

Finding and Hiring In-Home Assistance

A Guidebook for
Seniors, Adults with Disabilities, and Their Families



Courtesy of Caregiver Services
A Program of the Area 1 Agency on Aging
and the Humboldt County IHSS Public Authority

2011 Edition

Finding and Hiring In-Home Assistance



This 2011 edition of ***Finding and Hiring In-Home Assistance*** is a publication of Caregiver Services, a program of the Area 1 Agency on Aging, in cooperation with the Humboldt County In-Home Supportive Services Public Authority.

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The Area 1 Agency on Aging (A1AA) advocates, plans, develops and delivers a wide range of senior, information, volunteer and caregiver services in Del Norte and Humboldt Counties. A1AA's Caregiver Services program provides free services to caregivers and those needing in-home assistance.

Caregiver Services
A Program of the Area 1 Agency on Aging
(707) 443-4363
caregiver@a1aa.org

Caregiver Services lists both trained and screened caregivers and people who need caregivers on the Caregiver Registry. Caregivers register with Caregiver Services for referrals to In-Home Supportive Services (IHSS) and private jobs. The Caregiver Registry makes free referrals to seniors and people with disabilities who need help at home. To ask about caregiver trainings, job referrals, support groups or hiring a caregiver, call (707) 443-4363 (toll free: 877-977-1604).

In-Home Supportive Services
Humboldt County Department of Health & Human Services
(707) 476-2100
Toll free: 866-572-8614

IHSS is a County of Humboldt program operated by the Department of Health and Human Services, Social Services Branch. Non-medical care services are provided to eligible, low-income adults who are aged, blind or who have a disability. These services are to help those individuals live at home by assisting with daily tasks such as cleaning, meal preparation, bathing and dressing.

INTRODUCTION

Whether the caregiver is for you or a family member, hiring a caregiver can be a stressful experience because the process is full of unknowns. Since most of us are not employers, we are not sure how to go about the process, and once we hire someone, we are unsure of how we should treat workers in our own homes. Unfortunately, many in-home workers are treated either as “company” or are overworked and not respected as employees. It is clear, however, that the best professional care relationships have clearly-defined roles, expectations and boundaries acceptable to everyone involved.

This guide is intended to help you establish and maintain a professional and positive working relationship with the caregiver you hire.

USING THIS GUIDE

This guide was developed primarily for use in Humboldt County, California. Although most of its contents are applicable throughout the USA, Please be sure to check with your local Area Agency on Aging or other service providers in your community for information specific to your area. Many agencies and other resources are mentioned throughout the text of this booklet. Information on how to contact those agencies is listed in the Appendices.

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WHERE DO I START?

The first step in finding in-home assistance is to identify exactly what you need help with, when and how often. This will help you decide if you need to hire an in-home caregiver or if you can use community resources for support. This will also provide a starting point for creating a job description for potential caregivers.

Determining Your Needs

Think about all the things you do on a regular basis to determine your needs. For instance, you may need help with housework, transportation, personal care or errands. You may simply need someone to be there with you or your loved one. When the care recipient is not safe to be home alone, it is called “protective supervision”.

Consider how often you need help. If you need help just once in a while, you may find that a home care agency is more appropriate than hiring a private caregiver. If you find that your main need is for companionship, there are community resources that may provide senior companions. These include senior centers, church visitation programs and senior volunteer programs. Resources can be found in the Appendices.

Once you have determined what you need help with, talk it over with others who care about you and are involved in your life. This may include your children, parents and friends. It may also include professionals with whom you have frequent contact. Professionals may be home health nurses or aides, your family doctor, a case or care manager, or service coordinators who are helping you.

By discussing your needs with others, you gain a wider perspective and are able to identify other resources and services available in the community to help you. Some of these resources may include care coordination or meals on wheels. Try to agree on what your needs are and the best way to meet them with those who are actively involved in assisting you.

Listing Tasks You Need Help With

To get you started, here is a list of common tasks that people often need help with. You may need help in just a few of these areas, or in all of them. You may also have needs that are not on this list, so be sure to include those in your final list.

I could use assistance with:

Personal Services	How Often	Domestic Services	How Often
Bathing	_____	Shopping	_____
Toileting	_____	Meal Planning/Preparation	_____
Bowel & Bladder Care	_____	Vacuuming	_____
Menstrual Care	_____	Dusting	_____
Oral Hygiene	_____	Sweeping/Mopping	_____
Dressing	_____	Laundry/Ironing	_____
Grooming	_____	Changing Beds	_____
Help with Respiratory Equipment	_____	Cleaning Bathrooms	_____
Walking Assistance	_____	Cleaning Kitchens	_____
Moving In/Out of Bed	_____	Dishwashing	_____
Care and Assistance with Prosthesis	_____	Errands	_____
Paramedical Services	_____	Taking Out Garbage	_____
Protective Supervision	_____	Heavy Cleaning	_____
Feeding	_____	Home Maintenance	_____
Medication Management	_____	Gardening	_____
Transportation	_____	Pet Care	_____
Other: _____	_____	Home Repair	_____
Other: _____	_____	Other: _____	_____
Other: _____	_____	Other: _____	_____
Other: _____	_____	Other: _____	_____
Other: _____	_____	Other: _____	_____
Other: _____	_____	Other: _____	_____

WRITING A JOB DESCRIPTION

Writing a job description may seem like extra work, but it is a key step in helping identify exactly what you need. It can also help prevent any misunderstandings with future employees. Your job description should include the work to be done, hours to be worked, and other requirements you may have.

Use the Tasks List on page 2 as a starting point. List all the tasks you need done, when you want them to be done, and include any special instructions. Be prepared to explain any rules or instructions. For instance, "I'm sensitive to most household chemicals so please use baking soda for scouring powder. The Spic N' Span should only be used on the floors." Writing out an explanation helps to establish a bond of mutual respect, and may help your caregiver anticipate other needs.

Hours

Specify how many hours per week that you expect the job to take, and the days and times the job is to be performed. If your requirements are flexible, say so. Also say if they are not. For instance:

- "I need help with housework, shopping, and errands for 10 hours a week, specific hours to be arranged on Monday through Friday afternoons," or
- "I need someone to drive me to church and stay with me there, then take me food shopping, leaving my house at 9:10 Sunday morning and returning no later than 1:40 in the afternoon."

Specify holiday coverage, time off and vacations.

Other Requirements

If you have any other requirements, state them clearly. Include behaviors you expect and unacceptable behaviors, such as:

- Coming to work on time is much appreciated. Please call if you will be more than 15 minutes late.
- Please do not bring anyone to work with you. This includes children and pets.
- Smoking is only allowed on the porch. Please dispose of butts in the coffee can.

Your job description can be useful during interviews. You should refer to the tasks and requirements you have listed when discussing the job with potential care providers. When you decide to hire a care provider, you should write a mutually acceptable contract and both of you should sign it. Give copies of both the job description and the contract to the person you hire so that they can refer to them. Keep the original copy in a safe place.

There are sample forms in the Appendices. These may be used as is, or as a guide for writing your own.

FINDING CARE PROVIDERS

Utilizing Community Resources

Once you have identified the kinds of things you need help with, the next step is to work out how best to meet those needs. Looking in the yellow pages of the telephone book is a good place to start. For example, if you need a ride to your doctor's office, you might look in the yellow pages under "Transportation," where you could find a list of possibilities from taxicabs to medical transportation. We have included a list of some of the resources available in Humboldt County in the County Resources Appendix of this guide.

Finding a Caregiver

Let us suppose you have decided that a paid in-home caregiver is what you need. Now the question is how to find one. There are three main options open to you. You can hire an agency that will send individuals that work for them. You can hire privately and become the employer yourself. Or you can go through the County In-Home Supportive Services program, if you are eligible. There are pros and cons to consider for each of these methods:

	Pros	Cons
Independent Agency	The agency screens, hires and fires; provides some supervision and training; does payroll and taxes.	Often several workers are used. This can be confusing or distressing for the person receiving care.
	If the worker is sick, a substitute can be sent.	Less individual choice in workers.
	Changing schedules can be more easily accommodated.	Frequently more expensive than privately hiring an individual.
Private Hire	You have more control over who is hired to provide care.	You must handle the screening, hiring, firing, pay, and taxes yourself, as the employer.
	A stronger relationship can develop between the care provider and the individual needing care.	If the worker is ill, there is generally no substitute available.
	It is frequently less expensive than going through an agency.	Training and supervision are your responsibility.
IHSS	You are responsible for hiring, firing and supervision. IHSS handles pay and taxes.	You must be eligible to receive services. Only certain services and hours are covered.
	Care providers must be fingerprinted and have a criminal background check.	If the worker is ill, there is generally no substitute available.

Agencies

Finding agencies for in-home care can be frustrating. Try the phone book yellow pages under Home Health Services. You can always call the Area 1 Agency on Aging, whose staff will be happy to guide you.

There are agencies that specialize in providing in-home care providers. These agencies will provide care providers from their staff. Different agencies will have different screening and training requirements for their staff. It is in your best interest to ask about what training and screening their employees have had. Ask whether the workers have had CPR, first aid or any other training.

It is also a good idea to ask if the agency is currently licensed, bonded and insured. You can also contact your local Community Care Licensing office or the Better Business Bureau to find out if any complaints have been made against the agency. (See the Resources section of the Appendix for your local number.)

Caregiver Registries

Caregiver Registries are a listing and referral service offering a pool of care providers available to hire. Registries come in different forms. Some are free and some charge a fee. Some may have requirements for persons to list, while some may allow anyone to list.

With most registries, you are the employer, and as such, shoulder all responsibilities of a household employer. See the section in this guidebook on “*Your Responsibilities as a Household Employer*” for differences between employees and independent contractors and what your responsibilities are in each situation.

Call (707) 443-4363 or (877) 977-1604 (toll free) in order to access Humboldt County Caregiver Registry services.

Home Health and Home Care Agencies

These agencies provide a variety of services, which may include physical, occupational and speech therapists as well as skilled nursing and certified home health aides. There is the possibility that your medical insurance may cover you for assistance through a Home Health or Home Care agency. Ask your doctor if you would benefit from a home health referral.

For the services to be covered by Medicare or other insurance, you must be under a physician’s care and direction and meet the criteria established by Medicare or your insurance company. The home health benefit would be short term and you would need to find other sources of assistance if your needs continue. In some areas, the same agency will offer fee-for-service or private hire care when your home health benefit runs out.

In-Home Supportive Services (IHSS)

In-Home Supportive Services (IHSS) is a publicly-funded program provided by counties throughout California. The IHSS Program is funded with a combination of Federal, State and County dollars. Through the IHSS program, eligible adults who are aged, blind or who

have a disability can get non-medical services that help them remain in their homes. IHSS workers are paid through the State and are covered by Workers' Compensation Insurance, Social Security and State Disability Insurance. The County sends a worker to meet with the client to determine how many hours and what kinds of services the person needs. However, it is the responsibility of the person receiving care to locate, hire and supervise their own workers. In Humboldt County, Caregiver Services lists workers available to hire for IHSS or private hire work.

The services covered under IHSS can be either domestic (such as cleaning, meal preparation, laundry, and reasonable shopping errands), or personal care (such as bathing, assisting with dressing or transferring). Under IHSS, the only tasks the in-home worker is authorized to do are those tasks determined to be necessary by the County. You should be honest about what you need help with and what might be getting harder for you to do for yourself so they can make appropriate determinations.

Under IHSS guidelines there are certain situations where you may be allowed to hire a family member to help you. For the Eureka IHSS office, call (707) 476-2100. For other communities, check the county government telephone listings in the phone book under "Health And Human Services" or "Social Services."

Hiring Privately

If you decide not to go through an agency or a registry, you may place advertisements in the local newspaper. Be brief but specific. An ad can be expensive, so call the paper and get an estimate before you place a classified ad.

Be prepared to do an interview over the phone when you receive the first calls from prospective care providers. Do not give your address to callers. Be certain they sound like someone you would like to meet and seriously consider for the position before agreeing to a face-to-face interview.

When you set an appointment to meet someone, it is generally best if you have someone you know with you for the first meeting. Remember, this is a stranger you are inviting into your home, so be cautious.

You may also find ads placed by care providers looking for work in the local newspaper.

A job posting on a local college campus bulletin or jobs board is another source of potential care providers. Again, be brief, specific and prudent. Most colleges and junior colleges have career centers where people can advertise available positions. The local Employment Development Department or Job Market is another resource for listing your position and for recruiting workers.

Word of mouth is frequently your best resource. You may find that a friend, neighbor, member of your church congregation or someone that is recommended by a friend or family member would like to be your care provider.

UNDERSTANDING BOUNDARIES

Setting Boundaries

Setting boundaries is not bad, wrong or disrespectful. Personal boundaries are healthy and good for all of us. They are ways to let people know what we will and will not do. Understanding our boundaries can ease fears about how others should behave with us. Setting good boundaries and speaking of our needs protects us. It helps us feel safe in our environment and prevents us from being hurt. It makes other people feel safe around us as well. Setting boundaries raises our sense of self-worth and self-esteem. When we set boundaries we send the message that we are important and should be valued.

Boundaries need to be worked out before work between a new caregiver and client begins.

Right from the Start

Gaining a mutual understanding regarding the following questions right from the start will help establish good boundaries with your care provider.

- What hours is the caregiver expected to work and are the hours flexible?
- What specific job duties need to be performed and how often?
- What happens if the caregiver gets sick or cannot make it to work?
- How will the caregiver be paid and how often?

Boundaries as Your Relationship Develops

As time goes by, and the relationship between client and caregiver develops, people become more relaxed. While this is a positive step in building a lasting relationship, it is important to remember that it is still a **working** relationship.

We know when someone has over-stepped our boundaries when their actions bother us. However, *they* will not know unless you say something. Problems can be avoided by good communication, good boundaries and remembering the employee-employer relationship.

Examples of Problem Areas and Suggestions for Solutions

Here are some examples of problem areas and suggestions on how to handle them:

- **The client or caregiver asks to borrow money:**

One way to handle this situation is to respond with, “I’m sorry you are having a hard time right now, but I’m not comfortable lending money to people.” No long explanations are needed. Clients and caregivers should not borrow money from each other.

- **The client calls the caregiver on a day off:**

A way to avoid this from happening would be for the caregiver to remind the client that the next day is a day off and to ask if there is anything that needs to be done before leaving. If it does happen, the caregiver can gently remind the client that it is an off day and that this time is needed to take care of personal needs. The caregiver can reassure the client that they will be there when next scheduled.

- **A client gives a caregiver a gift:**

Clients commonly depend on the caregiver for many things. From this vulnerable position, the client may feel like they have to give the caregiver something in order to keep them coming back. Even if the gift is from the goodness of the client’s heart, it is better for the caregiver to kindly decline any gifts, tips or favors. Respectfully refusing such an offer can help avoid future complications. The client may forget the item was given to the caregiver as a gift and claim it was stolen. Or it was something prized by another family member. One way to handle a gift without hurting the client’s feelings in a case where the client is insisting the caregiver accept the gift, would be to graciously accept it, and then put it somewhere safe in the client’s house, or tell a relative about the gift offering and return it to the client’s relative.

- **The client or caregiver’s personal lives start inter-mingling:**

This can happen in many ways. Spending long hours in the home of a client can make a caregiver feel comfortable and “at home” herself. The caregiver might bring her children to work with her, or start using the client’s phone or car. At any point a line has been crossed, it is appropriate for the client to remind the caregiver that while she is in her home, she needs to be concentrating on her tasks. The client can remind the caregiver that consistent arrangements should be made for child care according to the work schedule, and ask her to use her breaks or days off to take care of her personal business.

Remember that good communication and good boundaries begin with YOU! Be kind, be responsible, and speak your needs with respect.

INTERVIEWING POTENTIAL AGENCIES / POTENTIAL EMPLOYEES

The process used for interviewing agencies and potential employees is very similar. With either an agency or an employee, you will need to provide a job description, do a phone interview, do an in-person interview, and check qualifications and references.

Telephone Interview

The first interview should be conducted over the phone. This allows you to determine whether you are interested in having this person in your home, and if the caregiver is interested in the job.

During this interview, you should:

- Give applicants a brief description of what you expect them to do and what days and hours you need them. Briefly review the job description with them.
- Ask what experience they have had with the tasks you have described.
- Ask specifically what kind of schedule they want to work.

While talking with the applicant:

- Listen for a pleasant tone of voice and positive attitude.
- Notice whether they give specifics of their experience or vague and general answers.
- Trust your instincts. If you are not impressed by the applicant, even if you cannot state your reasons, do not give them your address.
- If you are unsure whether or not you want to do an in-person interview, ask for references that you can contact.

If you are unsure about the applicant or do not want to hire him/her:

- Do not give out your address.
- Tell the applicant that you have several interviews to complete.
- Ask the applicant for a name and phone number where you can call them back.
- Thank the applicant for his/her time.
- Be prepared to call the applicant back or send him/her a letter to say, "Thank you, but I have hired someone else." This is both courteous and good business practice.

If you feel the applicant is suitable and you wish to interview him/her:

- Plan on having a friend or relative or other person with you when you interview.
- Schedule a day and time for the interview.

- Give the applicant your address and directions to your home.
- Ask the applicant to bring the following:
 - ☑ Documents showing proof of right to work, such as photo ID and social security card.
 - ☑ DMV printout and proof of insurance if you are requesting transportation.
 - ☑ A list of references including full name, relationship, phone number and the best time to call. Ask for as many work references as possible – paid jobs or volunteer work.
 - ☑ A resume to help them fill out a job application.
- You may want to send the applicant a letter stating the date and time of the interview and directions to your house. Include a job application and job description. (Sample forms can be found in the Appendices.)

In-Person Interview

Invite only those applicants you feel good about and would really like to meet for an in-person interview. This interview should take place in your home at a time convenient for both you and the applicant. Plan on having someone you trust with you during the interview, such as a neighbor, friend, relative or case manager.

Start the interview with a full discussion of your needs, lifestyle and schedule. Be honest. Do not “pretty things up” just to get a caregiver in the door. Your caregiver needs to know exactly what is expected. If you are not clear about your needs up front, and you hire someone who does not fully understand them, you may both end up unsatisfied.

If the caregiver is interested in working for you, have him/her fill out a job application if he/she has not already done so.

Caregiver Qualifications

Ask the applicant what experience and training or certifications they have that relate to the job. If you have any specific requirements, explain what they are and why. Be sure to include any specific requirements in the job description.

Suggested Interview Questions

- Please tell me about your current and past experience with in-home care.
- Why are you interested in this particular job?
- What do you like best about home care?
- What do you find the most challenging part of working in home care?
- Is there anything in the job description that you are uncomfortable with or would like to discuss?
- Have you ever been in an emergency situation? How did you handle it?
- What kind of pay and benefits are you looking for?

- What sort of commitment are you willing to make at the present time?
- Please give an example of how you handle misunderstandings.
- Do you have any other questions?
- Is there anything else you think I should know?

Reference Checks

It is beneficial to know about past work experience a caregiver has had and what type of person they are. This information can be gleaned through reference checks.

When interviewing a potential care provider, ask for the names and phone numbers of at least three people who are willing to give a reference. They should be previous employers and/or established community members.

Some care providers do not have a lot of work experience and may not have work references. In this case, ask for the name and phone number of someone who has experience with that person in some other way, such as through volunteering or church activities. A family member may not always be objective in their opinions, and should be accepted as an additional reference and not the primary one.

If applicants give you reference letters, check the letters for phone numbers. If no phone number is listed, ask the applicant for one. Call to verify the reference and review the letter.

Some of the questions you may want to ask when checking references are:

- How do you know (applicant)?
- How long have you known him/her?
- Can you use a few words to describe what he/she is like?
- If he/she worked for you, would you want him/her to do so again?
- Would you hire this person to work as a caregiver for you or an elderly or disabled relative?
- Is there anything else you would like to tell me about him/her?

Background Checks

As the employer of an in-home worker, you will want to do what you can to make sure that you hire an individual who is not only able to do the job, but is also someone you feel comfortable having in your home. Learning something about a potential caregiver's background and prior experience is one way to help you decide whether or not to hire the individual.

Information about a person's convictions can be obtained through fingerprinting and a background check. You can also ask the potential care provider to provide you with a printout of their driving record with the Department of Motor Vehicles (DMV) to see if he/she has any traffic violations.

Fingerprinting and Statewide Background Checks

You can get information on statewide convictions by requesting fingerprinting. As the employer, you are expected to pay all the costs of fingerprinting and statewide background checks.

Call the local sheriff's office or police station and ask what days and times they do "wet prints" (not a "Live scan") and how much it costs. When the caregiver gets fingerprinted, you will have to pay a processing fee. The caregiver will be given their prints on an 8 inch x 8 inch card which they will bring back to you. Do not bend or smudge this card! Check to see that it is filled in completely. For California, write "Elder Care Certification per W & IC Section 15660" in Box #1.

You will need an oversized mailer and you may want to insert some cardboard to keep it flat. Mail the completed card, along with a check for the processing fee, to the state Department of Justice (DOJ). It will take about a month to receive the results from the DOJ.

Nationwide Background Checks

To obtain a criminal background check that covers serious offenses nationwide, you will need to obtain an FBI fingerprint check on your potential care provider. The process is similar to the state fingerprint check and you, as the employer, are responsible for paying all the costs associated with the fingerprinting. You will need:

- A letter from your potential caregiver requesting a copy of their FBI record, or lack of one. The letter must explain why they want their record, for instance, for personal information or employment. The letter must include the caregiver's name, date of birth and return address. A sample letter can be found in the Appendices.
- A fingerprint card from a local law enforcement agency. When the caregiver gets fingerprinted, you will have to pay the processing fee. They will be given an 8" x 8" card to bring back to the employer (you). Do not bend or smudge this card! Check to see that it is filled in completely. Make sure that place of birth is completed. The FBI cannot process the request without this information.

Mail the letter and fingerprint card, along with a check for \$18 payable to the US Treasury for processing fees, to:

FBI Criminal Justice Information Services Division
ATTN: SCU Module D2
1000 Custer Hollow Road
Clarksburg, WV 26306

For more information about requesting a background check and what your rights and responsibilities are, please contact the State Department of Justice or the FBI directly. Contact information can be found in the Resources section of the Appendices.

YOUR RESPONSIBILITIES AS A HOUSEHOLD EMPLOYER

Determining Whether You Are a “Household Employer”

You **are** a “Household Employer” if:

- You control **what** work is to be done and **how** it is to be done.
- You provide tools and a place to work.
- You can fire the employee.

You **are not** a “Household Employer” if:

- You are employing an agency or business, rather than an individual.
- You direct only **what** work is to be done, **not how** it is to be done.

Examples of Household Employees (unless employed by a service)	Examples of Independent Contractors (not Household Employees)
Caregivers (Care Providers) Caretakers Cooks Gardeners Handypersons Home Health Care Workers Housekeepers Babysitters	Carpenters Electricians Nursing Registry Employee Leasing Service Painters Plumbers Household services provided by independent businesses, such as home health services, janitorial services, or gardening services

If you are a household employer, you have legal duties, including:

- Registering as a household employer.
- Making sure that your employee is legally permitted to work, and keeping records showing this.
- Providing insurance for on-the-job injuries that your employee might have.
- Collecting and submitting taxes as required by law.

Registering As a Household Employer

Under California Labor Laws, when you hire a caregiver, you are considered the employer and the caregiver is your employee. Industrial Welfare Commission rules identify different classes of in-home caregivers, some of whom may be exempt from certain Labor Code regulations, including overtime pay. We strongly suggest that you call the Humboldt County Labor Commissioner at (707) 445-6613 for specific advice regarding your situation.

A list of frequently asked questions and answers about Labor Law can be found in the Appendix.)

Generally, as a household employer in California, regulations state that you should get an Employer Identification Number (EIN). You can request an EIN from the Internal Revenue Service (IRS) using form SS-4, *Application for Employer Identification Number*, available from the IRS. (Internal Revenue Service: (800) 829-1040. Please check the Appendix for more detailed IRS contact information. Forms can be downloaded from the IRS website at www.irs.gov.)

Regulations state that a person should register as a Household Employer when they have paid at least \$750 or more in one calendar quarter. A Household Employer can register with the Employment Development Department using Form DE 1HW, *Registration Form for Employers of Household Workers*. You can also request Publication DE 8829, *Household Employer's Guide*. See the Employment Development Department in the Appendix.

For current Federal and California guidelines on Household Employees, see IRS Publication 926, *Household Employer's Tax Guide*, and California EDD Publication DE 8829, *2011 Household Employer's Guide*. (See the Resources section in the Appendix).

Employment Eligibility Verification

Regulations require household employers to verify that their employees have the right to work in the United States. Each employee should fill out an I-9, *Employment Eligibility Verification Form*, and a record of this should be kept on file. This form verifies that the person is legally entitled to work in the United States. While a driver's license and Social Security card are the most common documents used to establish right to work, many others are just as valid. A full list of acceptable documents is included with the form, which is available from the Immigration and Naturalization Service (INS). A copy of the most recent form can be downloaded from: <http://www.uscis.gov/files/form/i-9.pdf>.

Insurance

As an employer of a "household employee," you are legally liable for providing insurance to cover on-the-job injuries to your employee. You should verify that your household insurance (renter's or homeowner's) covers household employees in case of an accident. Check with your insurance agent to find out what is covered and what is not. If your current policy does not cover injuries sustained by household employees, ask for an addition (a rider) that does. Although California state law requires homeowner policies to offer this protection, there may be an additional cost.

Taxes

As the employer, you may also be responsible for withholding Social Security taxes, Medicare taxes and/or federal unemployment tax and filing them with the Internal Revenue Service annually or quarterly. Social Security taxes are owed by both the employer and the employee. Rules governing the amount(s) to be withheld and payment schedules can change annually. Many people prefer to hire an accountant to handle the paperwork.

In addition to withholding federal taxes, the employer is also responsible for complying

with state tax regulations. California requires you to withhold State Disability Insurance (SDI), Unemployment Insurance (UI), and Employment Training Tax (ETT) if you pay wages above a certain threshold. To find out the regulations in California, call 1-888-745-3886. If you choose not to pay federal and state taxes, be aware that the penalties for not doing so can include paying the back taxes and paying interest and penalty fines.

Supervising Your Household Employee

As a household employer, it is up to you to supervise your care provider. As a supervisor, it is important to:

- Be direct in stating your needs and expectations clearly. Words have different meanings for different people.
- Give praise where praise is due. Everyone likes to hear what they are doing well. Often a simple “thank you” is enough. Be specific and to the point. Say “I appreciate the way you fold the clothes the way I asked you. It is easier for me when things are the way I have always done them myself.”
- Give corrective instruction promptly and courteously. Do not wait for a situation to get out of hand. Be specific and to the point. Instead of “The kitchen is such a mess when you are done,” say “When you are finished in the kitchen, please wipe down the counters and hang up the dish clothes and towels.” Instead of “You stink!” say “Thank you for not smoking in my house. I’m not sure that you are aware of it, but your clothes always smell like tobacco. Do you have any ideas to make this better?”
- Be ready and willing to work together in resolving any conflicts. Good relationships always take a certain amount of work. Assume the simplest and most innocent explanations for any problems; they are often correct. Discussions are more likely to have a positive outcome if you have a positive outlook.
- Keep a record of any major or recurring problems. Discuss them with your care provider promptly. Agree on a course of action. Keep a written record of the problem and proposed solution. Also write down any consequences of the problem not being corrected. Set a date to review the situation. Date the agreement, and both you and the care provider sign it.
- Keep a daily log of your caregiver’s hours, any use of the care provider’s vehicle, and the mileage traveled, and any shopping or errands that the caregiver does for you.
- Never give your caregiver your checkbook or bank card. Give them cash only, and require a receipt along with any change.
- You may find it helpful to maintain a Communication Log. This is a notebook that all the people who help you can use to record significant events so that they are all kept up to date. It can be as simple as a spiral notebook where each person providing care makes a daily general note. If a number of individuals are providing care, your notebook could have a calendar in the front showing the days and times they are scheduled to be there. The Communication Log can be as simple or as detailed as needed to help with good communication among all involved individuals.

Keeping Your Household Employee

Hiring a household employee takes a great deal of effort and consideration. Just like any other relationship, keeping your household employee requires continued effort and consideration. Good communication is the foundation of a good working relationship and work environment. This will encourage employees to do their best. It is important to communicate when your employee is doing a good job and if improvement is needed. Don't wait until small annoyances become larger problems. In the end, it is easier to deal with problems as they arise.

- Your worker is an employee.

Unless you hired your worker for companionship, do not expect him/her to sit and talk with you while there is work to be done.

Discuss in advance any changes in the employee's duties or the way you would like things done. You and your employee signed a contract for certain duties. Treat changing those duties like changing any other contract.

Pay your employee at the time agreed.

- Give praise where praise is due. People like to be appreciated. Be specific about what you like, and include your feelings.
- Give corrective criticism as soon as possible. Criticize behaviors, not the person. Be specific and to the point. Make suggestions for improvement.
- Demonstrate, or have someone else demonstrate, any task that your employee does not know how to do or that you want done a particular way. Have the employee demonstrate back to your satisfaction.
- Don't let small irritations build into large problems.
- When problems arise, allow plenty of time for discussion to resolve them.
- Listen to, and consider, your employee's feedback.
- Treat your employee as you would like to be treated.

An employee may not work out, despite your best efforts. Don't give up. Review the situation with your worker, if appropriate, and anyone else who may have been involved to see if there is something you can do to improve the situation next time. There are many successful care provider situations. Clear expectations and good communication are part of them. Like any successful relationship, a good relationship with your care provider takes time and effort.

SUMMARY

Establishing and maintaining a professional and positive working relationship between you and the caregiver you hire depends on open and clear communication and good boundaries. Below is a summary of the steps covered in this booklet:

- First define exactly what your needs are. Do you need help with grocery shopping and some vacuuming once a week; or do you need help with bathing and dressing every day? How much time will it take? What specific tasks do you want a caregiver to do? Write it down. By doing this, you will provide a clear and accurate job description for the caregiver.
- Pre-screen any potential caregiver applicant over the telephone before you have a face-to-face interview. Give them a brief description of the duties and schedule. Ask if they have experience with such duties and if the schedule fits what they're looking for. You can ask them to give you the name and phone number of someone to call and ask for a reference. If you feel an applicant is suitable, schedule an initial interview. Tell the applicant to bring a valid photo ID with them, along with their DMV printout, and a list of names and phone numbers of other references.
- Ask a friend, neighbor, relative, or someone else that you trust to be with you when you conduct an initial interview with a caregiver applicant.
- During the interview, be very clear and honest about:
 - the days and hours you need;
 - the rate, timing and method of pay;
 - whether you will reimburse for gas or mileage costs for driving you in their car;
 - what you expect them to do if they can't come when scheduled;
 - if you need them to work holidays;
 - if you will provide meals;
 - what exactly the duties are and the time you expect the job to take;
 - if there are things you absolutely don't allow (for instance, smoking, swearing, wearing colognes and perfumes).
- If you are hiring a caregiver for someone other than yourself, it is very important to describe any possible problematic behavior or special needs and also to offer proven responses or activities that help to address these.
- Ask the caregiver if there are any particular things he/she is uncomfortable with or unwilling to do.
- Do your follow-up and contact the people the applicant gave as references.
- Remember that your caregiver deserves to be treated with dignity and respect. Being the employer doesn't mean you have the right to demand that your care provider do something he/she has not agreed to do. If you ask your care provider to do something outside of the tasks you both originally agreed to, he/she has the right to say no. Saying no does not necessarily mean he/she is unwilling to help you. It means he/she has clearly defined boundaries and is asking you to respect that.

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FREQUENTLY ASKED QUESTIONS ABOUT HIRING A CAREGIVER

How much do I have to pay a caregiver?

Under California Labor Laws governing wages, anyone should be paid at least the state minimum wage.

What if my caregiver works different times in a day?

According to the Labor Laws, if your caregiver works a split shift, they should be paid one hour's minimum wage pay in addition to the wage they have earned for that work day, unless they are a live-in employee. For example, if your caregiver worked 3 hours in the morning, left and then came back for 3 more hours later that same day, they should be paid for 7 hours total (the 6 hours worked during the two shifts, plus an extra hour at minimum wage to compensate for working a split shift).

Do I have to pay my caregiver overtime?

California's overtime laws do not apply to all employees. Some are considered "exempt." For instance, some live-in employees in private households who care for people are exempt. The regulations regarding wages and overtime pay may differ depending on what your caregiver does in your employ. Contact the Labor Commissioner for specific information.

May I have a caregiver live with me?

Yes. According to California Labor Laws, if you hire a live-in caregiver for whom you provide lodging, your employee has certain rights which you need to keep in mind:

- The employee should have at least 12 consecutive hours free time during each 24-hour period.
- The work day should be no more than 12 hours in a day, with at least 3 hours free time provided during those 12 hours. The free time hours do not have to be all at one time. It would be helpful to work out a schedule that is mutually agreeable with you and your employee.
- If you ask your caregiver to work during those 3 free time hours, or during the 12 consecutive off-duty hours, they may be entitled to 1 ½ time overtime pay (depending on whether they are considered eligible for overtime under the Labor Code.)
- The Labor Laws stress that any live-in employee should not be required to work more than 5 days in any one 7-day work week without a 24-hour day off, except in an emergency. Depending on whether they are considered eligible for overtime under the Labor Code, if they do work during that time, they may be entitled to 1 ½ time overtime, and double time pay if they work more than 9 hours on the sixth and

seventh work days.

What if I don't want a live-in caregiver, I just want one to be here certain hours?

- According to the Labor Laws, if you want your caregiver to work more than 8 hours in any one work day or more than 40 hours a week, and assuming they are eligible for overtime under the Labor Code, they should be paid 1 ½ times their regular pay rate for all hours they work over the 40 hours, and for the first 8 hours they work on the seventh consecutive work day in a work week.
- If they are eligible for overtime pay, they should be paid double-time for all hours worked in excess of 12 hours in any work day. They should be paid double-time for all hours worked in excess of 8 hours on the seventh day in a row of work in a work week.

Can I take meals or lodging costs out of my caregiver's wages?

According to the Labor Laws, if you intend to credit your caregiver's meals or lodging against their wages, you should have a voluntary written agreement between you and your employee. Detailed information can be found by downloading the Industrial Welfare Commission (IWC) Wage Order #15 from the California Department of Industrial Relations website: <http://www.dir.ca.gov/iwc/wageorderindustries.htm>.

Do I have to give my caregiver meal time breaks?

The Labor Laws state that your employee should be provided a meal period of at least a half hour if they work for 5 or more hours in a day. (If the work period is not more than 6 hours, the meal period may be waived by mutual consent.)

A second meal period should be provided if your employee works more than 10 hours in a day. If the total hours worked is no more than 12 hours, the second meal period may be waived by mutual consent if the first meal period was not waived.

Unless your employee is relieved of all duty during a half-hour meal period, the meal period should be considered "on duty" and counted as time worked. The Labor Laws permit an on-duty meal period only when the nature of the work prevents the employee from being relieved of all duty and when a written agreement exists, stating the time period for the on-the-job paid meal.

If you do not provide the meal period, you should pay your employee one hour of pay at the employee's regular pay rate for each work day that the meal period is not provided.

Does my caregiver have to take a rest break?

The Labor Laws allow an employee a 10 minute rest time for every 4 hours worked, unless they work less than 3 ½ hours a day.

The authorized break time can be counted as hours worked, but there should be no deduction from wages for that time.

If a required rest period is not provided, your employee should be paid an hour's pay at

their regular pay rate for each work day that the rest period is not provided. A suitable resting place should be provided for your employee during work hours.

Do I have to keep employment records, like I do with my taxes?

Yes, you should keep accurate records on each of your caregivers, including:

- Name, address, occupation, social security number and date of birth if under 18 years of age.
- Time records showing the beginning and ending of each work period, meal periods, split shift intervals and total daily hours worked. Meal periods during which operations cease and authorized rest periods don't have to be reported.
- Total wages paid each payroll period, including value of lodging and meals, or other compensation actually furnished to your employee.
- Total hours worked in the payroll period and rates of pay.

You should have this information available if your employee requests to see it.

Twice a month or on each payday you should give your employee a statement in writing showing all deductions, work period dates, his/her name and social security number, and your name.

Records should be in ink or other indelible form, dated with the month, day and year, and you need to keep these on file for at least three years.

What if a caregiver breaks something or loses something that belongs to me?

According to the Labor Laws, you cannot deduct from their wages or require any reimbursement from your employee for any cash shortage, breakage or equipment loss, unless it can be shown that the shortage or damage/loss was caused by a dishonest or willful act or by the employee's gross negligence.

Can I require my caregiver to wear a uniform?

According to the Labor Laws, if you require your caregiver to wear a uniform, you should provide it. The same rule applies to tools or equipment. You can require a reasonable security deposit for the return of uniforms, tools or equipment.

It is suggested that you make a space available for the safekeeping of your employee's outer clothing during working hours, and when required, for their work clothing during non-working hours. If your caregiver's assignment requires a change of clothing, a change room or equivalent space for privacy and comfort should be provided.

SAMPLE JOB DESCRIPTION

Position: In-Home Care Provider for _____ [Jane Doe]

Qualifications Desired:

[Here you would include all the qualifiers you have identified as necessary for your care provider to have. A sample list is included below. Include such things as the care provider having their own car and the ability to transport you in it with insurance that will cover you both; a driver’s license in order to drive your car; flexibility to change hours (if needed); willingness to work weekends, etc. Do not include qualifications that you don’t really need. If you do not need your care provider for transportation, don’t include it in the qualifications. Many wonderful care providers don’t drive – they use public transportation.]

- Must be physically able to perform the duties described below.
- Must be legally able to work in the State of California and able to provide identification to demonstrate this fact. A photo I.D. such as a driver’s license will meet the requirement.
- Must be able to provide their own transportation to the home of _____ [Jane Doe]
- Non-smoker
- Have valid California Driver License

Duties to be Performed

Household Tasks:	Personal Care Tasks
Dust and vacuum once a week	Assist with bath M – W – F
Mop kitchen and bathroom floors once a week	Shampoo hair once a week
Household laundry once a week	Transportation to doctors when needed
Food shopping once a week	Socialization, conversation
Cook lunch on days present	
Wash dishes on days present	
Walk dog on days present	
Take trash to the curb on Wednesdays	

Additional Duties / Comments:

Additional duties might be added during the interview: Perhaps the care provider is willing to wash windows once a month or likes to garden and would be willing to mow the lawn or weed, etc.

SAMPLE TASK SCHEDULE

Use the chart below to write down when the task must be completed and any special instructions.

Tasks	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Instructions
Domestic Services								
Shopping								
Meal Planning/Preparation								
Vacuuming								
Dusting								
Sweeping/Mopping								
Laundry/Ironing								
Changing Beds								
Cleaning Bathrooms								
Cleaning Kitchen								
Dishwashing								
Errands								
Taking Out Garbage								
Heavy Cleaning								
Home Maintenance								
Gardening								
Pet Care								
Home Repair								
Personal Service								
Bathing								
Toileting								
Bowel and Bladder Care								
Menstrual Care								
Oral Hygiene								
Dressing								
Grooming								
Help with Respiratory Equipment								
Walking Assistance								
Moving In and Out of Bed								
Care and Assistance with Prosthesis								
Paramedical Services								
Protective Supervision								
Feeding								
Companionship/Social Accompaniment								
Medication Management								
Transportation								

SAMPLE EMPLOYMENT INFORMATION FORM

Client: _____

Caregiver: _____

Conditions of Employment: _____

Client's Emergency Contact: _____

Client's Medical Information

Medical Conditions: _____

Allergies: _____

Physician: _____

Preferred Hospital: _____

Special Medical Instructions and Contact: _____

SAMPLE LETTER TO FBI REQUESTING RECORDS

John Smith
123 Main Street
Anytown, CA 98765

January 31, 2011

FBI Criminal Justice Informational Services Division
ATTN: SCU Module D2
1000 Custer Hollow Road
Clarksburg, WV 26306

Dear Sir or Madam:

Please send me a copy of my FBI record, or a letter stating I do not have one. I am requesting these documents for pre-employment purposes. Enclosed is a fingerprint card and a check for the processing fee.

My full name is John Alan Smith , I was born on December 31, 1966 in Boston, Mass.

Sincerely,

John A. Smith

COUNTY RESOURCES (HUMBOLDT AND DEL NORTE)

Area 1 Agency on Aging

434 7th Street, Eureka, CA 95501

Phone: (707) 442-3763

Website: www.a1aa.org

The Area 1 Agency on Aging (A1AA) plans, coordinates, and funds local programs to meet the needs of older adults. A1AA serves Humboldt and Del Norte counties. The following are A1AA programs: Senior Information and Assistance (general assistance and referral); Volunteer Center of the Redwoods (coordinates various volunteer programs); Caregiver Services (caregiver training and caregiver registry); HICAP (health insurance counseling and advocacy program); and the Project for Senior Action (senior advocacy).

A1AA publishes and distributes the *Senior, Caregiver & Disability Services Information Directory*, a complete listing of community resources for adults.

College of the Redwoods Career Development & Student Employment Center

Phone: (707) 476-4159

Website: www.redwoods.edu

E-mail: career@redwoods.edu

The College of the Redwoods Career Development and Student Employment Center posts a job listing for possible candidates for in-home help. They may also maintain a listing of students looking for in-home care work.

Community Care Licensing

1330 Bayshore Way, Suite 103, Eureka, CA 95501

Phone: (707) 445-6621

Community Care Licensing handles complaints against adult residential facilities and in-home care agencies.

The Job Market

Eureka

409 K Street, Eureka, CA 95501

Phone: (707) 441-5627 Or Toll Free: (800) 242-1353

McKinleyville

1520 City Center, McKinleyville, CA 95519

Phone: (707) 441-5627

Garberville

727 Cedar Street, Garberville, CA 95542

Phone: (707) 923-4953

Hoopa

103 Willow Street, Suite A, Hoopa, CA 95546

Phone: (530) 625-4331

Website: <http://co.humboldt.ca.us/hhs/sites/thejobmarket/>

The job market is a central resource for employers to post job listings. The Job Market maintains a 24-hour job line: (707) 444-2222, and provides information about employment taxes

United Way Switchboard/Simple Directions

525 2nd Street, Eureka, CA 95501

Phone: (707) 441-1001

Toll Free: (877) 460-6000

Website: www.theswitchboard.org

Formerly called the Humboldt Community Switchboard, the United Way Switchboard is a comprehensive information and referral source for health and human services in Humboldt County.

Humboldt County Superior Court

825 5th Street, Eureka, CA 95501

Phone: (707) 445-7256

Humboldt County Superior Court provides information about arrests, convictions and traffic violations in Humboldt County.

Humboldt Senior Resource Center (HSRC)

1910 California Street, Eureka, CA 95501

Phone: (707) 443-9747

Website: www.humsenior.org

HSRC provides a range of programs for local elders and adults with disabilities – nutrition, recreation and social activities, care management, advocacy, Ombudsman program.

Humboldt State University (HSU) Career Center

Nelson Hall West 130, Humboldt State University, Arcata CA 95521

Phone: (707) 828-3341

Website: www.humboldt.edu/~career

Posts job listings to recruit potential in-home care applicants. Also maintains lists of students looking for home care work including yard and chore work, moving assistance. The HSU Career Center maintains a “Skilled List for Private Care Nursing”, which lists 3rd-4th year nursing students who are able to perform skilled nursing tasks for care recipients.

In-Home Supportive Services (IHSS)

A program of Humboldt County Department of Health & Human Services

808 E Street, Eureka, CA 95501

Phone: (707) 476-2100

Toll Free: (866) 572-8614

IHSS is a program to help low income people who are aged, blind or who have a disability. IHSS may be able to pay for a caregiver to help with everyday tasks such as cooking, cleaning, shopping, transportation and personal care.

Labor Commissioner

2115 Civic Center Drive Room 17, Redding, CA 96001

Phone: (707) 445-6613

The Labor Commissioner provides information on labor-related issues. The office in Redding serves Humboldt County.

Redwood Caregiver Resource Center

350 E Street, Suite 510, Eureka, CA 95501
Phone: (707) 443-4875
Toll free: (800) 834-1636
E-mail: rcrc@redwoodcrc.org

For families and caregivers of brain impaired adults with onset after age 18, for example, stroke, Alzheimer's, acquired brain injury. Support groups and family counseling, assistance in obtaining a medical diagnosis and neuropsychological evaluation, assistance with obtaining care.

Redwood Coast Regional Center

525 2nd Street, Eureka, CA 95501
Phone: (707) 445-0893
Website: www.redwoodcoastrc.org

Redwood Coast Regional Center provides and funds services for persons with developmental and other qualifying disabilities, with an onset prior to age 18.

Redwood Community Action Agency

904 G Street, Eureka, CA 95501
Phone: (707) 269-2002
Website: www.rcaa.org

The Redwood Community Action Agency provides a variety of programs related to low-income housing, weatherization and home repair.

Senior Legal Services

1910 California Street, Eureka, CA 95501
Phone: (707) 443-9747
Toll free: (800) 972-0002 ext 309
Website: www.seniorlegalhotline.org

Senior Legal Services is a program of Legal Services of Northern California, serving Humboldt and Del Norte Counties. Senior Legal Services provides confidential information and assistance related to Medi-Cal, SSI, Social Security, and civil matters. Senior Legal Services also assists with Advance Directives (formerly Durable Power of Attorney for Health Care.)

Social Security Administration

3144 Broadway, Eureka, CA 95501
Toll Free: (866) 828-1991
Website: www.ssa.gov

Telephone Assurance – R U OK?

Fortuna Police Department
Phone: (707) 725-7550

R U OK is a free computerized telephone reassurance program for seniors and homebound individuals.

Tri-County Independent Living, Inc.

2822 Harris Street, Eureka, CA 95503

Phone: (707) 445-8404

TTY: (707) 445-8405

Provides assistance to persons with disabilities regarding housing, personal care, peer support, independent living skills, advocacy and information and referral.

SUPPORT GROUPS IN HUMBOLDT COUNTY

Times and locations of support groups tend to fluctuate, so please contact the organizers prior to showing up for a meeting to confirm the following information is correct and current.

BEREAVEMENT

Hospice of Humboldt Bereavement Support Groups

Information: (707) 445-8443

Eureka

2010 Myrtle Avenue, Eureka

1) Wednesdays from 5:30-7pm; AND

2) Fridays from 1:00 to 2:30pm

Arcata

4th Floor, Jacoby Storehouse

Mondays from 6:00 to 7:30pm

McKinleyville

1450 Hiller Road, McKinleyville

Wednesdays from 10:30am to 12:00 noon.

Fortuna

Sequoia Springs Senior Living Center

2401 Redwood way

Mondays from 6:00 to 7:30pm

Garberville

Heart of the Redwoods Community Hospice

Compassionate Friends Bereavement Support Group

464 Maple Lane, Garberville, CA

Information: (707) 923-7276

Meets on the 1st Thursday of each month at 6pm. Call to sign up.

BRAIN INJURIES

Making Headway, Inc.

618 Harris Street, Eureka

Information: (707) 442-7668 or 443-8951

Provides referral services for support groups, counseling services and respite care for persons living with traumatic brain injury (TBI). Support Group meets at the Humboldt Senior Resource Center Mondays 5-6:30 pm. Call in advance.

CANCER SUPPORT

Cancer Patients and Their Caregivers Support Group

American Cancer Society

2942 F Street

Information: (707) 443-2241

Breast Cancer

Humboldt Community Breast Health Project

987 8th Street, Arcata Breast Health Project Office

Information: (707) 825-8345

Website: www.hcbhp.org

Meets on first and third Thursdays from 6-7:30pm.

Gynecological Cancer

Humboldt Community Breast Health Project

987 8th Street, Arcata Breast Health Project Office

Information: (707) 825-8345

Website: www.hcbhp.org

Meets on second and fourth Tuesdays from 3-4:30pm.

Advanced Stage Cancer

Humboldt Community Breast Health Project

987 8th Street, Arcata Breast Health Project Office

Information: (707) 825-8345

Website: www.hcbhp.org

For people with a diagnosis of stage IV cancer, regardless of the type. Meets every Monday from 11:00-1:00pm.

Brain Cancer

The Humboldt Community Breast Health Project & The American Cancer Society

Information: (707) 825-8345

Call for times and locations.

Prostate Cancer

Man to Man Prostate Cancer Support Group

Eureka and Crescent City

Information: (707) 442-1436

Sponsored by the American Cancer Society for prostate cancer patients, family, caregivers and friends. This support group also arranges one-to-one visitation. Call for specific times and locations.

CAREGIVER SUPPORT GROUPS

Information: 444-8254 Ext. 3220

Caregiver Services Support Group

Teleconference Number: 1-800-977-8002

Participant Code: 58452677

Meets every Wednesday afternoon from 4:00-5:00 PM by teleconference.

Arcata Caregiver Support Group

Mad River Community Hospital

3800 Janes Road

Meets the 1st Tuesday of each month at 10:00am

Eureka Caregiver Support Group

Timber Ridge Assisted Living Center

2740 Timber Ridge Lane

Meets the 1st & 3rd Tuesday of each month at 12:00 noon

Eureka Caregiver Support Group

Humboldt Senior Resource Center, Adult Day Health Care

2nd Floor Library

1901 California Street

Meets the 2nd & 4th Monday each month at 4:00 pm

Ferndale Caregiver Support Group

St. Mark's Lutheran Church

795 Berding

Meets the 2nd & 4th Wednesday each month at 4:00 pm

Fortuna Caregiver Support Group

Sequoia Springs Senior Living Community

Meets the 2nd Tuesday each month at 4:00 pm

McKinleyville Caregiver Support Group

Timber Ridge Assisted Living Center

1400 Nursery Road

Meets the 1st Wednesday of each month at 6:30 pm

COMMUNITY RESOURCE CENTERS

St. Joseph Health System Community Resource Centers

St. Joseph Health System maintains five community resource centers that reflect the needs of their particular community. Each one provides information and referral services, and organizes support groups as the need arises. Call for more information.

- **Blue Lake Community Resource Center**, 111 Greenwood Avenue, Information: (707) 668-5239.
- **Eureka Community Resource Center**, 212 G Street, Information: (707) 442-5239
- **Rio Dell Community Resource Center**, 95 Center Street, Information: (707) 764-5239
- **Willow Creek Community Resource Center**, 38883 Hwy 299, Information: (530) 629-3141

DIABETES SUPPORT

St. Joseph's Hospital's Diabetes Support Group

2200 Harrison Avenue, Eureka
Information: Lonni Magellan (707) 442-7819

Meets the first Monday of each month from 6:30 to 8pm in the Burre Room located on the 3rd floor (accessed by elevator) at the General Hospital.

Open Door Clinic Diabetes Support Group

2426 Buhne, Eureka
Information: (707) 4424038 Ext. 3162

Meets the second Tuesday of every month starting at 3:15pm. Participants must register beforehand. Please call the information number to register.

K'ima:w Medical Center Diabetes Prevention Program (DPP)

1288 Airport Road, Hoopa
Information: (530) 625-4559, ext. 230

Meets every Tuesday from 12:00noon-1:00pm.

HEART DISEASE SUPPORT

Mended Hearts

St. Joseph Hospital, 2700 Dolbeer Street, Eureka
Information: (707) 443-2529

A support group for people with heart disease and their family members. Meets the 2nd Wednesday of each month at 7:00pm.

K'ima:w Medical Center Healthy Hearts Program

1288 Airport Road, Hoopa
Information: (530) 625-4559, ext. 230

Meets every Saturday from 9:30-12:00. Call to schedule.

LOW VISION

Low Vision Support Groups

Arcata

Arcata Community Services Center, 321 Community Park Way, Arcata
Information: (707) 825-2027 or Jan Farrar at (707) 822-4580 or janetfarrar@sbcglobal.net

Meets in the "Teen Room:", the 2nd Wednesday each month from 10:15 to 11:15 am.

Eureka

Humboldt Senior Resource Center
1910 California Street
Eureka, CA 95501
Information: (707) 443-9747 or Howard and Lois at Willson (707) 445-3726

Meets the 2nd Tuesday each month from 10:30 to 11:30am.

Fortuna

Fortuna Community Services Center
2331 Rohnerville Road, Fortuna
Information: (707) 725-1166 or Forest Conley at (707) 725-5265, carforcha@aol.com; or Fran Clever at (707) 725-3697, momclever@sbcglobal.net

Meets the 3rd Friday each month from 10:00 to 11:30am.

McKinleyville

McKinleyville Senior Center
Azelea Hall, 1620 Pickett Road, McKinleyville
Information: (707) 839-0191 or Doug Rose at (707) 839-0588, dougrose@rosecoms.com

Meets the last Monday each month from 10-11am.

MENTAL HEALTH

Humboldt County Mental Health

720 Wood Street
Information: (707) 268-2963

Meets every Monday except holidays, from 4:30 – 6pm in the “blue room”.

MULTIPLE SCLEROSIS

The Meadows Community Center, 2520 Hubbard Lane, Eureka
Information: (707) 839-0177 or (707) 445-9803
Website: <http://www.humboldtneurology.com/Links.html>

For people with MS, their family and their caregivers. Meets the 1st Saturday each month from 10am-12pm.

PARKINSON'S

The Eureka Parkinson's Support Group

Adorni Center, 1011 W. Waterfront Drive, Eureka
Information: (707) 442-5245
Website: <http://www.humboldtneurology.com/Links.html>

Meets the 2nd Friday each month from 3-4pm. Please call ahead to confirm.

STROKE

St. Joseph's Hospital's Rehabilitation Center Stroke Support Group

2200 Harrison Avenue, Eureka
Information: (707) 445-8121 Ext. 5655

For survivors, their families, significant others and caregivers. Meets the first Monday of each month from 10:30am to 12:00pm in the Burre Room located on the 3rd floor (accessed by elevator) at the General Hospital.

STATE RESOURCES (CALIFORNIA)**California Department of Aging**

1300 National Drive, Suite 200
Sacramento, CA 95834-1992
Phone: (916) 419-7500
Fax: (916) 928-2268
Website: www.aging.ca.us
Email: webmaster@aging.ca.gov

California Department of Justice: Fingerprint Processing

Bureau of Criminal Identification
P.O. Box 903417
Sacramento, CA 94203-4170
Phone: (916) 227-3829
Website: <http://ag.ca.gov/fingerprints/agencies.php>

Community Care Licensing Division

Adult Care Program Offices: See Appendix 9
Senior Care Program Offices: See Appendix 10

Employment Development Department (EDD), California

Phone: (888) 745-3866

FAX: (877) 547-4503

Website: www.edd.ca.gov

- The Household Employer's Guide Publication (DE 8829)
This document can be downloaded at http://www.edd.ca.gov/pdf_pub_ctr/de8829.pdf.
- Registration Form for Employers of Household Workers (Form DE 1HW)
This document can be downloaded at http://www.edd.ca.gov/pdf_pub_ctr/de1hw.pdf.
- Report of New Employee(s) (Form DE 34)
This document can be downloaded at http://www.edd.ca.gov/pdf_pub_ctr/de34.pdf.

Family Caregiver Alliance

180 Montgomery Street, Suite 900, San Francisco, CA 94104

Phone: (415) 434-3388

Toll Free: (800) 445-8106

FAX: (415) 434-3508

Website: www.caregiver.org

Email: info@caregiver.org

FEDERAL RESOURCES

Administration on Aging

Washington, DC 20201

Phone: (202) 619-0724

TTY (800) 877-8339

FAX: (202) 357-3555

Website: www.aoa.dhhs.gov

Eldercare Locator

Phone: (800) 677-1116

Website: www.eldercare.gov

Federal Bureau of Investigation: FBI Records Request

FBI Criminal Justice Information Services Division, ATTN: SCU Module D2

1000 Custer Hollow Road, Clarksburg, WV 26306

Phone: (304) 625-5590

Website: http://www.fbi.gov/about-us/cjis/background-checks/background_checks

Internal Revenue Service

Phone: (800) 829-1040

TTY/TDD: (800) 829-4059

FAX: (703) 368-9694

Website: www.irs.gov

- *Household Employer's Tax Guide* (Publication 926)
Download at <http://www.irs.gov/pub/irs-pdf/p926.pdf>.
- Application for Employer Identification Number (SS-4 form and instructions)
Download at <http://www.irs.gov/pub/irs-pdf/fss4.pdf>.
- *Wage and Tax Statement* (Form W-2)
File electronically at <http://www.socialsecurity.gov/employer/> or order scannable copy by calling 1-800-829-3676. A copy for viewing is available at <http://www.irs.gov/pub/irs-pdf/fw2.pdf>.
- *Transmittal of Wage and Tax Statements* (Form W-3)
File electronically at <http://www.socialsecurity.gov/employer/> or order scannable copy by calling 1-800-829-3676. A copy for viewing is available at <http://www.irs.gov/pub/irs-pdf/fw3.pdf>.
- *Employee's Withholding Allowance Certificate* (Form W-4)
Download at <http://www.irs.gov/pub/irs-pdf/fw4.pdf>.

Immigration and Naturalization Service

Phone: (800) 375-5283

TTY/TDD: (800) 767-1833

Website: www.uscis.gov

- *Employment Eligibility Verification* (Form I-9)
Download at <http://www.uscis.gov/files/form/i-9.pdf>.

American Association of Retired Persons (AARP)

601 E St. NW, Washington DC 20049

Phone: (888) 687-2277

Website: www.aarp.org

**Area Agencies on Aging and Senior Information and Assistance
County Offices in California, By County**

County	Area Agency on Aging	Senior Information & Assistance
Alameda	(510) 567-8040	(510) 567-8040
Alpine	(209) 532-6272	(209) 532-6272
Amador	(209) 532-6272	(209) 532-6272
Butte	(530) 898-5961	(530) 898-5923
Calaveras	(209) 532-6272	(209) 532-6272
Colusa	(530) 898-5961	(530) 458-5030
Contra Costa	(925) 335-8700	(925) 335-8720
Del Norte	(707) 442-3763	(707) 442-3763
El Dorado	(530) 621-6150	(530) 621-6150
Fresno	(559) 488-3821	(559) 251-0115
Glenn	(530) 898-5961	(530) 865-5019
Humboldt	(707) 442-3763	(707) 442-9591
Imperial	(760) 339-6450	(760) 353-3000
Inyo	(760) 873-6364	(760) 873-6364
Kern	(661) 868-1000	(661) 868-1000
Kings	(559) 737-4682	(559) 730-2553
Lake	(707) 462-1954	(707) 263-4218
Lassen	(530) 842-1687	(530) 257-2113
Los Angeles (city)	(213) 252-4000	(213) 368-4000
Los Angeles (county)	(213) 738-4004	(213) 738-4004
Madera	(559) 488-3821	(559) 251-0115
Marin	(415) 499-7396	(415) 457-4636
Mariposa	(209) 532-6272	(209) 532-6272
Mendocino	(707) 462-1954	(707) 467-3218
Merced	(209) 385-7550	(209) 385-7464
Modoc	(530) 842-1687	(530) 842-4438
Mono	(760) 873-6364	(760) 873-6364
Monterey	(831) 755-8490	(831) 646-1458
Napa	(707) 644-6612	(707) 644-6222

**Area Agencies on Aging and Senior Information and Assistance
Offices in California, By County (continued)**

County	Area Agency on Aging	Senior Information and Assistance
Nevada	(916) 486-1876	(916) 273-2273
Orange	(714) 567-7555	(714) 567-7500
Placer	(916) 486-1876	(530) 886-4540
Plumas	(530) 898-5961	(530) 283-0891
Riverside	(909) 697-4697	(909) 697-4697
Sacramento	(916) 486-1876	(916) 486-1876
San Benito	(831) 688-0400	(831) 637-9275
San Bernardino	(909) 891-3900	(909) 388-4555
San Diego	(858) 495-5885	(858) 495-5276
San Francisco	(415) 864-6051	(415) 864-6051
San Joaquin	(209) 468-2202	(209) 468-1104
San Luis Obispo	(805) 925-9554	(805) 349-7934
San Mateo	(650) 573-2700	(650) 572-7089
Santa Barbara	(805) 925-9554	(805) 349-7934
Santa Clara	(408) 296-8290	(408) 296-8290
Santa Cruz	(831) 688-0400	(831) 462-1433
Shasta	(530) 842-1687	(530) 223-6034
Sierra	(916) 486-1876	(530) 993-4770
Siskiyou	(530) 842-1687	(530) 926-4611
Solano	(707) 644-6612	(707) 643-1797
Sonoma	(707) 565-5950	(707) 565-5950
Stanislaus	(209) 558-8698	(209) 558-8698
Sutter	(916) 486-1876	(530) 742-2334
Tehama	(530) 898-5961	(530) 529-5882
Trinity	(530) 842-1687	(530) 926-4611
Tulare	(559) 737-4682	(559) 730-2553
Tuolumne	(209) 532-6272	(209) 532-6272
Ventura	(805) 477-7300	(805) 477-7300
Yolo	(916) 486-1876	(916) 373-5819
Yuba	(916) 486-1876	(916) 742-2334

BETTER BUSINESS BUREAUS IN CALIFORNIA

BBB of the San Joaquin Valley, Inc.

Serving Fresno, Inyo, Kern, Kings, Madera, Mariposa, Merced, Mono and Tulare Counties.

2519 West Shaw, Suite 106
Fresno, CA 93711

Phone: (559) 222-8111

FAX: (559) 228-6518

Website: www.bbbscencal.org

1601 H Street, Suite 101
Bakersfield, CA 93301

Phone: (661) 322-2074

Toll Free: (800) 675-8118

Golden Gate Better Business Bureau

Serving Alameda, San Francisco, Contra Costa, Marin, Napa, Lake, Sonoma, Trinity, Mendocino, Solano, Humboldt and Del Norte Counties.

510 16th Street, Ste. 550
Oakland, CA 94612 -1584

Phone: (510) 238-1000

FAX: (510) 238-1018

Website: www.oakland.bbb.org

BBB of Northern Nevada, Inc.

Serving Alpine County, CA; and No. Nevada.

991 Bible Way
Reno, NV 89502 -2122

Phone: (775) 322-0657

Toll free: 888-350-4222 (within Northern Nevada)

FAX: (775) 322-8163

Website: www.renobbb.org

BBB of Northeast California

Serving Butte, Colusa, El Dorado, Glenn, Lassen, Modoc, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity, Yolo and Yuba Counties.

400 S Street
Sacramento, CA 95814-6997

Phone: (916) 443-6843

FAX: (916) 443-0376

Website: www.northeastcalifornia.bbb.org

BBB of the Southland, Inc.

Serving Los Angeles, Orange, Riverside and San Bernardino Counties.

315 N. La Cadena Drive
Colton, CA 92324 -3052

Phone: (909) 835-6064

Website: www.labbb.org

BBB of San Diego

Serving San Diego and Imperial Counties.

5050 Murphy Canyon, Ste. 110
San Diego, CA 92123

Phone: (858) 496-2131

FAX: (858) 496-2141

Website: www.sandiego.bbb.org

BBB of Silicon Valley

Serving Santa Clara, Santa Cruz, Monterey and San Benito Counties.

700 Empey Way, #110
San Jose, CA 95128

Phone: (408) 278-7400

FAX: (408) 278-7444

Website: www.bbbsilicon.org

Email: info@BBBsilicon.org

BBB of San Mateo County

Serving San Mateo County.

510 Broadway, Ste. 200

Millbrae, CA 94030

Phone: (650) 552-9222

FAX: (650) 652-1748

Website: www.sanmateo.bbb.org

Email: info@sanmateo.bbb.org

BBB of the Tri-Counties

Serving San Luis Obispo, Santa Barbara
and Ventura Counties.

PO Box 129

Santa Barbara, CA 93102

Phone: (805) 963-8657

FAX: (805) 962-8557

Website: www.santabarbara.bbb.org

Email: info@santabarbara.bbb.org

Mid-California BBB

Serving Amador, Calaveras, San
Joaquin, Stanislaus and Tuolumne
Counties.

11 S. San Joaquin Street, Ste. 803

Stockton, CA 95202 -3202

Phone: (209) 948-4880

FAX: (209) 465-6302

Website: www.midcalbbb.org

Email: info@midcalbbb.org

COMMUNITY CARE LICENSING DIVISION, ADULT CARE PROGRAM OFFICES

Statewide Senior Care Program Office
 5900 Pasteur Court, Suite 125, MS 29-19 Carlsbad, CA 92008
 Phone: (760) 929-2121 FAX: (760) 929-2133

Sierra-Cascade Office

Counties: Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Fresno, Glenn, Humboldt, Inyo, Kern, Kings, Lassen, Madera, Mariposa, Merced, Modoc, Mono, Nevada, Placer, Plumas, Sacramento, San Joaquin, Shasta, Sierra, Siskiyou, Stanislaus, Sutter, Tehama, Trinity, Tulare, Tuolumne, Yolo and Yuba

770 East Shaw Avenue, Suite 330, MS 29-01
 Fresno, CA 93710
 Phone: (559) 243-8080
 FAX: (559) 243-8088

Sacramento Local Unit

Counties: Amador, Calaveras, El Dorado, Nevada, Placer, Sacramento, Stanislaus, Tuolumne and Yolo

2525 Natomas Park Drive,
 Suite 270, MS 19-35
 Sacramento, CA 95833
 Phone: (916) 263-4700
 FAX: (916) 263-4744

Chico Local Unit

Counties: Butte, Colusa, Del Norte, Glenn, Humboldt, Lassen, Modoc, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity and Yuba

520 Cohasset Road, Suite 6, MS 29-05
 Chico, CA 95926
 Phone: (530) 895-5033
 FAX: (530) 895-5934

Greater Bay Area Office

Counties: Alameda, Contra Costa, Lake, Marin, Mendocino, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma

1515 Clay Street, Suite 310, MS 29-21
 Oakland, CA 94612
 Phone: (510) 286-4201
 FAX: (510) 286-4204

San Jose Local Unit

Counties: Monterey, San Benito, Santa Clara and Santa Cruz

111 North Market Street
 Suite 350, MS 29-07
 San Jose, CA 95113
 Phone: (408) 277-1289
 FAX: (408) 277-2045

Rohnert Park Local Unit

Counties: Lake, Marin, Mendocino, Napa, Solano and Sonoma

101 Golf Course Lane
 Suite A-230, MS 29-11
 Rohnert Park, CA 94928
 Phone: (707) 588-5026
 FAX: (707) 588-5080

Los Angeles Tri-County Office

Counties: Los Angeles, Santa Barbara, Ventura and San Luis Obispo

1000 Corporate Center Drive
 Suite 500, MS 31-11
 Monterey Park, CA 91754
 Phone: (323) 980-4934
 FAX: (323) 980-4912

Central Coast Local Unit

Counties: Santa Barbara, Ventura and San Luis Obispo

360 South Hope Avenue
 Suite C-105, MS-29-09
 Santa Barbara, CA 93105
 Phone: (805) 682-7647
 FAX: (805) 682-8361

Woodland Hills Local Unit

Counties: Los Angeles and Ventura

21731 Ventura Blvd., Suite 250
 Woodland Hills, CA 91364
 Phone: (818) 596-4334
 FAX: (818) 596-4376

Southern Region Office

Counties: Orange, San Diego, Riverside, San Bernardino and Imperial

770 The City Drive
Suite 7100, MS 29-28
Orange, CA 92868
Phone: (714) 703-2840
FAX: (714) 703-2868

San Diego Local Unit

Counties: San Diego and Imperial

7575 Metropolitan Drive
Suite 109, MS 29-06
San Diego, CA 92108
Phone: (619) 767-2300
FAX: (619) 767-2252

Pacific Inland Local Unit

Counties: Riverside and San Bernardino

3737 Main Street, Suite 600, MS 29-26
Riverside, CA 92501
Phone: (951) 782-4207
FAX: (951) 782-4967

COMMUNITY CARE LICENSING DIVISION

SENIOR CARE PROGRAM OFFICES – STATEWIDE OFFICE

801 Traeger Avenue, Suite 105, MS 19-18, San Bruno, CA 94066

Phone: (650) 266-8860 FAX: (650) 266-8877

Northern California Office

Counties: Humboldt, Del Norte, Marin, Mendocino, Napa, Solano and Sonoma

101 Golf Course Lane
Suite A-230, MS 29-11
Rohnert Park, CA 94928
Phone: (707) 588-5026
FAX: (707) 588-5080

Sacramento Senior Care Local Unit

Counties: El Dorado and Sacramento (Northern Part)

2525 Natomas Park Drive
Suite 270, MS 19-35
Sacramento, CA 95833
Phone: (916) 263-4700
FAX: (916) 263-4744

Chico Senior Care Local Unit

Lake, Lassen, Modoc, Nevada, Placer, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity, Yolo and Yuba

520 Cohasset Road, Suite 6, MS 29-05
Chico, CA 95926
Phone: (530) 895-5033
FAX: (530) 895-5934
Counties: Butte, Colusa, Glenn,

Stockton Senior Care Satellite Office

Counties: Amador, Calaveras, San Joaquin, Sacramento (Southern Part), Stanislaus and Tuolumne

510 East Magnolia Street
Suite 3, MS 27-15
Stockton, CA 95202
Phone: (209) 948-7343
FAX: (209) 948-7344

Central California Office

Counties: Alameda, Contra Costa, San Francisco and San Mateo

851 Traeger Avenue, Suite 360, MS 29-16
San Bruno, CA 94066
Phone: (650) 266-8800
FAX: (650) 266-8841

Fresno Senior Care Local Unit

Counties: Alpine, Fresno, Inyo, Kern, Kings, Madera, Mariposa, Merced, Mono and Tulare

770 East Shaw Avenue
Suite 330, MS 29-02
Fresno, CA 93710
Phone: (559) 445-5692
FAX: (559) 445-5097

San Jose Senior Care Local Unit

Counties: Monterey, San Benito, Santa Clara and Santa Cruz

111 North Market Street
Suite 350, MS 29-07
San Jose, CA 95113
Phone: (408) 277-1289
FAX: (408) 277-2045

Greater Los Angeles Area Office

Counties: Los Angeles, Santa Barbara, Ventura and San Luis Obispo

21731 Ventura Blvd.
Suite 250, MS 29-14
Woodland Hills, CA 91364
Phone : (818) 596-4334
FAX: (818) 596-4376

Santa Barbara Senior Care Local Unit

Counties: Santa Barbara, Ventura and San Luis Obispo

360 South Hope Avenue
Suite C-105, MS 29-09
Santa Barbara, CA 93105
Phone: (805) 682-7647
FAX: (805) 682-8361

Culver City Senior Care Local Unit

Counties: Los Angeles

6167 Bristol Parkway
Suite 210, MS 31-09
Culver City, CA 90230
Phone: (310) 568-1807
FAX: (310) 417-3680

Monterey Park Senior Care Local Unit

Counties: Los Angeles

1000 Corporate Center Drive
Suite 500, MS 31-11
Monterey Park, CA 91754
Phone: (323) 980-4934
FAX: (323) 981-9909

Southern California Office

Counties: Imperial, Orange, San Diego, Riverside and San Bernardino

7575 Metropolitan Drive
Suite 109, MS 29-06
San Diego, CA 92108
Phone: (619) 767-2300
FAX: (619) 767-2252

Orange Senior Care Local Unit

Counties: Orange

770 The City Drive
Suite 7100, MS 29-28
Orange, CA 92868
Phone: (714) 703-2840
FAX: (714) 703-2868

Riverside Senior Care Local Unit

Counties: Riverside and San Bernardino

3737 Main Street, Suite 600, MS 29-26
Riverside, CA 92501
Phone: (909) 782-4207
FAX: (909) 782-4967

**DIVISION OF LABOR STANDARDS ENFORCEMENT
LABOR COMMISSIONER DISTRICT OFFICES**

Bakersfield

5555 California Avenue, Suite 200
Bakersfield, CA 93309
Phone: (661) 395-2710

Eureka

619 Second Street, Room 109
Eureka, CA 95501
Phone: (707) 445-6613

Fresno

770 E. Shaw Avenue, Room 315
Fresno, CA 93710
Phone: (559) 244-5340

Long Beach

300 Oceangate, Suite 302
Long Beach, CA 90802
Phone: (562) 590-5048

Los Angeles

320 W. Fourth Street, Suite 450
Los Angeles, CA 90013
Phone: (213) 620-6330

Oakland

1515 Clay Street, Suite 801
Oakland, CA 94612
Phone: (510) 622-3273

Redding

2115 Civic Center Drive, Room 17
Redding, CA 96001
Phone: (530) 225-2655

Sacramento

2031 Howe Avenue, Suite 100
Sacramento, CA 95825
Phone: (916) 263-1811

Salinas

1870 N. Main St., Suite 150
Salinas, CA 93906
Phone: (831) 443-3041

San Bernardino

464 W. Fourth Street, Room 348
San Bernardino, CA 92401
Phone: (909) 383-4334

San Diego

7575 Metropolitan Dr., Rm. 210
San Diego, CA 92108
Phone: (619) 220-5451

San Francisco

455 Golden Gate Ave
8th & 9th Floors
San Francisco, CA 94102
Phone: (415) 703-5300 and 703-4810

San Jose

100 Paseo de San Antonio, Room 120
San Jose, CA 95113
Phone: (408) 277-1266

Santa Ana

28 Civic Center Plaza, Room 625
Santa Ana, CA 92701
Phone: (714) 558-4910

Santa Barbara

411 E. Canon Perdido, Room 3
Santa Barbara, CA 93101
Phone: (805) 568-1222

Santa Rosa

50 "D" Street, Suite 360
Santa Rosa, CA 95404
Phone: (707) 576-2362

Stockton

31 E. Channel Street, Room 317
Stockton, CA 95202
Phone: (209) 948-7770

Van Nuys

6150 Van Nuys Blvd., Room 206
Van Nuys, CA 91401
Phone: (818) 901-5315