

### Our Employment Practices

- At Wellspring Personal Care we assume full responsibility for our employees while they are in your home.
- We aggressively supervise all of our caregivers and ensure that the plan of care is followed.
- We have qualified personnel available 24 hours a day to handle problems or emergencies.
- We require written documentation of services provided by our caregivers.
- We are bonded and insured.
- We adhere to all state and federal guidelines in our employment practices.
- We provide workman's compensation thus minimizing your risk in the event of an injury on the job.
- We manage all payroll and employee related matters.
- We complete the required yearly tax forms that would be your responsibility if you hired someone privately.

### Our Team

- **The Wellspring Personal Care** Team includes a licensed clinical social worker who specializes in family systems and serves as the director of client services.
- **Our Director of Clinical Services** is a registered nurse who supervises the caregivers and monitors the clinical status of our clients.
- **Our caregivers** are licensed nurses, certified nurse assistants, or experienced home health aides. They are carefully selected for assignments based on skill level and client needs.
- You and your family are a very important part of our team. **Your feedback and support** will enable our caregivers and staff to serve your loved ones with the highest quality of care.

### Our Service Area

Cook  
DuPage  
Lake  
Northern Will

- Serving **four counties**
- Seven days** a week
- 24-Hour Service**

For more information, please call our 24-hour referral number at **312/648-1565**

Depending on your needs, we can generally schedule services to begin within two business days.



### Wellspring Personal Care

125 North Halsted, Suite 303  
Chicago, Illinois 60661-2116

312/648-1565 24 hours

Fax: 312/648-1569

Website: [www.homecarechicago.com](http://www.homecarechicago.com)

Email: [wpc@homecarechicago.com](mailto:wpc@homecarechicago.com)



**NPDA**

National Private Duty Association

The Voice of Private Duty Home Care

## Wellspring Personal Care



**Effective Solutions  
for  
Families Who Care**



**312/648-1565 24 hours**

Illinois Department of Public Health

Home Nursing License #4000122

Home Services License #3000167

## MESSAGE FROM THE CEO

In July 1993, we established **Wellspring Personal Care** in response to an urgent need for a quality private duty home care agency. One that would go the extra mile to relieve families of the stress and anxiety often associated with supervising and coordinating services for their loved ones.

At **Wellspring Personal Care**, we are committed to the concept of aging in place, and have developed the clinical expertise to manage even the most complex home care situations. We support our clients' strengths and abilities, and we promote self-esteem and autonomy.

We strive for **excellence** in patient care and employ a professional management team with the training and experience to **guarantee quality service**.

Our **mission** is to ensure that you have the opportunity to enjoy your cherished relationships, comforted with the knowledge that your loved ones are safe and well cared for.

*Sheila Mc Mackin, LCSW*

Sheila McMackin MSW, LCSW

## Choosing Wellspring

Your family member or client may have reached a level of need that you or others are working hard to meet. Challenges you may face include extra demands on your time and your emotions. As you review the many options for care in the home, you want to choose an agency that is committed to the safety, comfort and quality of life for your family member or client.

Wellspring has earned an **impeccable reputation**, and is regarded as the premier provider of private duty services in the greater Chicago Metropolitan area.

We have the respect of physicians, lawyers, discharge planners, numerous other service professionals, and most importantly the hundreds of families who have relied on Wellspring. That is why **Wellspring Personal Care** is uniquely suited to meet your needs.

■ **We take the time to educate** our clients and referral sources about private duty home care options.

■ **We make certain that you have input** in developing a plan of care for your family member or your client.

■ **We listen to your concerns** and select a caregiver who is able to address your loved one's physical and emotional needs.

## Selecting Services

**Wellspring Personal Care** provides a full suite of services in several areas. Caregivers can provide assistance by the hour or can reside in the home. Our range of basic services that are provided under the supervision of a registered nurse include:

■ **Personal Care**—companionship, light housekeeping, grocery shopping, meal preparation and assistance with all activities of daily living.

■ **Alzheimer's and Dementia Care**

■ **Post Rehabilitation Care**

■ **Care for Disabled Children and Adults**

■ **Case Management and Service Coordination**

■ **Communication with family members** and health-care professionals

■ **Detailed reporting** to referring Trust Departments, Attorneys, and other authorized client representatives

Our Director of Clinical Services will conduct a comprehensive in home assessment to help you determine the right combination of services to meet your needs and your budget.

## Selecting Quality Employees

Wellspring fully employs a culturally diverse and well-trained group of employees.

Our employee screening process includes:

■ Verification of Illinois licensure or registration for all nurses or certified nurse assistants

■ Criminal Background Check

■ An in-depth face to face interview

■ An assessment of the prospective employee's skills

■ An orientation to Wellspring's Policies and Procedures

■ Mandatory pre-employment drug screen

■ Random drug testing of employees

**Wellspring  
Personal Care**



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Website: [www.homecarechicago.com](http://www.homecarechicago.com)

Email: [wpc@homecarechicago.com](mailto:wpc@homecarechicago.com)