

What our clients say...

"I would like to thank you from the bottom of my heart for all the help and support you have given my mom in assisting her to live on her own. You have done so much and so patiently and cheerfully."

"The Resource Consultants helped me understand my options. They helped me see which programs and services matched my needs and particular situation."

"I was treated with respect and provided with information I presented to my family. We then worked together to create a working plan to care for our mother."

"I hadn't heard of Franklin County Home Care before a family crisis occurred. The Family Caregiver Program helped me sort through options in a careful yet expedient way."

Franklin County Home Care Corporation/Area Agency on Aging (FCHCC) is a private, non-profit corporation, which develops, provides, and coordinates a range of services to support the independent living of elders, people with disabilities and caregivers.



FCHCC serves all Franklin County towns plus Athol, Petersham, Phillipston and Royalston in Worcester County.



We are committed to preventing or postponing the need for institutional care, facilitating the return home after an institutional stay, advocating for elders and people with disabilities, funding local projects and providing support to local Councils on Aging and Senior Centers.



FCHCC is committed to diversity in employment practices and service delivery. Our agency prohibits discrimination and takes affirmative action in these areas, to serve people in our community with fairness and respect for all. We recognize that many differences among people may be barriers to inclusion. These differences include race, physical appearance and ability, sex, age, nationality and ancestry, class, religious and political beliefs, marital status, sexual orientation, and gender identity. We welcome and value all persons and we dedicate our agency to an ongoing effort to achieve the goal of greater diversity among our employees, clients and others whom we serve.



Franklin County Home Care Corporation/Area Agency on Aging is funded in part by the federal Older Americans Act, the state Executive office of Elder Affairs, the Division of Medical Assistance, Department of Public Health and other sources both public and private. FCHCC is operated by a local volunteer Board of Directors, a majority of whom are, by law, elders. The agency is an AA/EOE employer, and does not discriminate in program admissions, access, services or employment practices.



Family Caregiver Program



A Service of
Franklin County Home Care Corporation
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Turners Falls, MA 01376-2530

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800-732-4636

TDD 413-772-6566 ❖ Fax 413-772-1084
info@fchcc.org ❖ www.fchcc.org

Resource Consultants can assist with a wide range of elder care needs including (but not limited to):

❖ **Alzheimer's disease & other memory disorders**

Techniques for communicating, identifying environmental barriers, general information and types of dementias.

❖ **Housing**

Alternative housing available to elders.

❖ **Caregiving**

Hiring process, stress reducing techniques, promoting wellness.

❖ **Elder law**

Legal needs of elders.

❖ **In-Home Care**

Accessing local service agencies.

❖ **Insurance**

Medicare, Medigap, MassHealth, HMOs, long-term care.

❖ **Nursing Home**

Options available

Now there's an easier way!

Resource Consultants are professionals from Franklin County Home Care Corporation, who have experience serving elders, their family members and caregivers. The Resource Consultants have the knowledge, connections and the resources to navigate you through the elder care system.

How Can Resource Consultants Help Me?

Resource Consultants will help you in person or by phone and assist you with planning and provide an assessment, recommendation and resources to meet your unique needs.

The Resource Consultants will be available for follow-up to be sure your needs have been met.

The Family Caregiver Program offers care advisement and information & referral services that are absolutely FREE to all elders, their family members & their caregivers in Franklin County and the North Quabbin area.



Finding the right Elder Care Options can be frustrating.

When looking to fill a specific need or planning for care, finding the appropriate elder service options can be both frustrating and time consuming. Whether your needs include home care, assisted living, skilled nursing care, or just simply advice & direction, the Family Caregiver Program is the resource for you.

The Family Caregiver Program will:

- ❖ Answer questions and offer advice.
- ❖ Help navigate the elder care network.
- ❖ Educate about community resources.
- ❖ Recommend care options.
- ❖ Assist with planning for care.
- ❖ Connect you to services and programs.

**All at NO COST
to elders & caregivers!**