers."
 - For medical services, lists of Medicare Certified home-based service providers can be found on the website www.medicare.gov (Home Health Compare Area)
 - Additional home and community-based services are listed in the Yellow Pages/Internet searches under "In-Home Respite Care" "Home Health Care, Equipment and Supplies" and "Day Care Centers-Adult."
- To determine the range of services offered and the counties served by organizations on this list, you will need to contact the individual providers.

Every reasonable effort is taken to ensure accurate information. However, we cannot guarantee completeness or timeliness of information. Some of the names, addresses, or phone numbers of the properties may have changed since the printing of this guide.

The inclusion of an agency does not represent an endorsement of products or services by the Central Ohio Area Agency on Aging and is based on information available at the time of publication. Spring 2024

Adult Day Health Programs

DESCRIPTION

An Adult Day Health Program Can Provide Your Family Member with:

- Supervision and social activities
- Assistance with eating, walking, toileting, medication, and bathing
- Physical, Occupational, or Speech Therapy
- Health monitoring (blood pressure, food/ liquid intake, blood sugar)
- Nutritious meals, snacks, and/or a special diet
- Physical exercise and Mental stimulation

Questions to Ask an Adult Day Health Program:

1. Who is the owner or sponsoring agency of the adult day program?
2. How long has the program been in operation?
3. What are the days and hours of operation?
4. Is transportation to and from the center available in your area?
5. What are the earliest and latest pickup, and drop-off times?
6. What are the costs for all services including transportation?
7. What options exist to assist with the cost of services?
8. Can the center serve persons with memory loss, limited mobility, or incontinence?
9. What are the credentials and training of center staff?
10. What is the ratio of staff to participants?
11. What activities are provided? Are there individual and group activities? Are activities individualized to fit participants' abilities?
12. Can special diets be accommodated? Are meals appealing and balanced?

Additional Tips in Choosing an Adult Day Health Program

- Request references from the programs you are considering and check them.
- Give your loved one an opportunity to "try out" the center for part of a day.
- Keep in mind it may take several visits and maybe several weeks for your loved one to become comfortable with the new setting and routine.

NOTES Regarding the Sponsorship of Adult Day Health Programs

- Some of the programs listed in this booklet cater to a particular ethnic group in terms of food and language. You may want to ask the question about their focus when you set up a visit.
- Some of the Assisted Living facilities in Central Ohio are currently offering private pay Adult Day services which are staffed by their facility staff and provided within the common space of their facilities. You can find a list of Central Ohio Assisted Living Facilities in the COAAA's Long-Term Care and Hospice guide which can be downloaded from www.coaaa.org.

ADULT DAY HEALTH PROGRAMS

Buckeye Adult Daycare LLC

- 2643 Northland Plaza, Columbus OH 43231
614-882-6296
- 624 Harrisburg Pike, Columbus, OH 43223
614-756-5124

Central Ohio Life Care Center

5528 Cleveland Ave., Columbus, OH 43231
614-505-8395

Columbus Adult Daycare

5930 Sharon Woods, Blvd., Columbus, OH
43229, 614-392-2017

Complete Adult Day Services

- 1775 Karl Ct., Columbus, OH 43229
614-505-8395
- 242 West Johnstown Rd., Columbus, OH
43230, 614-505-8665

Embassy Forest Hills Adult Day Center

2841 E Dublin-Granville Rd, Columbus, OH
43231, 614-891-1111

Fairfield Center for Disabilities

681 E Sixth Ave, Lancaster, OH 43130
740-653-5501

Freedom Home and Day Healthcare

- 1925 E. Dublin-Granville Rd.
Columbus, OH 43229,
614-505-8498
- 7657 East Main St,
Reynoldsburg, OH 43068,
- 614-505-8498

Golden Age Day Care Services

464 Industrial Mile Rd., Columbus, OH 43228
614-351-8351

Himalayan Care Center

6954 Americana Parkway,
Reynoldsburg, OH 43068
614-259-3155

Intra-National Home Care, LLC

77-83 Outerbelt St., Columbus, OH 43213
380-900-8880

Licking County Aging Program Adult Day

1058 E. Main St., Newark, OH 43055
740-345-4771

Madison Co. Senior Citizens Center 280 W

High St, London, OH 43140
740-852-3001

Naman Adult Daycare

6465 E. Broad St., Columbus, OH 43213
614-655-8205

Pickaway County Senior Center

2105 Chickasaw Dr., Box 565, Circleville, OH 43113
740-474-8831

Planet Wellness System/Compassion Care

5975 Cleveland Ave., Columbus, OH 43231
614-423-7959

Profound Day Health Center

- 5798 Columbus Sq., Columbus, OH 43231
614-218-6502
- 3636 Soldano Blvd., Columbus, OH 43228
614-218-6502

Quality Adult Day Care Inc.

3191 W. Broad St.
Columbus, OH 43204,
614-300-3009

Samaritan Center Adult Day Services

228 W Hubert Ave, Box 517, Lancaster, OH 43130
740-687-1921

Second Home Adult Day Service

2556 Morse Rd, Columbus, OH 43231
614-414-0077

Washington's Intergenerational Adult Day Care

4241 Eastland Square Dr. #A,
Columbus OH 43232,
614-866-0100

WillowBrook by Day

100 Willowbrook Way S,
Delaware, OH 43015,
740-369-5447

EMERGENCY IDENTIFICATION SYSTEMS CENTRAL OHIO PROJECT LIFESAVER PROGRAMS

Delaware County Sheriff's Office

844 U.S. 42 North
Delaware, OH 43015
740-833-2805

Franklin County Sheriff's Office

410 South High Street
Columbus, OH 43215
614-525-5009

Licking County Sheriff's Office

155 East Main Street
Newark, OH 43055
740-670-5549

Pickaway County Sheriff's Office

600 Island Road
Circleville, OH 43113
800-472-6033

Union County Sheriff's Office

221 W 5th Street
Marysville, OH 43040
937-645-4100 Ext. 4471

Westerville Police Department

29 South State Street
Westerville, OH 43081
614-901-6860

Worthington Division of Police

6555 Worthington Galena Road
Worthington, OH 43085
614-885-4463



For more information,
check the website at
www.projectlifesaver.org

EMERGENCY RESPONSE SYSTEMS

ADT/Companion Services

32100 US Hwy 19 N., Palm Harbor, FL 34684,
877-456-1787 Ext 4629

All Medical Response LLC

661 Andrea Ln., Pickerington, OH 43147,
614-271-7777

ConnectAmerica.com LLC

3 Bala Plaza West, #200, Bala Cynwyd, PA
19004,
800-215-4206 & 800-420-1299 ex. 182

Critical Signal Technologies Inc.

27475 Meadowbrook Rd., Novi, MI 48377,
888-557-4462

Guardian Medical Monitoring

1810 Jefferson, Toledo, OH 43624,
888-349-2400

Lifeline Systems Company

111 Lawrence St, Framington, MA 01702,
800-368-2925

Meals on Wheels of Fairfield County, Inc.

1515 Cedar Hill Rd., Lancaster, OH 43130 ,
740-681-5050

Medical Guardian, LLC

1818 Market St., Philadelphia, PA 19103
800-872-4209

MedScope America Corp.

222 W. Lancaster Ave, Paoli, PA 19301
800-645-2060

Philips Lifeline

111 Lawrence St MS-21, Framingham, MA
01702, 800-368-2925

Qmedic

444 School St., B5, Boston, MA
02108, 617-945-7572

Schmidt Security Pro

241 Mansfield Industrial Pkwy
Mansfield, OH 44903
419-526-4747; 866-526-4747

Security One & Home Medical Monitoring

PO Box 485, Reynoldsburg, OH 43065
614-762-7628/877-868-0918

VRI, Inc.

1400 Commerce Center Dr, . Franklin, OH
45005, 800-860-4230



HOME-DELIVERED MEALS

Type of Meals and Counties Served in Parentheses

Autumn Days LLC (Delivered Hot)

202 West Johnstown Rd.,
Gahanna, OH 43220
614-575-9914 (Central Ohio)

Clossman Catering LLC (Delivered Frozen)

3725 Symmes Rd, Hamilton, OH 45015
513-942-7744; 888-533-7252 (Central Ohio)

Dave and Brenda's Catering (Delivered Frozen)

3432 Rhoades Ave., New Boston, OH
45226, 740-456-3663(Pickaway Co.)

Fayette County Commission on Aging (Delivered Hot and Frozen)

1179 S Elm St, Washington CH, OH 43160
740-335-2159 (Fayette Co.)

Global Meals (Delivered Frozen)

2761 E. 4th Ave., Columbus, OH 43219
614-252-6508; 888-928-2323
(Central Ohio)

Grannies Home Cooked Meals(Delivered Frozen)

1995 E. Main St.
Lancaster, OH 43130
740-277-6445, (Fairfield, Franklin, Licking & Pickaway Co.)

Homestyle Direct Meals(Delivered Frozen)

866-735-0921 (Central Ohio)

Licking County Aging Program, Inc.

(Delivered Hot and Frozen) 1058 E
Main St, Newark, OH 43055 740-
345-0821/800-452-0097 (Licking County)

LifeCare Alliance (Delivered Hot and Frozen)

1699 W Mound St., Columbus, OH 43223,

- Franklin County: 614-437-2895
- Madison County: 740-845-7325

Meals on Wheels of Fairfield County (Delivered Hot and Frozen)

1515 Cedar Hill Rd., Lancaster, OH 43130
740-681-5050(Fairfield Co.)

Mom's Meals (Delivered Frozen)

3210 SE Corporate Woods Dr.,
Ankeny, IA 50021,
866-716-3257 Option #1(Central Ohio)

Pickaway County Senior Center (Delivered Hot and Frozen)

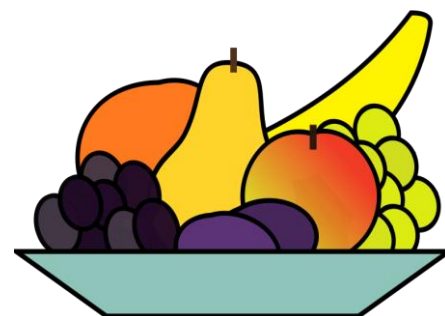
2105 Chickasaw, Box 565, Circleville, OH 43113
740-474-8831(Pickaway and Franklin Co.)

Simply EZ – Home-Delivered Meals (Delivered Frozen)

3593 Interchange Rd, Columbus, OH 43204
614-308-1844; 877-396-3251(Central Ohio)

SourcePoint (Delivered Hot and Frozen)

800 Cheshire Rd, Delaware, OH 43015
740-203-2432; 800-994-2255
(Delaware County)



HOME MODIFICATION & REPAIR

101 Mobility, Cleveland/Columbus

4706 Trabue Rd., Columbus, OH 43228,
740-548-5449

Across the States Construction & Remodeling LLC

8575 Gantry Ct., Powell, OH 43065,
614-424-1946

Allstate Exteriors LLC

312 Lafayette St., London, OH 43140,
614-202-7519

American Medical Equipment

861 Taylor Rd., #1, Columbus, OH 43230,
614-237-1133, ext. 104

Assistive Solution

93R Compark Dr., Dayton, OH 43459
937-938-1846; 800-470-1076

Creative Housing, Inc.

2233 Citygate Dr., Columbus, OH 43219,
614-418-7725

Custom Home Elevator & Lift Co.

11431 Williamson Rd. #B, Cincinnati, OH 45241
800-730-5438 ext. 704; 513-583-5910

Healthcare Online & Medical Exchange

526 N. Cassady Ave.
Columbus, OH 43209
614-715-4567

J & J Mobility

884 Stratford Rd., Delaware, OH 43015,
740-417-9240

Lancaster-Fairfield County Community Action

1743 E Main St, PO Box 768,
Lancaster, OH 43130,
740-653-4146

L.E.A.D.S.

160 Wilson St., Newark, OH 43055,
740-349-0200

Mobility Marketplace

625 E. 11th Ave., Columbus, OH 43211
614-481-8100

Peterson's Professional Services

1126 Marianna Dr., Mansfield, OH 44903,
567-333-1298

Queen City Med Mart, Inc.

1126 Reading Rd., Cincinnati Ohio 45241
513-563-4855

Right Now Mobility

11154 Luschek Dr., Cincinnati, OH 45241,
513-795-8585

Seed Sowers

700 Morse Rd. #203, Columbus, OH 43214,
614-265-2523; 866-319-8955

Sonshine Medical, Inc.

6590 Middlebranch Ave NE, Canton, OH 44721,
330-491-0041

Stuart Medical Services, Inc.

3864 McMann Rd #B. Cincinnati, OH 45245
513-687-9681; 800-830-8929

HOME MEDICAL EQUIPMENT

101 Mobility, of Cleveland/Columbus

4706 Trabue Rd, Columbus, OH 43228
740-548-5449

180 Medical Inc.

8516 NW Expressway
Oklahoma City, OK 73162
877-688-2729

ActivStyle

1701 Broadway St, NE.,
Minneapolis, MN 55413
800-651-6223

American Medical Equipment

861 Taylor Rd. #1, Gahanna, OH 43230
614-237-1133 ext. 104; 800-662-4666

Assistive Solutions

93R Compark Dr., Dayton, OH 45459
937-938-1846; 800-470-1076

A & Z Technologies

785 S. State St.,
Westerville, OH 43081
614-776-4445

Drug Store Pharmacy, The

2940 Groveport Rd., Columbus, OH 43207
614-491-3446

Duraline Medical Products Inc.

324 Werner St., PO Box 67, Leipsic, OH 45856
419-943-2044; 800-654-3376

Goodcare by CPCI

242 W. 6th Ave., Lancaster, OH 43130
740-652-9250; 800-423-3615

Health Aid of Ohio, Inc.

5230 Hauserman Rd., Parma, OH 44130
216-252-3900

Healthcare Online & Med. Exchange

526 N. Cassady Ave., Columbus, OH 43209
614-715-4567

J & J Mobility

884 Stratford Rd., Delaware, OH 43015
740-417-9240

Lorraine Surgical Supply Co. Inc.

17520 Engle Lake Dr., ST A.,
Middleburg Heights, OH 44130
216-281-4777; 800-541-1416

Queen City Med Mart

10780 Reading Road, Cincinnati, OH 45211
513-563-45241

Rehab Medical of Columbus Inc.

510 E. Wilson-Bridge Rd. #A,
Worthington, OH 43085
614-430-8936

Right Now Mobility

11154 Luschek Dr., Cincinnati OH 45241
513-795-8585

Risch Home Health Care Inc.

622 W. Fair Ave., Lancaster, OH 43130
800-554-7442

Sonshine Medical Inc.

6590 Middlebranch Ave. NE, Canton, OH 44721
330-491-0041

Stateline Medical Equipment

153 S. Alex Rd, #A, Miamisburg, OH 45342
937-452-6270

Stuart Medical Services Inc.

3864 McMann Rd #B, Cincinnati, OH 45245
513-687-9681; 800-830-8929

Central Ohio Hospice Services

Description

- Hospice is a program of care and support for people who are terminally ill. The focus is on comfort, not on curing an illness. Hospice programs generally require that the person has a terminal diagnosis and is not receiving services aimed at curing an illness.
- If a person qualifies for hospice care and chooses to get the hospice benefit, hospice services MAY include physical care, counseling, drugs, equipment, and supplies for the terminal illness and related condition(s).
- Families and caregivers of a person on hospice care can also receive support group and counseling benefits.
- Hospice services can be provided in most types of care settings, including a person's home, an adult care facility, an assisted living facility, and an intermediate care facility.
- A person can apply for hospice care at any of the providers licensed in Central Ohio. Most long-term care facilities have a preferred provider, but a person is free to choose any hospice provider.
- Medicare covers hospice care but does not cover room and board services. In general, Medicare doesn't pay for 24-hour assistance if a person receives hospice services at home. For more on Medicare coverage of hospice care, go to www.medicare.gov.
- Sometimes people are confused by the terms "**Hospice**" & "**Palliative**" Care.
 - **Hospice** can be provided in **any** care setting and requires that a person discontinue treatments solely aimed at curing the underlying disorder. Hospice will continue treatments aimed at making a person comfortable or relieving pain. Some short-term care is allowed in an inpatient setting.
 - **Palliative Care** is generally offered through a setting like a hospital or cancer treatment center and allows comfort care to be administered at the same time that the person is continuing to be treated for a cure. Many hospitals or treatment centers have palliative care teams who can consult regarding a person's comfort and pain control during treatment.



CENTRAL OHIO HOSPICE PROVIDERS

Bella Care Hospice & Palliative Care

110 Polaris Parkway Suite 302,
Westerville, OH 43082
614-473-0044

Brookdale Hospice Columbus

2550 Corporate Exchange Dr.
Columbus, OH 43231
614-210-1150

Capital City Hospice & Homecare

2800 Corporate Exchange Dr.
Columbus, OH 43231
614-441-9300

Care 360 Hospice

6099 Riverside Dr.,
Columbus, OH 43017
614-674-3766

Echo Hospice of Ohio, LLC

8050 N. High St. Suite 160,
Columbus, 43235
614-939-7930

Faith and Family Supportive Care

630 Morrison Rd., Suite 310
Gahanna, OH 43220
614-755-2347

Fairhope Hospice & Palliative Care

282 Sells Rd.,
Lancaster, OH 43130
740-654-7077

Generations Hospice, LLC

1435A West Main St.
Newark, OH 43055
740-348-1399

Gentiva 1

540 Office Center Place,
Gahanna, OH 43230
614-414-0500

Hospice of Central Ohio

2269 Cherry Valley Rd.,
Newark, OH 43055
740-788-1400

Hospice of Fayette Co.

222 North Oakland Ave,
Washington CH, OH 43160
740-335-0149

Interim Health Care & Hospice

784 Morrison Rd, Suite B, Gahanna, OH 43230
614-880-2929

Kindred Hospice II

540 Officecenter Place, Suite 100, Gahanna, OH 43230
614-414-0500

Loving Care Hospice & Home Health

56 S. Oak St., London, OH 43140
937-644-1928

Mt. Carmel Hospice

1144 Dublin Rd., Columbus, OH 43215
614-234-0200

National Church Residence

2245 North Bank Dr. Columbus, OH 43220
614-457-6950

Nationwide Children's Hospice

255 E. Main St., Columbus, OH 43215
614-355-1100

Ohio Health Hospice

800 McConnell Dr., Columbus, OH 43214
614-533-0031

Ohio Living Hospice

2740 Airport Dr. Suite 140, Columbus, OH 43229
614-433-0031

ProMedica Hospice

6500 Busch Blvd, Suite 210, Columbus, OH 43229
614-840-9856

Summit Hospice

1 East Campus View Blvd., Columbus, OH 43213
513-344-4310

Tranquility Hospice

1949 State Route 37, Suite C, Delaware, OH 43015
740-990-1023

Viaquest Hospice

171 Morey Dr., Marysville, OH 43040
614-339-8436

Wesley Hospice, LLC

4588 Wesley Wood Blvd. Suite 2A, New Albany, OH 43054
614-451-6700

Zuzman Community Hospice

1151 College Ave., Columbus, OH 43209
614-559-0350

CENTRAL OHIO SENIOR CENTERS/COMMUNITY CENTERS

Bexley Recreation Senior Citizen Programs

165 N. Parkview Ave., Bexley, OH 43209
614-559-4310

Blendon Township Senior Center

6330 S. Hempstead Rd., Westerville, OH 43081
614-882-1260

Canal Winchester Frances Steube Community Center

22 South Trine St, Canal Winchester, OH 43110, 614-837-8276

Columbus Department of Recreation & Parks, <http://Columbus.Gov/Recreationandparks/>

Beatty Community Center

247 N. Ohio Avenue, Columbus, OH 43203
614-645-3218

Dodge Community Center

667 Sullivant Ave, Columbus, OH 43215
614-645-8151

Gillie Community Senior Center

4625 Morse Centre Rd., Columbus, OH 43229
614-645-3106

Golden Hobby Gift Shop

549 Franklin Ave, Columbus, OH 43215, 614-645-8329

Lazelle Woods Community Center

8140 Sancus Blvd., Westerville, OH 43081
614-645-5330

Marion Franklin Community Center

2801 Lockbourne Rd., Columbus, OH 43207
614-645-3612

Schiller Community Center

1069 Jaeger St., Columbus, OH 43206
614-645-3156

Westgate Community Center

455 S. Westgate Ave., Columbus, OH 43204,
614-645-3264

Whetstone Community Center

3923 N. High St., Columbus, OH 43214,
614-645-3217

Community & Seasoned Citizens (CASC)

900 Columbus Ave., Marysville, OH 43040
937-644-9801

(Delaware) SourcePoint Enrichment Center

800 Cheshire Rd., Delaware, OH 43015
740-363-6677

Dublin Community Senior Citizens

5600 Post Road, Dublin, OH 43017
614-410-4550;

Fayette County Commission On Aging

1179 S. Elm St., Washington Court House, OH 43160
740-335-2159

Gahanna Senior Center

480 Rocky Fork Blvd., Gahanna, OH 43230
614-342-4265

Grandview Senior Center

1515 W. Goodale Blvd., Grandview Hgts, OH 43212
614-488-8792

Granville Senior Center

3825 Columbus Rd., Bldg. D, Granville, OH 43023
740-587-1333;

Grove City Evans Center

4330 Dudley Ave., Grove City, OH 43123
614-277-1060

Groveport Senior Center

7370 Groveport Rd., Groveport, OH 43125
614-836-4599

(Hilliard) Phyllis A. Ernst Senior Center

3810 Veterans Memorial Dr., Hilliard, OH 43026 614-
876-0747

Jewish Community Center of Greater Col.

1125 College Ave., Columbus, OH 43209
614-559-6214

CENTRAL OHIO SENIOR CENTERS/COMMUNITY CENTERS (*continued*)

John J. Gerlach Center for Senior Health

3724 Olentangy River Rd.-Ste. A,
Columbus, OH 43214,
614-566-5858

Licking County Aging Partners (Heritage Hall)

1058 E. Main St., Newark, OH 43055
740-345-0821;

Licking County Community Center for 60+ Adults

537 Jones Rd., Granville, OH 43023
740-587-1333

Lifecare Alliance (Various)

Dining Centers with Social Activities;
614-278-3153, for a list go to,
www.lifecarealliance.org

Madison County Senior Citizens Center

280 W. High St., London, OH 43140
740-852-3001;

Mt. Sterling Community Center

164 E. Main St., Mt. Sterling, OH 43143
740-869-2453

Obetz Community Center Senior Services

1650 Obetz Avenue, Obetz, OH 43207
614-491-4546

Olivedale Senior Center

253 Boving Rd., Lancaster, OH 43130
740-687-6655;

Pickaway Senior Center

2105 Chickasaw Dr., PO Box 565,
Circleville, OH 43113,
740-474-8831

Pickerington Senior Center

150 Hereford Dr., Pickerington, OH 43147
614-837-3020

Prairie Twp. Community Ctr.-Senior Social Membership

5955 W. Broad St., Galloway, OH 43119
614-907-7990

Richwood Civic Center

235 Grove St. #200, Richwood, OH 43344
740-943-2310

Reynoldsburg Senior Center

1520 Davidson Dr., Reynoldsburg, OH 43068,
614-866-5890

Upper Arlington Senior Center

1945 Ridgeview Rd., Upper Arlington, OH 43221,
614-583-5320

West Jefferson Senior Citizen Center

28 E. Main St., West Jefferson, OH 43162,
614-879-7620

Westerville Senior Center

310 W. Main St., Westerville, OH 43081,
614-901-6560

Whitehall Senior Center

4924 Etna Rd., Whitehall, OH 43213,
614-328-2879

Windsor & Community Seniors, Inc.

376 Rosehill Dr. Suite C, Marysville, OH 43040,
937-644-8464

Worthington Griswold Center

777 High St., Worthington, OH 43085
614-842-6320

Notes:

Notes:



Free online training and support is available to caregivers like you

- Improve your confidence, reduce stress, and prevent burnout
- Connect with other caregivers through community chat rooms
- Access on-demand resources to suit your schedule
- Suit your learning preference with videos, articles, audios, interactive scenarios in English and Spanish

A Variety of Topics

- Communication changes
- Behavior management
- Transition from hospital to home
- Personal care
- Activities and recreation
- Your own wellness
- Heart and lung health
- Mobility and fall prevention
- Documents and decision-making
- Meaningful activities
- Grief and loss
- Caring for kids

coaaa.trualta.com

Sign up today!



"The caregiver portal was my first support system when caring for my mother with dementia.

There is so much helpful information in one place and I learned so much about providing care."

Laura W, caring for her mother

Contact Us to Learn More

Central Ohio Area Agency on Aging

Tammy Smith

email: tsmith@coaaa.org

phone: 614-645-7705



**Do you need help
at home?**

**Are you caring
for a loved one?**

Call COAAA today!

Central Ohio Area Agency on Aging (COAAA) helps older adults and individuals with disabilities live safely and independently in their homes for as long as possible. We have the knowledge and experience to connect you to the resources and services you need.



**Your Connection
to Care**

**800-589-7277
coaaa.org**