

In a customer satisfaction survey about our PCA program & staff, people said:

“We’ve been allowed independence & support at the same time”

“They are very respectful & helpful.”

“When they come to my home they are very kind.”

“FCHCC’s PCA services has been a great help to my daily living.”

“I don’t believe I would be here if it wasn’t for FCHCC. They saved my life”

“I would recommend the PCA program at Franklin County Home Care to a friend.”

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.

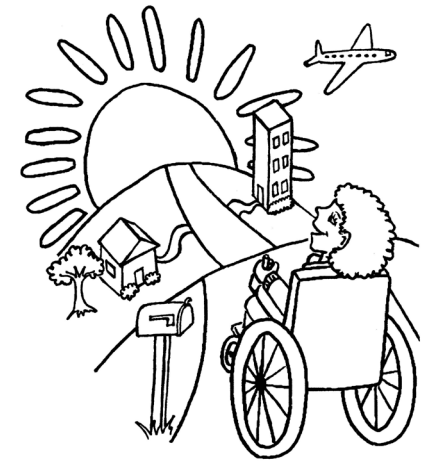
We are committed to preventing or postponing the need for institutional care, facilitating the return home after an institutional stay, advocating for elders and people with disabilities, funding local projects and providing support to local Councils on Aging and Senior Centers.

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.



Personal Care Assistance



Home Care for People with Disabilities of All Ages

**A Service of
Franklin County Home Care Corporation
330 Montague City Road, Suite 1
Turners Falls, MA 01376-2530**

**413-773-5555 ♦ 978-544-2259
800-732-4636
TDD 413-772-6566 ♦ Fax 413-772-1084
info@fchcc.org ♦ www.fchcc.org**

Personal Care Assistance is...

◆ Getting help at home with activities of daily living, for people with disabilities (**Consumers**).

These activities may include personal care such as bathing, dressing, transfers, toileting, and medication; exercising; meal preparation, housework, laundry, shopping; as well as help during the night.

◆ Consumers may be over or under 60.

◆ Consumers find & hire their caregivers (**PCAs**), and pay them with funding from MassHealth.

◆ Many consumers need help managing being employers of PCAs. These consumers have **Surrogates** who may help hire, train, and supervise the consumer's PCAs. Surrogates may be family members or friends, and are volunteers.



Eligible Consumers must...

◆ Have a chronic disabling disease or permanent disability

◆ Be eligible for MassHealth Standard or Commonwealth (FCHCC can help consumers apply for MassHealth)

◆ Need help with personal care in two or more areas.

◆ Be able to supervise the PCAs or have a Surrogate assist in supervising them.

PCA Workers are...

employees of the consumer, not FCHCC. Consumers' family members, with some exceptions, may be employed to provide care. We help consumers and surrogates learn how to find other caregivers to work as PCAs as well.

We welcome all inquiries about our PCA Program. We also welcome people who would like to be trained to volunteer as Surrogates for our consumers.

Our PCA Program at FCHCC

We help qualified applicants apply for PCA approval from MassHealth.

We start by screening consumers for eligibility. We ask the consumer's physician for a referral. For those who do not qualify, we make referrals to other home care services.

We provide Orientation and Skills Training to help consumers and surrogates learn about the PCA Program and about how to employ PCAs once approved.

Our nurses and occupational therapists evaluate every consumer to determine how much help is needed. We send the nurse's evaluation to be approved by the consumer's doctor, and then to MassHealth for the final approval.

Our Skills Trainers provide ongoing support, including home visits and additional training upon request.

For help or more information
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info@fchcc.org