

## Paying for Services

- Never tip a staff person. They are already paid.
- Never pay for a service without getting a bill first.
- Never pay in cash. You need a receipt.

## If You Have a Problem With Home Care or Home Chore Staff

- Contact your family, your social worker, case manager, building manager, a supervisor at the agency, or the Minnesota Department of Health immediately.

## Resources

- Office of Ombudsman for Long-Term Care (information about hiring staff and help in resolving problems) 1-800-657-3591
- Office of Health Facility Complaints, Minnesota Department of Health (for complaints about home care) 651-201-4201
- Senior Linkage Line (referrals for services) 1-800-333-2433
- Better Business Bureau of Minnesota 651-699-1111
- Police 911

## Contact Information

**Protective Services**  
7625 Metro Boulevard  
Minneapolis, MN 55439

**952-945-4171**  
or  
**952-945-4172**  
[www.voamn.org](http://www.voamn.org)

Volunteers of America–Minnesota is a nonprofit organization founded in 1896 which offers a wide variety of services for more than 26,500 children, adolescents and their families, older adults, students, persons with disabilities and special needs, and adults completing rehabilitation programs each year. We are one of the oldest, largest and most comprehensive human service organizations in the state and have more than 60 programs, 900 employees and 13,600 volunteers. We have a rich history of developing innovative programs to meet emerging social issues and pride ourselves on sponsoring programs which are able to explicitly articulate the outcomes achieved in our program participants' lives.

**Corporate Support Office | Volunteers of America–Minnesota**  
**7625 Metro Boulevard, Minneapolis, MN 55439**

## Be Safe At Home

A Guide to Home Care/Chore Services



## Use Home Care/Chore Services Safely



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**MINNESOTA**

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## Be Safe At Home

Most home care/home chore staff are very good at their jobs and honest people. But, whenever you let someone you don't know well into your home, there are things you should think about. Using the following information can help protect you and prevent problems if you get services in your home or apartment.

## Know Who Works for You

Ask the agency or person you may hire:

- How long have you been in business?
- Do you have references?
- Do you do a criminal background check on your staff?
- How is your staff trained?
- Are you insured and bonded?  
(This means that if a staff member damages or steals something from you, their insurance company may pay you back.)

## Make a Home Care Record/Log

- Use a notebook to make a log.
- Write down the name, address and phone number for the agency or person that works for you.
- Every time they come to your home, write down the worker's name, date, and the time they were in your home.

If you have any problems with the services you receive, use the information from the Log to make a complaint.

## Safety in Your Home

Never let anyone in your home without identification. Have staff show picture identification before you let them in.

- If a staff member shows up your home without an appointment, call their boss or agency to be sure they should be there before letting them into your home.
- Don't let friends or family of staff members in, only scheduled staff should be in your home.

## Protect Your Money and Property

Do not leave bank statements, your driver's license, social security information, check-books or credit cards lying around your home.

- Never put a staff person on your bank account, or sign a Power of Attorney to any staff person.
- Never give a staff person your cash card, credit card, or any financial account information.
- If you staff shops for you, use a check made out to the store, OR
  - Get a signed receipt for any cash you give the staff.
  - Keep a receipt for the amount of change they return to you.
  - Keep a receipt from the store for what they bought.
  - Keep all receipts in your Home care Log.
- Don't allow any staff to drive your car.
- Don't give staff a key to you home or apartment.
- **Never, ever, loan money to Home Care or Building Staff.**