

# Home care Program

## WHY CHOOSE US?



It's our purpose to assist these communities by offering home-based supportive services that increase older adults' independence and choice:

Amherst • Blandford • Chester  
Chesterfield • Cummington  
Easthampton • Goshen  
Granville • Hadley • Hatfield  
Huntington • Middlefield •  
Montgomery • Northampton •  
Pelham • Plainfield  
Russell • Southamptn • Southwick  
Tolland • Westfield  
Westhampton • Williamsburg  
Worthington

## Highland Valley Elder Services, Inc.

is a private tax-exempt organization that links people and communities to resources for dignity and choice.

We are a federally designated Area Agency on Aging (AAA) and a state designated Aging Services Access Point (ASAP). The Agency receives federal funds from the Administration on Aging and state funding from the Massachusetts Executive Office of Aging & Independence (AGE).



To Report Elder Abuse 24/7:  
Contact 800-922-2275



320 Riverside Drive, Suite B  
Florence, MA 01062



413-586-2000



[www.highlandvalley.org](http://www.highlandvalley.org)  
[info@highlandvalley.org](mailto:info@highlandvalley.org)



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# Your Choice for At-Home Care

[www.highlandvalley.org](http://www.highlandvalley.org)



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## HELP ORGANIZING CARE

### **OPTIONS COUNSELING**

Consultation visits by trained Options Counselors to older adults and/or caregivers regarding programs and resources available to help them meet their identified goals.

### **CASE MANAGERS**

Consultations for individualized assessment, care planning and follow-up to older adults and their family caregivers as part of their service plan.

### **CONSUMER DIRECTED TAKE CHARGE PROGRAM**

A pioneering model in home care services, this program empowers older adults or their designees to directly hire, supervise and pay home care workers of their own choosing.

### **HOMEMAKER AND PERSONAL CARE SERVICES PROGRAM**

This assists older adults to secure services that can include housecleaning, menu planning, laundry, shopping and meal preparation. Access to essential health services at home is also a vital component of independent living. Personal Care plans include additional health services such as skilled nursing, home health care and physical therapy.

### **FRAIL ELDER WAIVER/COMMUNITY CHOICES**

The Frail Elder Waiver/Community Choices program, is a MassHealth Home and Community Based Services Waiver program that enables individuals 60+ who have met Nursing Facility Level of Care and are eligible for MassHealth Standard coverage, to receive their care in a community setting.

## DIRECT ASSISTANCE

### **RESPIRE SERVICES**

Family caregivers sometimes need a break, even with effective supports and services. Respite services offer that welcome breather by coordinating occasional staff support to meet planned and unplanned in-home needs.

**Highland Valley's Case Managers and Nurses work with elders and their families to design care plans that provide what they need to manage care at home.**



### **CHORE SERVICES**

From time to time older adults may require a little extra assistance with managing heavy household cleaning and maintenance, or even simple tasks that are difficult to handle alone. Chore Services assists in securing this invaluable help.

### **PERSONAL EMERGENCY RESPONSE SYSTEM**

When immediate medical assistance needs to be summoned, a medical communications alert system can be provided that is monitored 24 hours a day by local healthcare providers.

## PROFESSIONAL SERVICES

### **TRANSPORTATION CONCIERGE**

This service assists with identifying, providing information and scheduling transportation for older adults throughout the HVES service area, specific to their needs and location.

### **NUTRITION**

Nourishing hot meals produced in our own kitchen can be arranged for delivery to older adults' homes, five days a week. Lunch, dinner and frozen meals for weekend preparation are available. Meals are also served daily at local dining centers.

### **ADULT DAY PROGRAMS**

As an alternative to institutional care, older adults, including those with impaired memory, can participate in daily recreational and social programs in supervised settings.

### **HOME HEALTH SERVICES**

This service provides skilled nursing home health care and physical therapy.

### **CONTINUED SUPPORT**

**Once a care plan is in place, we regularly support you and offer guidance about the possibility of additional services, when needed. We can also assist you to connect with additional home care resources from your neighborhood and community.**