



Elder Care and Caregiver Support

Elder Care Support

Options When Looking for In-Home Elder Care Support

Do We Need Help?

Sometimes ensuring the best for your loved one requires hiring outside help. This brochure describes various types of care providers. In addition, it lists advantages and disadvantages of working with agencies or with independent care providers.

Families may begin the process by hiring an elder care manager (or “geriatric”). This person can help identify which kinds of care are most needed, and then help with arranging that care.

An elder care manager is a contracted “fee for service” professional who has the training, credentials and experience to support caregivers and individuals in making decisions. They can evaluate in-home care needs, prepare short and long-term plans, help select care personnel, coordinate medical support and oversight of support services and provide guidance on housing options.

An elder care manager is a registered nurse, licensed social worker or health care professional who specializes in the health and well-being of older adults. A master’s level education and professional certification is recommended. Find out more at www.aginglifecare.org.

Who is a Caregiver?

A caregiver takes responsibility for someone who cannot fully care for themselves. Often providing personal care: bathing, feeding and dressing. A caregiver may be a family member, friend or another individual. Depending on culture there may be various members of the community engaged in a person’s care. The person is usually unpaid.



Alzheimer’s Association

Alz.org

Get help dealing with the challenges of dementia and caregiving. Offering local non-cost education programs, care consultations and support groups. 24-hour Helpline
1-800-272-3900

Connect-A-Ride

connectaride@AccessJCA.org

Learn about a range of local transportation options. Supervised standard and wheelchair accessible vehicles.
301-738-3252

Holy Cross Caregiver Resource Center

holycrosshealth.org/caregivers-resource-center

If you’re living with aging parents, or caring for a loved one or friend - the Center offers support, education, healthy aging tips, and help to understand disease diagnosis and treatment.
301-754-7152

The ARC Montgomery County - Respite Care

thearcmontgomerycounty.org/what-we-do/respite

Access supervised short term home care, so allowing unpaid caregivers time for errands, appointments and selfcare.
301-816-9647

If you have additional questions or need referrals, call:
**Montgomery County’s
Aging and Disability Services
240-777-3000**

*This brochure is available in alternative formats. Call **240-777-3000** (or MD Relay at 711) for help.*

Montgomery County Health and Human Services
401 Hungerford Drive, Rockville, MD
www.montgomerycountymd.gov/hhs



Types of Care Providers

To ensure you receive the best elder care, it is important to evaluate the level of care needed and know the difference between the providers. To save money you may want to consider different providers for different tasks. For example, a housekeeper can help with household chores, a home health aide (HHA) can provide personal care, a certified medication technician (CMT) can give medications and provide in-home treatment. Providers are employees of licensed elder care agencies or work independently.

Housekeeper

Assistance with routine household chores and socializing. *No specific training required.*

- Light house cleaning and laundry
- Shopping and meal preparation
- Escort to appointments
- Companionship



Home Health Aide (HHA)

Aide who provides help with personal activities of daily living. *Trained and certified as both certified nursing assistant and home health aide with the Maryland Department of Health.*

- Feeding
- Bathing and mouthcare
- Dressing
- Toileting
- Range of motion exercise



Certified Medication Technician (CMT)

CNA/HHA with additional training is certified to administer medications and provide treatment support (supervised by registered nurse and/or physician). *Trained, certified and registered with the Maryland Department of Health.*

- Taking of medications
- Treating chronic illness
- Physical therapy
- Wound care



Home Care Agency or Independent Provider?

When choosing who will provide services, you must decide between seeking the services of a licensed home care agency — where the agency is the employer of the person providing care, or hiring an independent care provider, which requires you and your family to serve as the employer.

1. **Aide of a licensed home care agency** (*agency is the employer*)
2. **Self-employed provider who is an independent hire** (*family/client is the employer*)

It is important that you understand the advantages and disadvantages when hiring in-home support through a licensed agency or selecting an independent provider.

Home Care Agency (*employer of provider*)

Advantages

- Staff recruits and supervises providers
- Staff conduct background checks, verifies references and employment history
- Staff coordinates scheduling of provider
- Can offer 24/7 customer services and back-up staff
- Agency responsible for payroll, all withholding (taxes, social security), liability insurance, fidelity bond and any issues arising through provider placement

Disadvantages

- Higher cost
- Selection of provider by someone else
- May have restrictions on tasks or require a minimum number of hours per visit

Independent (*self-employed provider*)

Advantages

- Usually charge less per hour
- You have total control over selection of provider
- Can negotiate a more flexible work schedule
- Provider may perform a broader range of tasks

Disadvantages

- Time cost and effort in hiring an elder care provider
- Client/family must provide all supervision and oversight
- Client/family responsible for payroll, including state and federal taxes and social security
- Client/family responsible for all liability insurance and handling of legal matters
- No back-up coverage for provider absences



Keeping Your Loved Ones Safe

If you have a concern about neglect, financial exploitation or physical/sexual abuse, call Adult Protective Services at **240-777-3000**. You do not need to prove that abuse is occurring, it is up to the trained staff to investigate the suspicions. If someone is in a life-threatening situation or immediate danger, call **9-1-1**.



Montgomery County has also produced a comprehensive online booklet:

Hiring In-Home Elder Care Resource Guide

To view, download and print, visit:
montgomerycountymd.gov/senior/caregiver.html