

## CARE, IN-HOME & RESPITE SERVICES

Before making a service decision, please see “Choosing a Home Care Service,” on page 21 and/or “Choosing an Adult Day Care” on page 23. You may also contact a Senior Center Case Manager at 608-873-8585 for more information

CARE / IN-HOME

### IN-HOME SERVICES (Non-Medical)

The following is a list of area in-home service agencies that provide transportation, meal preparation, light housekeeping, companionship, rest and relief for caregivers. Some of these agencies provide bathing assistance.

**Agrace Age at Home**  
608-327-7456

**Cornerstone Caregiving**  
608-599-5440

**Just Checking In LLC**  
608-838-9101

**BrightStar Health Care**  
608-441-8620

**Home Instead Senior Care**

**Marquardt At Home**  
608-268-9643

**Community Living Alliance**  
608-242-8335

608-663-2646

**Village Caregiving**  
414-251-1952

### HOME HEALTH SERVICES

There are many agencies in the Stoughton area that provide nursing level care and therapy to individuals in their home. Some examples of home health services include medication monitoring, wound care, physical, occupational, and speech therapy.

**Agrace Supportive Care or HospiceCare**  
608-276-4660

**Cornerstone Caregiving**  
608-599-5440

**Recover Health Services**  
608-274-8193

**Commonheart Home Health & Hospice**  
844-206-4930

**Marquardt At Home**  
608-268-9643

**SSM Health at Home**  
608-242-1516

**Meriter Home Health**  
608-417-3700

**UW Home Health**  
608-203-2273

### 24 HOUR IN-HOME CARE

**BrightStar Health Care**  
608-441-8620

**Good People**  
608-223-0073  
800-506-8003

**Home Care Services**  
888-697-4800

**Cornerstone Caregiving**  
608-599-5440

For more information on these and other area services please contact the Stoughton Area Senior Center: 248 W. Main Street, Stoughton WI, 53589 608-873-8585 [stoughtonseniorcenter.com](http://stoughtonseniorcenter.com)

**HOSPICE CARE SERVICES**

There are many agencies in the Stoughton area that provide hospice care or end-of-life care. A team of health care professionals and volunteers provide medical, psychological and spiritual support. The goal of the care is to help people who are dying have peace, comfort and dignity. Hospice programs also provide services to support a patient's family. Usually a hospice patient is expected to live 6 months or less. Hospice care can take place at home, at a hospice center, in a hospital or a skilled nursing facility.

**Agrace Hospice Care Inc.**  
 Madison: 608-276-4660  
 Janesville: 608-755-1871

**Commonheart  
 Home Health & Hospice**  
 844-206-4930

**Rainbow Hospice Care**  
 888-493-8276

**Brighton Hospice**  
 608-820-1646

**Heartland Hospice  
 a division of ProMedica**  
 608-819-0033

**St. Croix Hospice**  
 608-477-5597

**CARE / IN-HOME****ADULT DAY CARE CENTERS**

An adult day program provides services in a group setting to adults who need assistance with activities of daily living (ADLs), supervision and protection when their caregivers are at work or need relief. Adult Day Care centers generally operate programs during normal business hours five days a week. There are currently no Adult Day Centers in Stoughton. Below are the centers within 25 miles.

**Agrace Adult Day Center**  
 1702 W. Beltline Hwy, Madison, WI 53713  
 608-327-7303

**Colonial Club Adult Day Center**  
 301 Blankenheim Ln, Sun Prairie, WI 53590  
 608-837-4611; [colonialclub.org](http://colonialclub.org)

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**Catholic Charities Adult Day Center**  
 5401 Fen Oak Drive, Madison, WI 53718  
 608-663-7117

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**Oregon Adult Day Program**  
 219 Park Street, Oregon, WI 53575  
 608-835-5801

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## Choosing a Home Care Service

The following is advice from Mayo Clinic and AARP. Home care services range from skilled care provided by nurses or therapists to household support, such as cleaning, cooking and running errands. It can be intimidating to interview an agency when you are in serious need of in-home services. However, you have the right and responsibility to ask any questions that will help you feel safe and comfortable with the help you are attaining. To begin, you may want to ask doctors, family and friends for recommendations of in-home service providers. Knowing what questions to ask can help ensure that you receive quality assistance.

As you review the following list of possible questions, *be sure to remember you always have the right to ask for any safety standards you would like to be followed in your home.* Find out if the agency has a list of what they recognize as your rights as a client, and look for signs that they respect you and will honor any concerns you have.

HOME ✓

### Qualifications

- Is the agency licensed and reviewed by the state? Reviews may be available on request through your state health department.
- Is the agency certified by Medicare to meet federal requirements for health and safety? If not, ask why.
- What type of employee screening is done? Can the agency provide references? Ask for a list of doctors, hospital discharge planners or other professionals who have experience with the agency, as well as a list of former clients.
- What are the aide's credentials? Make sure you're comfortable with the aide's training and experience.
- Can the aide provide references? Take time to check the aide's references thoroughly.

### Quality of care

- How does the agency hire and train caregivers?
- Are the caregivers licensed and insured?
- How closely does the agency's supervisor evaluate the quality of home care?
- Do the agency's employees seem friendly and helpful?
- Does the home health aide have a positive attitude?
- Are you and your loved one comfortable with the home health aide?

### COVID 19 or other Contagious Illnesses - Questions for Agency

- Is the agency aware of, and following, standards set by the Department of Public Health?
- Are workers at the home care agency caring for any COVID-19 positive individuals? If so, will any of those providers or staff be assigned to me?
- If a caregiver is out with Covid-19 or other illness, is there a sub or a replacement that will take the caregiver's place during that time?
- What infection control protocols are in place? Are staff members being tested for COVID-19, and if so, how? What disinfecting practices are being used? What quarantine protocols are in place if a staff member contracts COVID-19?

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## Choosing a Home Care Service

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- If you are concerned, you can delve deeper with questions to understand how safe or exposed to COVID a worker may be. You may want to ask: “In what ways is the worker interacting in the community? Are they shopping in stores, eating in restaurants, going to friends’ houses or attending religious services or other group activities? If so, what safety precautions are they taking?”
- Does the agency have enough personal protective equipment (PPE)? Have staff been trained in how to properly use it?

### Costs

- How does the agency handle expenses and billing? Ask for literature explaining all services and fees, as well as detailed explanations of all the costs associated with home care.
- Will agency fees be covered by health insurance or Medicare? Find out what arrangements are in place for specific health insurance plans.
- What resources does the agency provide for financial assistance, if needed? For instance, is a payment plan available?

### Understanding services

- Will I receive a written care plan before service begins?
- Will I receive a list of the rights and responsibilities of all parties involved?
- Do I need to identify a primary family caregiver for myself? If so, what’s required of that person?
- When will service be provided? Is care available round-the-clock, if necessary?
- What procedures does the agency have in place for emergencies? Ask how the agency will deliver services in the event of a medical emergency, power failure or weather emergency.
- What is the agency’s protocol if I or a loved one in my home exhibits COVID-19 symptoms, or if I am exposed to someone with the virus?
- How are conflicts or problems you have with the agency addressed and resolved? Who can you or another family member contact at the agency with requests, questions or complaints?
- Ensure that at least one loved one can be present during home service visits.

Excerpts from Mayo Clinic: [Home Care Services: Questions to Ask](https://www.mayoclinic.org/healthy-living/adult-care/expert-answers/home-care-services/faq-2020-01), [bit.ly/homecareMayo](https://bit.ly/homecareMayo) and AARP: [6 Questions to Ask Your Home Health Aide During the Pandemic](https://www.aarp.org/home-care/homecare-issues/2020/06/06/questions-to-ask-your-home-health-aide-during-the-pandemic/), [bit.ly/homecareAARP](https://bit.ly/homecareAARP)

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## Choosing an Adult Day Care

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When contacting adult day care centers, The National Adult Day Services Association (NADSA) [nadsa.org](http://nadsa.org), suggests using the following questions and checklist for the visit:

### Adult day care center suggested questions:

- Who owns or sponsors the adult day care center?
- How long has it been operating?
- Is it licensed or certified? (If required in your county or state)
- What are the days and hours of operation?
- Is transportation to and from the adult day care center provided?
- Which conditions are accepted (e.g., memory loss, limited mobility, incontinence)?
- Are you comfortable with the way staff plan to handle the conditions your loved one may have (e.g. wandering or swallowing issues)?
- What are the staff's credentials, and what is the ratio of staff to participants?
- What activities are offered? Are there a variety of individual and group programs?
- Are meals and snacks included? Are special diets accommodated?

### Adult day care center site visit checklist:

- Did you feel welcome?
- Were the center services and activities properly explained?
- Were you given information regarding staffing, programming, and costs?
- Is the facility clean, pleasant, and free of odor?
- Is the building and site wheelchair accessible?
- Is the furniture sturdy and comfortable?
- Are there loungers and chairs with arms for relaxation?
- Is there a quiet place in the center?
- Did the staff and participants seem cheerful and comfortable?
- Are participants involved in planning activities?



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