

Caregiver  
Resource Guide  
To  
Older & Disabled  
Adult Services

Effingham County, Illinois

2020 Edition



## Common Questions & Where to Find Help...

1. What is the difference between intermediate and skilled care? See page 27 for nursing home care options.
2. I need a break from caregiving. Where do I turn? See Respite on page 32 - 33.
3. I just started caring for my parents. I need some direction. Where do I start? See Assistance in Your Home and Community on pages 5-7 or Other Local Resources pages 45-49.
4. My parents can't afford their medicine. Where can they turn for help? See Energy/Financial Needs pages 11-14.
5. I don't feel comfortable bathing my parent. What help is available? See In-Home Services pages 20-21.
6. I'm concerned that dad could fall and not be able to get up. See Emergency Home Response Systems on page 8.
7. It seems that my neighbor is always low on food and money? See Energy/Financial Needs pages 11-14 and Food/Meals pages 15-17.
8. My complaints to nursing home staff aren't getting mom better care. Where do I turn? See Ombudsman Program on page 29.
9. My senior citizen friend is being financially exploited. What do I do? See page 7 for Adult Protective Services.
10. Medicare Prescription Drug Program? See pages 6, 7, 13,16, & 48. \*

This Guide was written and disseminated by the Effingham County Mental Health and Aging Systems Integration (MHASI) Advisory Group. The Group provides opportunities for service providers and consumers to work together toward increasing public awareness of the availability and quality of service and treatment strategies for older adults, families, and their caregivers.

Questions about this publication may be directed to: 217.347.7179 extension 1062

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### **What is the Medicare Prescription Drug Program?**

This Program is available to those who are eligible for Medicare. It provides insurance coverage for prescription drugs and offers a choice of plans. As with other types of insurance, monthly premiums and out of pocket costs vary depending on the plan chosen.

October 15, 2020 open enrollment for 2021 begins.

December 7, 2020 open enrollment for 2021 ends.

January 1, 2021 coverage begins.

Look for agencies with an asterisk (\*) in their description for assistance in signing up for a Medicare Prescription Drug Plan or Benefits Access Program.

- *Please note that the services listed in this guide are subject to the availability of funding.*

## **Adult Day Programs:**

**Call for detailed information, such as times, cost, etc.**

### **Community Support Systems**

618 West Main St.

Teutopolis, IL. 62467

217-705-4448

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

### **Effingham Rehabilitation & Health Care Center**

1610 N. Lakewood Dr.

Effingham, IL 62401

217-347-7781

[www.petersenhealthcare.net](http://www.petersenhealthcare.net)

### **Evergreen Nursing & Rehabilitation Center**

1115 N. Wenthe Dr.

Effingham, IL 62401

217-347-7121

[www.evergreennursingrehab.com](http://www.evergreennursingrehab.com)

### **Guardian Angel Adult Daycare**

16101 E. US HWY 40

Teutopolis, IL. 62467

217-813-6027

- Full or Half Day Care Available.
- Call for available services.

## Assistance in Your Home and Community:

### Community Support Systems

618 West Main St. Teutopolis, IL. 62467

Administrative Office: 217.705.4300

Intake: 217.705.4448

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

Services provided to individuals with developmental disabilities include:

#### **Employment Services:**

Community Employment: Assists individuals with Job Placement and Job Coaching Services at host employers throughout the community.

Developmental Training is a facility-based program offering personal, social, and vocational development activities.

#### **Residential Services:**

24 hour Services: See page 25.

Intermittent Services: Provides support to individuals who live independently in the community or with their families. Services may include training in cooking, home maintenance, finances and safety.

#### **Family Support:**

Respite: See page 3`1.

Summer Day Camp: Provides day camp opportunities to school aged individuals

## Assistance in Your Home and Community...

### Heartland Human Services

Information and Assistance for Seniors

217-347-7179 Ext. 1038

1200 N. 4th St.

P.O. Box 1047

Effingham, IL 62401

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

- Assist with Benefit Access Applications (formerly known as Circuit Breaker). \*
- Assist with Medicare Prescription Drug Program. \*
- Schedule legal appointments with Land of Lincoln Legal Assistance Foundation, Inc.
- Link caregivers to resources and support groups (p 10).
- Link grandparents/relatives raising children to resources and support groups (p 37).
- Certified SHIP Counselors and designated SHIP Site.\*

**Illinois Department of Rehabilitation (DORS)** for vocational rehabilitation; for visual impairments; for homemaker services for those under 60 years of age

General Information/Home Service

217.235.3154

[www.dhs.state.il.us](http://www.dhs.state.il.us)

TTY: 1. 888.261.2869

### Opportunities for Access, Center for Independent Living (Local Office)

102 Greenview Dr.

217.342.5521

Effingham, IL 62401

(v/tty) Toll-Free: 1.800.810.3184

Mt. Vernon /Home Office:

618.244.9212

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

Toll-Free: 1.800.938.7400

- Eligibility Requirements: Presence of a disability.
- Services: Peer advisory; skills training; systems advocacy; individual advocacy; information and referral.

## Assistance in Your Home and Community...

### Senior Services of Effingham County

Senior Center

209 S. Merchant

Effingham, IL 62401

[www.seniorservices-eccoa.org](http://www.seniorservices-eccoa.org)

217-347-5569

- Provides Community Care Programs for people age 60 + who may need help to be able to live in their own homes instead of premature nursing home placement—**includes screening for In-Home Services such as: Homecare Aide, Emergency Home Response System.**
- Certified SHIP Counselors and designated SHIP site.\*
- Volunteer money management.
- ITAC Center for free amplified and teletype telephones.
- Referrals for many services that will add benefit to the individual's needs.
- Center for daily activities and planned outings.

### SWAN

#### *Adult Protective Services*

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

State of Illinois Hotline

217-342-4526

Toll-Free: 1-888-715-6260

Toll-Free: 1-866-800-1409

- Adult Protective Services serving individuals with a disability in the community ages 18-59 as well as all people 60 and over in the community with alleged abuse, neglect, or exploitation.
- Conduct confidential abuse investigations. □
- Types of abuse: Physical, Emotional, Confinement, Sexual, Passive Neglect, Willful Deprivation, Financial Exploitation.
- Accept reports of self-neglect and appropriate referrals are made.
- Provides legal advocacy to persons in need of accessing an order of protection.

## Emergency Home Response Systems:

Emergency Home Response Service is a 24 hour emergency communication link to assistance outside the home for older adults. This service is provided by a two-way voice communication system, with a base unit connected to a land line telephone and a cell phone in certain circumstances, and an activation device worn by the older adult. When activated, the older adult is automatically linked to a professionally staffed support center for assistance.

For a list of available providers please contact your designated Senior Services Office for a list of available providers or visit the Illinois Department of Aging Website at [www.illinois.gov/aging](http://www.illinois.gov/aging)

## Senior Services of Effingham County

Senior Center  
209 S. Merchant  
Effingham, IL. 62401  
[www.eccoa.info](http://www.eccoa.info)

217-347-5569

- Care coordinators complete a comprehensive case management assessment for adults 60 + to determine eligibility for the Community Care Program. IF eligible, the Emergency Home Response System may be funded by the Illinois Department on Aging.





## **Emotional Needs/Counseling:**

### **Catholic Charities**

1502 E. Fayette Ave.

Effingham, IL 62401

[www.cc.dio.org](http://www.cc.dio.org)

Click on locations. Click on Effingham.

217-857-1458

- Provides counseling services with a forgiveness scale based on household size and income.
- Accepts cash, checks, and insurance.

### **Center for Senior Renewal**

*Clay County Hospital*

911 Stacy Burk Dr.

Flora, Illinois 62839

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

Click on Providers & Departments.

Click on Senior Renewal.

618-662-6621

### **Heartland Human Services**

1200 N. 4th St.,

P.O. Box 1047

Effingham, IL 62401

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

217-347-7179

- Caregiver Support Services
- Mental Health & Addictions Counseling Services
- DUI Evaluations & Education
- Psychiatric Services
- Accepts Medicaid & Medicare
- Provides counseling services with a sliding fee scale

#### **24 Hour Crisis Line**

**217-342-5504**

- Services include brief emergency counseling, pre-screening for inpatient hospitalization and crisis consultation.

## Emotional Needs/Counseling...

### Pathways Counseling Center

1st Baptist Church

213 W. Fayette Ave.

Effingham, IL. 62401

[www.bchfs.com](http://www.bchfs.com)

618-387-1114

- Provides counseling services with a sliding fee.
- Also accepts insurance.
- Call for more information.

### Sexual Assault Family Emergencies (S.A.F.E.)

1108 S. Willow

Effingham, IL 62401

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

217.342.6623

- Provides crisis counseling and advocacy for sexual assault victims and family emergencies.
- **24 hour Crisis Intervention hotline:** **Toll-Free: 1.800.625.1414**

### Wellness Loft

408 S. 4th St.

Effingham, IL. 62401

[www.the-wellness-loft.com](http://www.the-wellness-loft.com)

217.347.5118

For individual private counselors look in your local phone book yellow pages under—  
Counselors—

## Energy/Financial Needs:

*Please note that these services may vary depending on the availability of funding.*

### **Benefit Access Program** (formerly known as Circuit Breaker)\*

- License Plate Discount. File every 2 years
- Application assistance:
  - CEFS Outreach Office 217-347-7514
  - Opportunities for Access (under 60) 217-342-5521
  - Heartland Human Services 217-347-7179
  - Senior Services of Effingham County 217-347-5569
  - Catholic Charities 217-857-1458

### ***To be eligible for the Benefit Access Program***

1. You must be 65 years of age or older by December 31 of the current year; or you must be 16 years of age or older and totally disabled before January 1 on this year.
2. You must live in Illinois at the time you file your application
3. You total income last year must be less than:
  - \$33,562 for a 1 person household;
  - \$44,533 for a 2 person household
  - \$55,500 for a 3 person household

*Eligibility is good for two years under the Benefit Access Program. The two-year period starts at the time your application is approved. You may file again beginning 90 days before your eligibility expires.*



## **Energy/Financial Needs:**

*Please note that these services may vary depending on the availability of funding.*

### **Catholic Charities**

1502 E. Fayette Ave.

Effingham, IL 62401

[www.cc.dio.org](http://www.cc.dio.org).

217.857.1458

Click on locations. Click on Effingham.

- Offers assistance with rent, utilities, acute medical needs, transient transportation, temporary lodging, and dental vouchers, and diabetic medications.
- Legal services assist people with little to no income obtain pro-bono legal services. Appointment necessary.
- Certified SHIP Counselors and designated SHIP Site.\* Assists with filing for Extra Help, Medicare Prescription Drug Program, and Medicaid.
- Assists with obtaining low cost medications from pharmaceutical companies and/or reputable internet pharmacies for eligible clients.

### **CEFS – Effingham County Outreach Office**

202 N. Banker St.

Effingham, IL 62401

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

217.347.7514

- Energy Assistance or LIHEAP. Eligibility requirements.
- Weatherization Program – helps to weatherize or insulate a home. Eligibility requirements.
- Income tax preparation.
- Housing counseling, Rental & Homeless Assistance.

## Energy/Financial Needs ...

*Please note that these services may vary depending on the availability of funding.*

### **DHS Family Community Resource Center Mid Illinois**

1550 Douglas St.

Charleston, IL. 61920

[www.dhs.state.il.us](http://www.dhs.state.il.us)

217.345.2188

Fax : 217.345.2190

- Receives applications for cash assistance, Supplemental Nutrition Assistance Program via Link Card, and Medical Assistance.
- Help available to people of all ages.
- Assistance is based on assets and income.

### **DHS Family Community Resource Center in Macon County**

*(Long Term Care)*

707 East Wood St.

Decatur, IL. 62523

[www.dhs.state.il.us](http://www.dhs.state.il.us)

217.362.6515

Fax: 217.362.6515

- Receives applications for long term care residents.

### **FISH Human Services** (Effingham County Only)

708 S. Linden

Effingham, IL 62401

217.342.2200

- Recorded message directs caller to phone numbers for further assistance.
- Services include clothes closet, transportation, and emergency funds for housing, rent, and medication.

## Energy/Financial Needs ...

*Please note that these services may vary depending on the availability of funding.*

### **Salvation Army** (Effingham County)

1108 S. Willow St.

Effingham, IL 62401

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

217.342.5434

- Offers assistance with utilities, clothing, medication, food and gas.
- Hours are Monday, Wednesday, Friday from 9am-12pm

### **Social Security Administration** (local office)

1207 Network Centre, Ste. 2

Effingham, IL 62401

[www.socialsecurity.gov](http://www.socialsecurity.gov)

1.855.213.5288

- Retirement application is available online.
- Replacement Medicare cards and social security cards.
- Social Security Survivor & Disability Income
- Supplemental Social Security Income

### **USDA Rural Development**

2701 S. Banker St., Ste. 103A

Effingham, IL 62401

[www.rurdev.usda.gov/IL](http://www.rurdev.usda.gov/IL)

217.347.7107 ext. 4 or 5

- Provide housing loans to low and modest income households who are unable to obtain credit elsewhere.
- Provide grants to elderly households with very low incomes to bring current homes up to minimum property standards.

## **Food/Meals:**

If you would like more information about home delivered meals and congregate meal sites please contact your local office to see what options are available.

### **Meals on Wheels of C.E.F.S.**

1805 S. Banker St.

Effingham, IL 62401

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

217.342.2193 ext. 119

- A certified SHIP Counselor is available at meal sites to provide assistance with Medicare Prescription Drug Programs. Call to schedule an appointment or to check availability.\*

## **Miscellaneous Food & Meals**

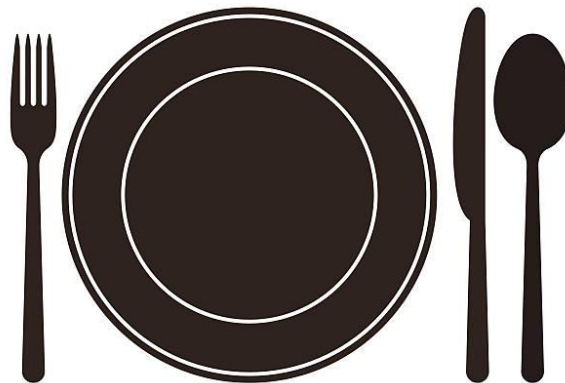
### **Martin's IGA**

101 S. Merchant St.

Effingham, IL 62401

217.347.7191

- Home delivery of groceries in the Effingham area.
- Call for details and guidelines.



## Food/Meals ...

**Food Pantries** (*contact information provided, call for details*)

### **Calvary Baptist Church**

600 W. Fayette Ave.

Effingham, IL 62401

217.342.6671

### **Catholic Charities**

1502 E. Fayette Ave.

Effingham, IL 62401

[www.cc.dio.org](http://www.cc.dio.org).

217.857.1458

Click on locations. Click on Effingham.

- Food Pantry Wednesdays and Fridays
  - Open 9-11:30 and 12:30-3:45
  - Register at the main office

### **Enduring Freedom Food Pantry & Soup Kitchen**

304 Southwest St

Shumway, IL 62461

217.240.0059

Office: 217.868.5293

- Food Pantry: Tuesday, Wednesday, and Thursday 10:00-2:00
- Soup Kitchen: 1<sup>st</sup> and 2<sup>nd</sup> Tuesdays of each month 4:00-6:00
- Soup Kitchen: 2<sup>nd</sup> and 3<sup>rd</sup> Wednesday of each month 12:00-2:00
- Soup Kitchen: Last Saturday of each month 8:00-12:00

### **St. John's Lutheran Church**

901 W. Jefferson Ave.

Effingham, IL 62401

[www.stjohnslcms.net](http://www.stjohnslcms.net)

217.342.4334

- 2<sup>nd</sup> and 4<sup>th</sup> Tuesdays of each month from 3:00-4:00pm

### **St. Paul Evangelical Lutheran Church**

2293 E. U.S. Hwy 40

Altamont, IL 62411

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

618.483.5249

Food Pantry 2<sup>nd</sup> Saturday of each month from 9:00-11:00am



## **Food/Meals ...**

### **Home Delivery/Pick Up**

#### **Walmart**

1204 Avenue of Mid-America

217.347.5171

Effingham, IL 62401

- Use the Walmart App (orange)

#### **Aldi**

908 N Keller Dr.

855.955.2534

Effingham, IL 62401

Shop.aldi.us

- No pickup but will deliver in Effingham

#### **Nuxoll's**

1211 S Banker St.

217.342.4070

Effingham, IL 62401

- Will deliver in Effingham: \$5 delivery charge

## Home Health Care Agencies:

Offer nursing, physical, occupational, & speech therapies, medical social work, & home health aides. All agencies report they provide intermittent care and are available 7 days/week. Care is provided in conjunction with your personal physician for a limited amount of time.

### Carle Home Health Services

1813 W Kirby Ave.

217.383.3488

Champaign, IL. 61822

Toll-Free: 1.800.239.3620

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

- Ask for the Referral Dept.

### Clay County Home Health (Health Department)

601 E. 12th St.

618.662.4406

Flora, IL 62839

Toll-Free: 1.800.544.4406

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

### Community Homecare, Inc.

107 E. Jefferson St.

217.728.2320

Sullivan, IL 61951

Toll-Free: 1.877.728.2320

### HSHS Home Care Southern and Hospice of Southern Illinois

701 W. Temple Ave

217.347.1777

Effingham, IL 62401

Toll-Free: 1.800.551.6566

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

### Lincolnland Home Care

1004 Health Center Drive, Ste. 202

Mattoon, IL 61938

217.234.4044

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

Toll-Free: 1.800.879.3212

## Home Health Care Agencies:

### **Mederi Caretenders**

4202 Williamson Place, Suite 1  
Mt. Vernon, IL 62864  
[www.lhcgroupp.com](http://www.lhcgroupp.com)

618.242.3516



## **In-Home Services/Home Chore:**

Services: Transportation, meal preparation, housekeeping, shopping, laundry, bathing/dressing, companionship/respice, as well as 24-hour care. .

### **Addus Home Care**

2929 Broadway St. Suite 7A  
Mt. Vernon, IL. 62864  
www.addus.com

618.244.4481  
Toll Free: 1.800.729.8279

-Offers program for Veterans.

### **Central Illinois Care Services, Inc.**

1901 S. 4th St. Ste. 4  
Effingham, IL. 62401  
www.centralillinoiscareservices.com

217.994.9016

-Requires a minimum of 4 hour shifts

### **Community Care Systems, Inc.**

200 Westgate Ave.  
Salem, IL 62881  
www.ccsicare.com

618.548.1613  
Toll-Free: 1.800.266.7530

-Offers program for Veterans.

### **Help at Home, Inc.**

128 N Third St.  
Mt. Vernon, IL 62864  
www.helpathome.com

618.244.7800  
Toll-Free: 1.877.699.7954

- Offers program for Veterans

## **In-Home Services/Home Chore:**

### **SPS In Home Care/Hospital Care Services**

207 Santa Maria Ave.  
Effingham, IL 62401

217.342.4408

- Provides hourly care
- 24 Hour In-Home Care available

### **Visiting Angels**

120 E Section Ave  
Effingham, IL 62401

217.690.4564



## Hospice

Special healthcare option for patients and families who are faced with a terminal illness. Hospice provides palliative (comfort) care when curative treatment is no longer being used. Hospice Providers are listed below.

### **Clay County Health Department Hospice**

601 E. 12th St.  
Flora, IL 62839  
[www.healthdept.org](http://www.healthdept.org)

618.662.4406  
Toll-Free: 1.800.544.4406

### **Carle Hospice**

206A West Anthony Dr.  
Champaign, IL. 61822  
[www.carle.org](http://www.carle.org)

217.383.3488  
Toll-Free: 1.800.239.3620

### **Hospice of Southeastern Illinois**

800 E. Locust St.  
Olney, IL 62450  
[www.richlandmemorial.com](http://www.richlandmemorial.com)

618.392.2745  
Toll-Free: 1.800.375.9343

### **HSHS Hospice Southern Illinois**

701 W. Temple Ave.  
Effingham, IL. 62401  
[www.hshshospice.org](http://www.hshshospice.org)

217.347.1777  
Toll-Free: 1.800.551.6566

### **Lincolnland Hospice of Sarah Bush Lincoln**

1004 Health Center Dr. Ste. 202  
Mattoon, IL 61938  
[www.sarahbush.org](http://www.sarahbush.org)

217.234.4075  
Toll-Free: 1.800.454.4055

## **Housing Options:**

### **Apartments:**

#### **Effingham County Housing Authority**

215 N. Banker St.

Effingham, IL 62401

217.342.3520

- Traditional rental apartment assistance to low and very low income families
- 1, 2, 3, & 4 bedroom units available.
- Units available in Effingham and the surrounding communities of Altamont, Dieterich, Edgewood, and Montrose for families and units specifically for seniors.

#### **Burton-Devore Apartments**

610 N Henrietta St.

Effingham, IL 62401

- For those disabled or age 62+

#### **Colonnade Apartments**

512 E Hendelmeyer Ave.

Effingham, IL 62401

217.347.0415

- Rent based on income, 1 & 2 bedroom units available.

#### **Effingham Village Apartments**

504 N. Henrietta

Effingham, IL 62401

217.347.3337

- Rent based on income, 1 & 2 bedroom units available.

#### **Lake Pointe Apartments**

1706 Ford Ave.

Effingham, IL 62401

217.347.5514

- Rent based on income, 1, 2, & 3 bedroom units

#### **Slate Creek Apartments**

2301 Veterans Dr.

Effingham, IL 62401

217.347.5616

- units for seniors and for those who have disabilities.
- Rent based on income.

## Housing Options:

### Apartments:

#### **Village Apartments of Effingham**

101 Hendelmeyer Ave.

Effingham, IL 62401

217.347.0127

- Rent based on income, 1 & 2 bedroom units for seniors, disabled and handicapped available.

-Family units (1, 2, & 3 bedroom units) also available with adjusted rent.





## Housing Options ...

### Assisted Living:

#### **Luther Villas – Independent Retirement Community**

#### **Luther Terrace Senior Living Apartments**

(An affiliate of Lutheran Care Center Corporation)

702 W. Cumberland Rd.

Altamont, IL 62411

618.483.6136

#### **Brookstone Estates**

1101 N. Maple St.

Effingham, IL 62401

[www.seniorlifestyle.com](http://www.seniorlifestyle.com)

-Price based on income for those who qualify.

217.347.5871

#### **Brookstone Suites** (Senior Living Apartments – licensed shelter care)

505 W. Temple Ave.

Effingham, IL 62401

[www.seniorlifestyle.com](http://www.seniorlifestyle.com)

217.347.5875

#### **The Glenwood of Effingham**

14061 E 1600th Street

Effingham, IL 62401

[www.theglenwoodcommunities.com](http://www.theglenwoodcommunities.com)

217-347-8880

#### **The Villas of Holly Brook**

904 W. Evergreen

Effingham, IL 62401

[www.meridiansenior.com](http://www.meridiansenior.com)

217.342.2345

## Housing Options ...

### Developmental Disabilities:

#### Community Support Systems

618 West Main St.

Teutopolis, IL. 62467

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

Administrative Office: 217.705.4300

Intake: 217.705.4448

**Residential Services 24 hour Services:** Provides services in three group homes located in Effingham, one in Dieterich, and two in Teutopolis. Residents work with their team to develop a plan outlining their personal choices and goals for a successful living experience.

### Mental Health: Community Integrated Living Arrangement (CILA)

#### Heartland Human Services

1200 N Fourth St.

Effingham, IL. 62401

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

217.347.7179

**24 hour Services:** Provides housing and specialized services to adults (ages 18 and older) diagnosed with a severe mental illness who have difficulty living independently. Residents build skills in daily living, economic self-sufficiency, and community integration.

## Housing Options...

**Nursing Homes:** Helpful Websites to use when selecting a nursing home:

<http://health.usnews.com/best-nursing-homes>

<http://www.ucomparehealthcare.com/nhs/illinois>

<http://www.medicare.gov/NHCompare>

**When looking at a facility these are some things to keep in mind regarding each Long Term Care Facility:**

- **Care Practice:** How staff cares for the individual. When thinking about what is important for your loved one and what you expect from their life at a Long Term Care Facility.
- **Environment:** How the space around us looks can affect how we feel about the place.
- **Dining:** It is not just about food, it is also an opportunity for socializing as well as enjoying your meal.
- **Everyday Life:** How you spend your personal time is your choice, but having a good quality of day to day activities is very achievable while in a Long Term Care Facility.
- **Culture Change:** This is directed to the Home's awareness and commitment to person centered/direct care. Ask about the facility's Resident Council.
- **Staff turnover** is a method of measuring staff satisfaction.
- **Longevity of the Administrator and Director of Nursing.**
- **Staff to resident ratios** should be compared between facilities.
- **Check out the surveys** from the Illinois Department of Public Health for each Long Term Care Facility that you are considering. These surveys are available at: <https://ltc.dph.illinois.gov/webapp/LTCApp/ltc.jsp>

These suggestions are taken from the **YourWay: How to Find Dignity and Choice in a Nursing Home book** published by the Illinois Pioneer Coalition. A copy of this book is available on the web at [www.illinoispioneercoalition.org/info/form.php](http://www.illinoispioneercoalition.org/info/form.php)

## Housing Options...

### Nursing Homes cont.:

**Intermediate Care** – Help for those who cannot live alone.

**Skilled Care** – Intensive 24 hour nursing care.

**Alzheimer's Dementia Unit** – Supervision by staff trained in caring for people with Alzheimer's disease. Provide structured daily activities.

### Aperion Care

618.829.5551

221 E Cumberland Rd.  
St Elmo, IL 62458

### Effingham Rehabilitation and Health Care Center

(Intermediate & Skilled Care)

1610 N. Lakewood Dr.

Effingham, IL 62401

[www.petersenhealthcare.net](http://www.petersenhealthcare.net)

217.347.7781

### Evergreen Nursing and Rehabilitation

(Intermediate & Skilled Care)

1115 N. Wenhe Dr.

Effingham, IL 62401

[www.evergreennursingrehab.com](http://www.evergreennursingrehab.com)

217.347.7121

### Heartland Christian Village

101 Trowbridge Rd.

Neoga, IL. 62447

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

217.895.2665

### Lakeland Rehabilitation and Health Care Center

(Intermediate & Skilled Care, Secured Alzheimer's Dementia Unit)

800 W. Temple Ave.

Effingham, IL 62401

[www.lakelandrehabandhealthctr.com](http://www.lakelandrehabandhealthctr.com)

217.342.2171

## Housing Options...

### **Lutheran Care Center** (Intermediate & Skilled Care)

702 W. Cumberland Rd.  
Altamont, IL 62411

618.483.6136

### **Newton Rest Haven**

300 S Scott Ave  
Newton, IL 62448

618.783.2309

## Residents' Rights in Long Term Care, Home, & Community:

### **Effingham County Committee on Aging (ECCOA)**

Senior Services of Effingham County  
209 S. Merchant St.  
Effingham, IL 62401  
[www.seniorservices-eccoa.org](http://www.seniorservices-eccoa.org)

217.347.5216

Toll-Free: 1.800.283.4070

#### Regional Long Term Care Ombudsman Program:

1. Provides advocacy to residents in licensed homes — nursing, supportive, and assisted.
2. Is a confidential listener to the problems and concerns of residents.
3. Informs residents of their rights.
4. Assists in solving problems with permission, if requested.
5. Answers any questions regarding Long Term Care issues.

### **Illinois Department on Aging**

One Natural Resources Way, Suite 100  
Springfield, IL 62702-1271  
[www.illinois.gov/aging](http://www.illinois.gov/aging)

State Long-Term Care Ombudsman

217.785.3143

Deputy State LTC Ombudsman

217.785.3140

Senior HelpLine:

1.800.252.8966

Illinois Department of Public Health Hotline:

1.800.252.4343

### **National Long-Term Care Ombudsman Resource Center:**

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

202.332.2275

## **Medical Equipment:**

Providers work with the patient's doctor and family to ensure that the equipment needs of the patient are met.

Equipment needs include: Hospital Beds, Walkers and/or Wheelchairs, Oxygen/CPAP, Lifts, Elevators & Special Chairs

Medical Equipment providers also perform several services: Directly bill Medicare, Medicaid, or private insurance. Free (or low cost) delivery, installation, and instruction.

### **AAA Mobility Specialist, LLC**

711 W. Jefferson

Effingham, IL. 62401

[www.aaamobilityspecialists.com](http://www.aaamobilityspecialists.com)

217.994.9417

### **Apria Healthcare**

401 S Banker St. Ste A&B.

Effingham, IL 62401

[www.apria.com](http://www.apria.com)

217.347.5212

Toll Free: 1.800.234.6897

### **Bandy's Medical Equipment**

410 N. Maple St.

Effingham, IL 62401

[www.bandysmedicalequipment.com](http://www.bandysmedicalequipment.com)

217.342.4919

### **Browns Drug Store**

115 W. Jefferson Ave.

Effingham, IL 62410

217.342.2185

### **Lincolnland Home Medical Equipment**

903 N. Maple St.

Effingham, IL 62401

[www.sarahbush.org/lincolnlandhomemedical](http://www.sarahbush.org/lincolnlandhomemedical)

217.347.7372

Toll-Free: 1.800.345.3191

### **LINCARE Inc.**

217.347.7002 700 N. Henrietta, Ste. B

Effingham, IL 62401

[www.lincare.com](http://www.lincare.com)

Toll-Free:1.888.664.7002

## Memory Care Homes:

### Assisted Living:

#### Lavender Ridge Memory Care

1103 N Maple

Effingham, IL 62401

[www.lavenderridge.net](http://www.lavenderridge.net)

217.342.4150

- Specialized care for individuals with memory impairments.
- Family support and education.

#### Willowbrook

100 E. Bloehm Ave.

Effingham, IL 62401

[www.willowbrookliving.net](http://www.willowbrookliving.net)

217.342.3233

- Specialized care for individuals with Alzheimer's disease and other dementia related diseases.
- Family support and education.
- 3 Individual homes.



**Respite** – is temporary relief for the primary caregiver from her/his caregiver duties.

### **Respite in Communities**

The following communities provide short-term stays.

Contact them for details and cost.

<b>Effingham Rehabilitation &amp; Health Care Center</b> www.petersenhealthcare.net	217.347.7781
<b>Evergreen Nursing &amp; Rehabilitation</b> www.evergreennursingrehab.com	217.347.7121
<b>Lakeland Rehabilitation &amp; Health Care Center</b> www.lakelandrehabandhealthctr.com	217.342.2171
<b>Villas of Hollybrook</b> www.meridiansenior.com	217.342.2345
<b>Willowbrook Memory Support Residences</b> www.willowbrookliving.net	217.342.3233

### **Respite for Individuals with Developmental Disabilities**

#### **Community Support Systems**

618 West Main St.

Teutopolis, IL. 62467

www.csscares.org

Administrative Office: 217.705.4300

Intake: 217.705.4448

#### **Family Support**

**Respite:** Provides parents with short term relief from daily caregiving of their family member with a developmental disability.



## **Respite...**

### **Respite for Care Receivers age 60 and older**

#### **Heartland Human Services**

1200 N Fourth St.

P.O.Box 1047

Effingham, IL. 62401

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

Caregiver Advisor 217.347.7179 ext. 1062

#### **In-Home Respite:**

- Companionship, supervision, reading.
- Assistance with laundry, meal preparation, personal care, and exercise.
- In-home respite workers are trained and employed by Addus HomeCare

### **Respite for children ages birth – 6 years**

#### **Crisis Nursery of Effingham County**

924 N. Merchant St.

Effingham, IL. 62401

[www.crisisnurseryofeffingham.com](http://www.crisisnurseryofeffingham.com)

217.342.3000

- Onsite Emergency Care
- 24/7 onsite emergency child care
- Crisis Counseling
- Resource Referral
- Services are free with no income or residency requirements.

**Support Groups:** Meeting dates & times are subject to change.

AA/NA (District 13) Phone Contact 1.800.307.6600  
www.ildistrict13aa.org

**Alcoholics' Anonymous**

Watson Civic Center  
806 W. Franklin  
Watson, IL 62473

- Meets Sundays at 7 p.m. (open)

**Centenary United Methodist Church**

203 E. Grove  
Effingham, IL 62401

- Meets Tuesdays at 8 p.m. (closed)
- Meets Wednesdays at 7 p.m. (Big Book Study)
- Meets Thursdays at 7 p.m. (open)
- Meets Fridays at 8 p.m. (closed)

**Christ's Church**

2511 Veterans Dr.  
Effingham, IL 62401

- Meets Wednesdays at 11:30 a.m. (open)

**AI-ANON Group** (offers help/hope to family and friends of alcoholics)

**Centenary United Methodist Church**

203 E. Grove  
Effingham, IL 62401

- Meets Tuesdays at 8 p.m. (Closed Group)

## **Support Groups...**

### **Alzheimer's & Dementia Support Groups**

#### **Alzheimer's Support Group**

Aperion Care

618.240.2393

221 E Cumberland Rd

St Elmo, IL 62458

- Group meets the last Tuesday of the month at 6:00pm

#### **A.W.A.K.E of Central Illinois**

Lumpkin Family Center for Health Education @ SBL

1000 Health Center Dr.

Mattoon, IL 61938

217.238.4908

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

Click on Your Health. Click on Support Group.

#### **Caregiver Support Group**

Heartland Human Services\

1200 N 4<sup>th</sup> St. .

Effingham , IL 62401

- Meets 3rd Monday of Every Month at 12:30.

#### **Forget Me Not Café**

Tuscan Hills Winery

2200 Historic Hills Drive

Effingham, IL, 62401

- Meets the last Tuesday on the month from Feb-Oct

## **Support Groups...**

### **Breast Cancer Support Group**

Women's Wellness Center

(meets quarterly)

900 W. Temple Ave.

Effingham, IL. 62401

217.347.1638

### **Diabetic Support Groups**

St. Anthony's Memorial Hospital

503 N. Maple St.

Effingham, IL 62401

217.347.1288

- Meets second Monday of Month at 5:30 p.m.
- Meetings January thru November.

Sarah Bush Education Center

1000 Health Center Dr.

Mattoon, IL 61938

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

217.258.2199

Click on Your Health. Click on Support Group.

### **Grandparents Raising Grandchildren**

Heartland Human Services

1200 N. Fourth St.

Effingham, IL. 62401

217.347.7179 ext. 1062

- Meets 1st Wednesday of each month at 1 p.m.

## Support Groups...

### Grief Support Groups

St. Anthony's Memorial Hospital 217.347.1829  
Bridges for Healing Hearts Support Group

- Group meets the 1st Thursday of every month from 6:00-7:30 p.m.
- Meetings are held in the St. Francis room at HSHS St. Anthony's Memorial Hospital.

### Sarah Bush Education Center (Lincolnland Hospice)

1000 Health Center Dr. 217.234.4075  
Mattoon, IL 61938 Toll Free: 1.800.454.4055

Pathways through Grief - an education and support group for those experiencing a loss due to death.

### Prairie Pavilion II (on campus of Sarah Bush Lincoln Health Care Center)

Willowbrook Room

Mattoon, IL 61938 Toll-Free: 1.800.454.4055

Hopeful Horizons - a bereavement and education support group for anyone who has experienced the death of a loved one.

### Bereaved Parents of the USA, Champaign-Urbana Chapter

- This group provides support for any adults who have lost a child, grandchild, or sibling.
- Visit [www.bereavedparentsusa.org](http://www.bereavedparentsusa.org)

## **Support Groups...**

### **Narcotics Anonymous**

www.na.org

AA/NA (District 13)

Phone contact 1.866.591.5867

### **Christ's Church**

2511 Veterans Dr.

Effingham, IL 62401

### **First United Methodist Church**

308 N. 2nd Street

Altamont, IL 62411

### **Centenary United Methodist Church**

203 E. Grove Ave.

Effingham, IL. 62401

### **Immanuel Lutheran Church**

203 E. Division St.

Altamont, IL. 62411

## Support Groups...

### **NAMI (National Alliance on Mental Illness)**

Effingham Public Library  
200 N. Third St.  
Effingham, IL. 62401

217.690.6583

- Meets the 2nd Wednesday of the month from 5 p.m. – 7 p.m.

### **Parkinson's Disease Support Group**

My Memory Worx  
Effingham Public Library  
200 N Third St.  
Effingham IL 62401

- Meets the last Wednesday of each month at 1:00

### **Parkinson's Disease Support Group**

Odd Fellow Rebekah Home  
201 Lafayette Avenue East  
Mattoon, IL 61938

217.268.4428

- Meets last Tuesday of month at 1:30 p.m.

### **Polio Survivors & Friends Support Group**

Sarah Bush Education Center  
1000 Health Center Dr.  
Mattoon, IL 61938

217.508.4406

- Meets first Saturday of the Month 1 p.m. to 3 p.m

### **Ostomy Support Group**

Sarah Bush Education Center  
1000 Health Center Dr.  
Mattoon, IL 61938

- Evening meetings 4 times a year in Mattoon & Effingham
- For more information, call 217.258.4112

## Transportation:

### Advanced Medi-Van

Effingham, IL 62401

217.342.3120

Toll-Free: 1.800.959.3120

- Wheelchair lift vans available by appointment. Call for details.
- (May limit to non-electrical wheelchairs.)
- In Effingham City limits appointments only.

### Effingham County Public Transportation

202 N Banker St.

Effingham, IL 62401

Toll-Free: 1.855.755.2478

[www.effinghamcountypublictransportation.com](http://www.effinghamcountypublictransportation.com)

- Monday thru Friday 6 a.m. to 8 p.m. Saturday 6 a.m. – 4 p.m.
- A demand-response, door-to door public transportation service which serves everyone, any age and any income level.
- Transports Effingham County Residents to medical appointments, visit friends and family, get groceries, or to go to work or school...anywhere you would drive yourself.
- 24 hours in advance notice is appreciated but same day service is available when space permits.
- Passengers age 60 and over ride for free, donations are accepted. □ All vehicles are wheelchair accessible.

### Effingham Taxi

506 South Street

Effingham, IL 62401

[www.effinghamtaxi.com](http://www.effinghamtaxi.com)

217.342.3119

- Effingham and out of town service available.
- Medicaid approved transportation provider.

### FISH Human Services (Effingham County Residents Only)

708 S. Linden St.

Effingham, IL 62401

217.342.2200

- Helps with medical appointments—volunteers do some out of town transportation.



## **Other Local Resources:**

### **CEFS Economic Opportunity Corporation RSVP**

1805 S. Banker

P.O. Box 928  
Effingham, IL 62401  
www.cefseoc.org

217.342.2193 ext 135

- Engages individuals 55 years and older in volunteer service activities to meet the critical needs of the community.

### **Community Based Outpatient Clinic**

1011 Ford Ave.

Effingham, IL. 62401

217.347.7600

### **Covenant Transitions**

PO Box 453

Mattoon, IL 61938

Email: smgreuel@covenanttransitions.com

217.725.6081

- Help individuals 55 years and older and caregivers who are considering a living environment transition.

### **Dent Law Offices, LLC**

415 W. Virginia Ave  
Effingham, IL 62401

217.330.5500

<https://dentlawoffices.com/>

- Elder Law Practice - providing legal guidance & care planning services for elderly or disabled clients.
- Powers of Attorney, Wills, Trusts, Nursing Home Planning & Estate Settlement.

## Other Local Resources...

### Effingham Area Alzheimer's Awareness (EAAA)

- This group was founded to provide education and support to all families, caregivers, and persons living with Alzheimer's disease and related dementia in Effingham County and surrounding area.
- Hosts a community speaker series focusing on various topics associated with aging, caregiving, and dementia.
- Created the Forget-Me-Not Resource Center at the Effingham Public Library.
- Beginning Dementia Friendly Community Initiative called Friends in Rural Places, focusing on training agencies and business in communication and support of people living with dementia and their caregivers.
- For more information contact: Amy Sobrino 618.363.8372 (eaaa.amy@gmail.com) Shannon Nosbisch: 217.663.0010 eaaa.shannon@gmail.com

### Effingham Public Library

200 N. Third St.

Effingham, IL 62401

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

217.342.2464

- Local caregiver resource center with access to books and videos on caregiving.
  - Caregiver Advisor is available the first Thursday of each month by appointment (217.347.7179 ext. 1062).
- Also have memory kits for caregiver to check out for their loved one.
  - Kits available include: Memories of Work, Memories of Church, Memories of War Years, Memories of Family and Memories of Weddings and Anniversaries.

### Elderly Services Officer

Effingham Police Department

Effingham Sheriff's Office

217.347.0776

217.342.2102

## Other Local Resources...

### Illinois Assistive Technology Program

1020 S. Spring St.

Springfield, IL 62701

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

217.522.7985

- Services include Information & Assistance
- Devices Loan Program
- 

### Illinois Department of Veterans' Affairs

- [www.illinois.gov/veterans](http://www.illinois.gov/veterans)

### Veterans Assistance Commission

101 N. 4th St. (second floor)

Effingham, IL 62401

217.342.8493

- Daily Except for 1st Wednesday & 4th Thursday

### Land of Lincoln Legal Assistance Foundation, Inc.

Services: Powers of Attorney and Last Wills.

- A representative from Land of Lincoln is available every other month for Effingham County residents at Heartland Human Services located at 1200 N. 4th St. in Effingham. □ An appointment is required.
- For an appointment call: 217.347.7179, ext. 1038

For other types of cases:

- Call Land of Lincoln Legal Assistance Monday through Friday between 9:00 a.m. – 3:30 p.m. Foreclosure and Consumer: (855) 601.9474 All other types of cases: (877)342.7891

### Illinois Talking Book Center and Brail Service

300 S Second St.

Springfield, IL. 62701

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

Toll Free: 1.800.426.0709

## Other Local Resources...

### Midland Area Agency on Aging

www.midlandaaa.org

434 S. Poplar

Centralia, IL 62801

618.532.1853

Toll-Free: 1.877.532.1853

Area Agency on Aging as designated by the Illinois Department on Aging. Covers Clay, Effingham, Fayette, Jefferson, and Marion Counties.

- Services:
  - Develops programs and funds community agencies. ○ SHIP site. Assists with Medicare Prescription Drug Applications \* and Benefit Access Applications (formerly known as Circuit Breaker) \*.
  - Provides General and Court Advocacy services to Victims of Abuse.

### My Memory Worx

710 W Jefferson St.

Effingham, IL. 62401

www.mymemoryworx.org

217.254.2149

- Our methods are centered around Cognitive Stimulation Therapy, which is an effective non-pharmaceutical treatment option for Alzheimer's and other forms of dementia.

### NAMI of Effingham Region

P.O. Box 1726

Effingham, IL. 62401

namieffingham@gmail.com

217.690.6583

- Family-to Family: A free 12 week course for families, partners, and friends □
- NAMI Basics: A free 6 week course for parents and caregivers of children and adolescents.
- Other programs tailored to local community needs.
- Family Share/Care Support Group meeting.
  - 2<sup>nd</sup> Wednesday of every month Family Support Group

## **Other Local Resources...**

### **Orr Law, LLC**

215 N 4th St

217.342.1212

Effingham, IL 62401

- Twila Orr and Holly Lynch
- Assists in Guardianship for Elderly and Disabled

### **Taylor Law Offices, P.C.**

122 E Washington Ave

217.342.3925

Effingham, IL 62401

- Assists in Guardianship for Elderly and Disabled

## **Toll-Free Numbers and Web Pages...**

### **AARP**

1.888.687.2277

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

### **Administration on Aging, U.S. Dept. of Health & Human Services**

[www.aoa.gov](http://www.aoa.gov)

### **Alzheimer's Association**

1.800.272.3900

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

### **Alzheimer's Disease Education and Referral (ADEAR) Center**

1.800.438.4380

[www.nia.nih.gov/alzheimers](http://www.nia.nih.gov/alzheimers)

### **Caring Today**

[www.caringtoday.com](http://www.caringtoday.com)

### **Elder Abuse**

1.866.800.1409

[www.ncea.aoa.gov](http://www.ncea.aoa.gov)

### **Eldercare Locator**

[www.eldercare.gov](http://www.eldercare.gov)

## **Toll-Free Numbers and Web Pages...**

**Geriatric Mental Health Foundation**

www.gmhfonline.org

**Illinois Pioneer Coalition**

www.illinoispioneercoalition.org

**National Alliance for Caregiving**

www.caregiving.org

**National Council on the Aging**

www.ncoa.org

**Caregiver Action Network**

www.caregiveraction.org

**National Institute of Mental Health**

www.nimh.nih.gov

**National Institute on Aging**

1.800.222.2225

www.nia.nih.gov

**Mental Health America**

1.800.969.6642

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