



Arizona Caregiver Coalition  
—Serving the Needs of Arizona Caregivers—

# ARIZONA RESPITE CARE GUIDE

Resources for Arizona  
Family Caregivers



**\*Available Free to the Public**  
*Not for individual sale*

Contact us | 1-888-737-7494 | [info@azcaregiver.org](mailto:info@azcaregiver.org)



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## What is Respite?

Caregivers need breaks! Respite means a short break from your caregiving duties. It helps ensure that you have the freedom to do the things that will keep you healthy and happy while your loved one is cared for and safe.

Finding respite requires planning in advance: you need to find the right type of services for you, you need to find a provider, and you need to complete necessary paperwork before an emergency arises. Take some time to make phone calls and research online to find available resources.

## What is the Purpose of This Respite Care Guide?

This guide is designed to provide you with information on locating and choosing the respite care provider(s) that work best for you. It is not an inclusive list of every caregiving agency or organization in Arizona, but it's a place to start.

## Why is Preparedness Important?

The Arizona Caregiver Coalition has created an **Emergency Respite Plan Guide** and removable **Emergency Respite Poster**. The COVID-19 pandemic taught us the importance of being prepared: what happens to your loved one if you, the caregiver, becomes sick or injured? Perhaps you just need to leave overnight or go out of town for a few days. Use our guide to gather all the information you need to be prepared to allow other caregivers or healthcare professionals to step in and care for your loved one.

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Phone: 888-737-7494

*\*The Arizona Caregiver Coalition does not endorse or recommend any individual caregiver or home-care agency.*

## Prepare For Emergencies

- Are you helping to take care of a loved one?
- Have you ever thought about what will happen if you have an urgent errand, or if you become ill and are unable to care for them?
- Would you like to ensure if you are not there, your loved one will stay safe and get their basic needs taken care of?

## Questions to Ask

- Can you call someone on short notice to take your place as caregiver?
- Can they stay with your loved one while you are gone?
- Do you have a relationship with a professional agency that can help?
- Do you have a list of important phone numbers and medications?

**Emergencies can happen at any time including weekends, holidays, and evenings. Finding help on short notice can be hard.**

**Start planning now!**

## Emergency Caregiver Respite Guide

- Make sure you have all important information ready and available BEFORE there is a crisis.
- **Keep this Respite Care Guide and the Emergency Respite Plan Guide in your caregiver bag. Store the removable Emergency Poster in an easily accessible place such as on the fridge, behind the front door, or on a kitchen cabinet.**
- The Emergency Plan Guide and Emergency Poster are handy for any helpers that come and offer respite in your home, or it can be sent with your loved one in case there is an emergency.

# Types of Respite Care:



## In-Home Respite

- Friends, family, neighbors, members of your faith community
- Private caregiver
- Non-medical home care agencies

## Respite Outside Your Home – Daytime

- Adult Day Health Centers (ADHC)
- Social-model day programs or day clubs
- Memory Cafés
- Day treatment and training services (day programs)
- Respite activities (child or young adult with an intellectual or developmental disability)



## Respite Outside Your Home – Overnight & Residential


- Adult foster homes
- Assisted living homes
- Nursing homes
- Overnight facilities





## In-Home Respite

- **Friends, family, neighbors, and members of your faith community** can all be good options for support. Three things to keep in mind:
  - Having a familiar person come into your home may be more comforting for you and your loved one than having a stranger.
  - Don't be afraid to ask for help. Often people are willing but may not know what you need.
  - Friends and neighbors may work well for a friendly visit and socialization. They might not be able to help with mobility or going to the bathroom.
- **A private caregiver** can be hired to come to your home to take care of your loved one. Some work for agencies, others work independently.
  - These caregivers are also called Direct Care Workers (DCW) or Direct Support Professionals (DSP).
  - Ask independent workers about their training and insurance: Can they provide personal/hands-on care? Can they give medications?
  - It is your responsibility, if you directly hire an individual, to check and confirm credentials, references, and criminal backgrounds. Additionally, it is important to ensure that all labor laws are followed, such as payroll taxes, immigration, and workers compensation insurance.
  - Some families have a live-in caregiver.
  - Online search: *"Arizona direct care worker" or "Arizona direct support professional"*
- **Non-medical home care agencies** have staff, take care of training, and can help with assessing your needs. Some may offer skilled nursing services. You may need to sign an agreement and provide information about your loved one in advance.
  - Be sure to ask what services they provide: Can they provide personal/hands-on care? Can they give medications?
  - The **Arizona Caregiver Coalition** has a provider list located here: <https://azcaregiver.org/service/caregiving-agencies/>
  - **Arizona In-Home Care Association** can also assist you in identifying local, non-medical home-care agencies: <https://aznha.org/>
    - Call 602-283-3503
    - Email [Info@AZNHA.org](mailto:Info@AZNHA.org)
  - Online search: *"Arizona non-medical home care"*



## Respite Outside Your Home – Daytime

- **Adult Day Health Centers (ADHC)** are licensed by the Arizona Department of Health Services. They are open Monday through Friday during the day and have onsite activities. They have trained staff and can provide assistance with therapeutic activities, medication management, and rehabilitation therapy. Most offer services to participants with mild dementia, and some can accept more advanced dementia or cognitive impairment.
  - Transportation to and from the Day Care Center to home will be needed.
  - An ADHC will require an application form and a medical exam, and you will agree to a set schedule. Usually “drop-in” care is not an option.
  - A statewide list is available on the Arizona Caregiver Coalition website: [azcaregiver.org/service/adult-day-health-centers-2](http://azcaregiver.org/service/adult-day-health-centers-2)
  - Online search: “Arizona adult day care”

- **Social-model day programs or day clubs.** These are day programs with activities and supervision, but usually there is no health team. These programs are not licensed and are more like a senior center, but with staff and volunteers helping with activities.
  - Transportation will be needed.
  - An application will be required.
  - A statewide list is available on the Arizona Caregiver Coalition website: [azcaregiver.org/service/adult-day-health-centers-2](http://azcaregiver.org/service/adult-day-health-centers-2)

- **Memory Cafés** are events where staff and volunteers offer activities for persons with dementia and their caregivers. Sometimes the caregivers participate in a separate activity. Events may last 1-2 hours and often are free of charge. Many Arizona cities are designated “dementia friendly” and organize Memory Cafés in senior centers or libraries.
  - <https://www.memorycafedirectory.com/memory-cafes-in-arizona/>



## Respite Outside Your Home – Daytime (Cont.)

- **Day treatment and training services (Day Programs)** are for people with intellectual or developmental disabilities. They provide training, supervision, and activities for skill development. This service is primarily offered in a community setting, for learning and to socialize. Day programs are available through the Arizona Division of Developmental Disabilities (DDD) or local community resources.
  - Online search: “*Arizona developmental disability day program*”
  - Division of Developmental Disabilities (DDD) Customer Service
    - <https://des.az.gov/ddd/>
    - Email DDDCustomerServiceCenter@azdes.gov
    - Call Toll Free (844) 770-9500 option 1
  
- **Respite activities for families with a child or young adult with an intellectual or developmental disability.** There may be special events or programs with a regular schedule, offered through non-profit organizations or faith-based groups. Often these events are free and offer activities for the person with the disability. Parents/family members can stay or may at times be able to leave and come back later.
  - **Care 4 the Caregivers:** Provides programs, services, education, and community support to caregivers taking care of children with disabilities.
    - <https://care4thecaregivers.org/>
    - (602) 320-6556
  - **Raising Special Kids:** Helps improve the lives of children with disabilities from birth to age 26 by providing training, support, information, and assistance to families.
    - <https://raisingspecialkids.org/>
    - 602-242-4366
  - **Duet:** Resources and services for grandparents raising grandchildren.
    - <https://duetaz.org/>
    - (602)274-5022





## Respite Outside Your Home – Overnight & Residential

### Respite Outside Your Home – Overnight & Residential

- **Residential facilities** are where you can take your loved one for overnight respite. Some **adult foster homes** and **assisted living homes** can take someone in, if a bed is available. It takes time to complete the application and provide medical information; you will have to plan ahead.
  - For assisted living, one place to start is the Arizona Assisted Living Federation (ALFA)
    - <https://azalfa.org/consumer-guide/>
    - (602) 322-0100
  - **Ryan House:** Overnight nursing level respite care for children 17 years or younger who qualify for palliative care. Please note, this facility often has a prolonged wait list and takes time when establishing patient and provider relationships.
    - <https://ryanhouse.org>
    - (602) 530-6920
  - Online search: “Arizona adult foster home” or “Arizona assisted living”

- **Nursing homes** are where your loved one can receive medical and physical care 24 hours a day. Admission will depend on bed availability.
  - Online search: “Arizona nursing homes”
  - One place to start is the Arizona Health Care Association (AHCA)
    - <https://www.azhca.org/facility-finder/>
    - (602) 265-5331

# Paying For Respite Care

Providers and caregiving services can be expensive. Although most families pay privately for respite, financial support is available. A detailed explanation of each payment type below can be found on pages 11 & 12 of this guide.



**Insurance**

**Medicaid: Arizona Long-Term Care Services (ALTCS)**

**Veterans Affairs (VA) Services**

**Area Agency on Aging (AAA)**

**Arizona Caregiver Coalition**

**Division of Developmental Disabilities (DDD)**



- **Insurance options are available.**


- **Long-term care insurance** typically covers in-home care and also respite for the caregiver. Call the customer service number on the back of the insurance card to get information on what your plan(s) will cover.
- **Medicare** does not pay for respite except in connection with hospice.
- **Health insurance** typically does not pay for respite. Some plans may have a respite benefit; check the plan of the person you are caring for.

- **Medicaid: Arizona Long-Term Care System (ALTCS).** This program is for persons with a high need for medical care. The eligible person must have a low income (about \$2,500 per person per month) and low savings (\$2000 limit). Applicants must be over 65, blind, have a disability, or kidney disease. ALTCS members may receive respite so that their family caregivers can get a break. ALTCS also has a program that allows family caregivers to be the paid provider for personal care.

- <https://www.azahcccs.gov/members/ALTCSlocations.html> for locations
- <https://www.azahcccs.gov/Members/GetCovered/apply.html> for applications
- Phone: 1-888-621-6880

- **Veterans Affairs (VA) Services.** Both in home and day care respite care services are available for eligible veterans. Learn more at:

- **Be Connected Arizona** at <https://beconnectedaz.org> Phone: 866-429-8387
- **VA Caregiver Support Program:** <https://www.caregiver.va.gov/> Phone: 1-855-260-3274



- **Area Agency on Aging (AAA).** These agencies serve adults over 65, persons 18-55 with a disability, and their caregivers. Programs include case management, meals, in-home care and respite for family caregivers. Respite can be through an adult day center, a home-care agency, or for some agencies, a friend or neighbor. An assessment is done to determine eligibility. See <https://des.az.gov/services/older-adults/area-agency-on-aging-locations> for a list of Area Agency on Aging and see the phone numbers below:

- **Area Agency on Aging, Region One, Inc.,** serves Maricopa County 602-264-4357
- **Pima Council on Aging,** serves Pima County 520-790-7262
- **Northern Arizona Council of Government (NACOG)** 877-521-3500 serves Apache, Coconino, Navajo, and Yavapai Counties
- **Western Arizona Council of Government (WACOG)** 800-782-1886 serves La Paz, Mohave, and Yuma Counties
- **Pinal-Gila Council for Senior Citizens (PGCSC)** serves Pinal and Gila Counties 800-293-9393
- **Southeastern Arizona Governments Organization (SEAGO)** 520-432-2528 serves Cochise, Graham, Greenlee, and Santa Cruz Counties
- **The Navajo Nation** 928-871-6743 serves Navajo Nation members on Nation land
- **Inter-Tribal Council of Arizona** serves 21 of Arizona's Tribal Communities 602-258-4822

- **Arizona Caregiver Coalition.** This non-profit organization offers small grants for family caregivers who are not eligible for any other respite care program. These can include ALTCS, Area Agency on Aging, or the VA services. You can apply for \$1200 to be reimbursed for any type of respite you arrange. It is consumer-directed, meaning you can choose if you use an agency, a day program, or want to pay a friend or neighbor.

- For Maricopa County Caregivers or Caregivers of Veterans, we may have additional options available.
- Visit [azcaregiver.org/services/respite](http://azcaregiver.org/services/respite) and complete an application online.
- Phone: 888-737-7494

- **Division of Developmental Disabilities (DDD).** DDD provides support and services to individuals diagnosed with one of the following developmental disabilities: autism, cerebral palsy, epilepsy, intellectual/developmental disability, down syndrome, or individuals under the age of 6 at risk of having a developmental disability.

- <https://des.az.gov/services/disabilities/developmental-disabilities>
- Phone: 1-844-770-9500 option 1
- TTY/TDD 711

# Questions to Ask Respite Facilities



**When browsing respite care facilities, it is important to find a facility that meets the needs of both the caregiver, and the loved one that is receiving care. Be sure to ask the following questions:**

- What type of care services do you provide?
- What are the requirements that must be met to seek services?
- What is the minimum & maximum number of days available for respite care?
- What daily activities do you offer?
- What level of care do you accommodate?
- Does this facility have specific buildings/rooms for respite? Does level of care differ based on location?
- Where will my loved one be receiving respite services?
- What is the cost of services?
- Where can I find a copy of past incident reports?
- Can I see a verification of licensing for this facility?
- What is your staff-to-resident ratio?
- What are your policies and procedures in case of medical emergencies?
- What is your policy for visitors?
- What type of training do staff members receive here?



## Services and Resources for Family Caregivers

### Area Agency on Aging

To view all Area Agency on Aging locations, please visit: <https://des.az.gov/services/older-adults/area-agency-on-aging-locations>

### Arizona Caregiver Coalition

#### Respite Programs

- Respite voucher
  - Option 1: \$599 once per calendar year split into two payments. First payment is \$300 and the second payment is \$299 to help pay for a respite provider to come and care for your loved one.
  - Option 2: \$1200 once per calendar year, split into quarterly payments of \$300. A completed W-9 tax form is required. Please visit our website to learn more.
- Adult Day Health Center Respite
  - 96 hours for your loved one to attend an Adult Day Health Center.
  - Please visit: <https://azcaregiver.org/service/respite-home-care/> to find more details on these programs
- Family Caregiver Reimbursement Program:
  - You may be eligible for a reimbursement up to \$1000 if you need to make modifications to the home (shower, grab bar, a special bed, etc.) or if you need to buy assistive devices. See Family Caregiver Reimbursement Program - Arizona Caregiver Coalition ([azcaregiver.org](http://azcaregiver.org))

### General Resources

Arizona 211, which can be found here: <https://211arizona.org/>

### Arizona Long-Term Care Services (ALTCS)

Visit their website to learn about eligibility and to apply:

<https://www.azahcccs.gov/Members/GetCoveredCategories/nursinghome.html>

If the person needing care has an intellectual or physical disability, we encourage you to contact the Division of Developmental Disabilities (DDD) at 844-770-9500. If your loved one is eligible for DDD, they will help connect you with ALTCS.

### Memory Cafés

If the person needing care has memory issues, there are Memory Café programs for caregiver and care receiver. Please visit:

<https://www.memorycafedirectory.com/memory-cafes-in-arizona/>

### AARP

AARP has the "Family Caregiving Guide" brochure with some helpful tips

<https://www.aarp.org/caregiving/> It looks at big issues, e.g. financial planning, housing.

### AZ In Home Care Association

A trade association for home care agencies. Here you can look for professional agencies if you are thinking about paying for a caregiver:

<https://aznha.org/places/>



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### Respite Care in Arizona

These resources were created by the Arizona Caregiver Coalition with assistance from the Area Agency on Aging. If you have questions or comments, please contact [info@azcaregiver.org](mailto:info@azcaregiver.org).

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