

FREE FAMILY RESOURCE

FAMILY GUIDE

Getting Started with In-Home Care

Deciding a loved one needs help at home is a big step. This guide walks you through **the signs to look for, the questions to ask** and how to get care started with Giving Keys of Hope.

Signs it may be time

- [ ] Trouble bathing, dressing or getting around
- [ ] Missed meals, weight loss or an empty fridge
- [ ] Unopened mail, missed bills or medications
- [ ] A recent fall, hospital stay or new diagnosis
- [ ] A family caregiver who is exhausted
- [ ] Isolation, or fewer visits from friends

Questions to ask any agency

- Are you licensed by Texas HHSC? What is your license number?
- How do you screen and train caregivers?
- Will we have the same caregiver each visit?
- Is there a written care plan, and how often is it reviewed?
- What payment options do you accept?
- Who do we call with a problem, including after hours?

TALK TO OUR TEAM

469-807-0788

469-807-0788

Fax 469-809-3970

Info@GivingKeysofHope.org

www.GivingKeysofHope.org

539 W Commerce St, Ste 5811
Dallas, TX 75208

In-home care from Giving Keys of Hope is non-medical personal assistance.

Giving Keys of Hope · 501(c)(3) nonprofit · EIN 82-2981970 · Licensed by Texas HHSC, license no. 023341

How to get started with us

1. **Call us**
   Call 469-807-0788 or request care online.
2. **Meet**
   We meet with your loved one and family for an assessment.
3. **Plan**
   We put the care plan in writing and match a caregiver.
4. **Care starts**
   Your caregiver begins, and we check in regularly.



Have this ready for the first call

- Name, address and best phone number
- The help needed and preferred days and times
- Insurance, Medicaid or VA information, if any
- A family contact

Ways to pay

Texas Medicaid, VA benefits, long-term care insurance, aging services programs and private pay, depending on eligibility. Ask us which apply to you.

Respite for caregivers

Planned time off, from a few hours to a full day.

Safer homes

Grab bars, ramps and repairs through Renovation Hope™.

Veteran families

Help understanding VA benefits for care at home.

WE'RE HERE TO HELP

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Serving 23 Texas counties. See our full service area at www.GivingKeysofHope.org.

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