



Assisting Hands[®]
Home Care

Proposal for Home Care Service

Assisting Hands[®] provides service for the entire area.

Assisting Hands[®] Home Care is staffed with compassionate and dependable individuals who pledge to help your loved one safely remain happy and at home!

We look forward to working with you.

(630) 635-3900



Alison Shearer

Agency Manager

ashearer@assistinghands.com

Mark Shearer

Community/VA Liaison

mshearer@assistinghands.com



Plan of Care Considerations

Assisting Hands® Home Care can provide the right level of care:

As a licensed, insured and bonded agency, Assisting Hands® will provide the appropriate level of care and experience as required by the client. All of our caregivers are trained by local experts and by the owners of our company. Our caregivers are CPR and, TB tested, criminal fingerprint background checked, motor vehicle report and reference checked. We keep driver's license, auto insurance and other credentials up to date and on file.

Due to our extensive training program, our caregivers can assist with all activities of daily living. Our caregivers are experienced and trained in providing the level care of care needed for your loved one. We have caregivers who have completed a Certified Nursing Program, Medical Assistant Program or other educational courses.

Assisting Hands® can provide the right kind of service:

Hourly – Services are provided on an hourly basis, overnight and weekend. Weekend rates are subject to an increased rate.

Live-In – A caregiver who provides continuous service for a 24 hour period of time allowing for 8 hours of sleep and three breaks of one hour each per 24 hours of service. Generally, a week of service will be provided by two caregivers.

24 Hour Hourly – Care that requires the caregiver to be alert and awake for 24 hours. This service provides two caregivers in back to back shifts of 12 hours.

What determines the cost of Assisting Hands® Services?

Frequency – The number of days in a week a caregiver is scheduled for services.

Consistency – A regular on-going schedule that rarely if ever changes from week to week. Services can vary on a week to week basis.

Length – Services can be long term or used for short periods of time during transitional periods.

Prices

Hourly: \$34.00-40.00/Hour*

**Rates shown based on care for 1 client*

Live-In: \$425-\$540/Day

*Shifts that are scheduled at less than our
4 hour minimum start at \$45/hour*

Level – The expertise of services required and the type of care that is provided.

Important Questions to ask any Agency you are considering...

Is the agency run by an experienced owner who manages the business?

Yes, Assisting Hands® Lombard is owned and operated by its owner and her spouse. Alison has over 25 years experience in health care.

What are the qualifications of the people who train your caregivers?

Our caregivers are trained in-person by our owners, and their Caregiver Training team. Our caregivers also complete an IDPH approved 18-hour Caregiver training course, and are supported by local Hospice and Dementia Communication Specialist partners.

How are your caregivers supervised?

We use the latest technology “Telephony” to supervise our caregiver’s arrival and departure times. This technology notifies the managerial staff within 10 minutes of the caregiver’s scheduled start time if they have not called in. We also provide on-site supervision and ongoing communication.

What technology do you use?

We use the latest home care technology. Please ask about our online Family portal including access to Tasks, Schedule, Caregiver notes, and invoices. The technology reminds caregivers of the schedule daily.

Who answers the phone after hours if we have an emergency?

Assisting Hands® managerial staff will answer your call 24 hours a day, 7 days a week. We feel it’s important to have a competent staff member available at all times.

Do I have to commit to a minimum number of hours of service?

We require a 4-hour shift minimum to maintain caregiver quality and consistency. We generally look for a weekly minimum of 12 hours. We make an effort to be flexible with your needs and offer an array of options. Shorter shifts are available per availability and at a higher hourly rate.

Can I cancel my service at any time and is there a contract?

Yes, our contract is approved by IDPH which requires 72-hour notice to either cancel a shift or services all together. We understand that emergency situations arise.

Is there a deposit?

Yes, a refundable deposit equal to one week of service is made at the time service is established. When the service is discontinued, the deposit will be applied to any remaining balance for services rendered.

Is the Agency licensed?

Yes, Assisting Hands® is licensed by the Illinois Department of Public Health. We are also bonded and insured. All of our caregivers are employees of Assisting Hands®, whereby we assume liability for salaries, workman’s compensation and all staffing concerns.

Can I change my service or schedule?

Yes, we are flexible and can adapt to your needs as they change. Major changes may require a reevaluation of the service plan.

What kind of duties can be performed?

Our caregivers provide assistance with Activities of Daily Living. Duties can include but are not limited to bathing, dressing, grooming, medication reminders, meal preparation, laundry, housekeeping, companionship, transportation and exercises.

What if we need Hospice or dementia care?

Our caregivers are trained by local experts in dementia and Hospice. Need 24 hour care for safety, having trouble sleeping? Bed baths, skin care and bed sore protocols are available

What if my caregiver is not a good fit for me?

Your comfort is our first priority. We follow up with you and your loved one frequently. If you are not completely comfortable with your caregiver, we will work to find a perfect fit.

Do you accept VA (Veterans benefits) and LTC (Long Term Care Insurance)?

Yes to both! Assisting Hands® Lombard is an approved vendor for the VA, and we proudly serve our veterans. We have worked with numerous LTC Insurance companies as well. If you have LTC insurance we can help you get the benefits you have coming.

Can you provide care in a hospital, nursing home, assisted living facility?

Yes! We can provide care anywhere you live.

Call us at **(630) 635-3900** to schedule
your FREE Fall Prevention Screen and Safety Evaluation!



**Serving Lombard, Villa Park, Elmhurst, Itasca, Medinah,
Addison & Surrounding Areas**

65 East Park Blvd • Villa Park, IL 60181

630-635-3900

assistinghands.com/lombard

©2025 Assisting Hands® Home Care, Nampa, Idaho 83687. All Rights Reserved.