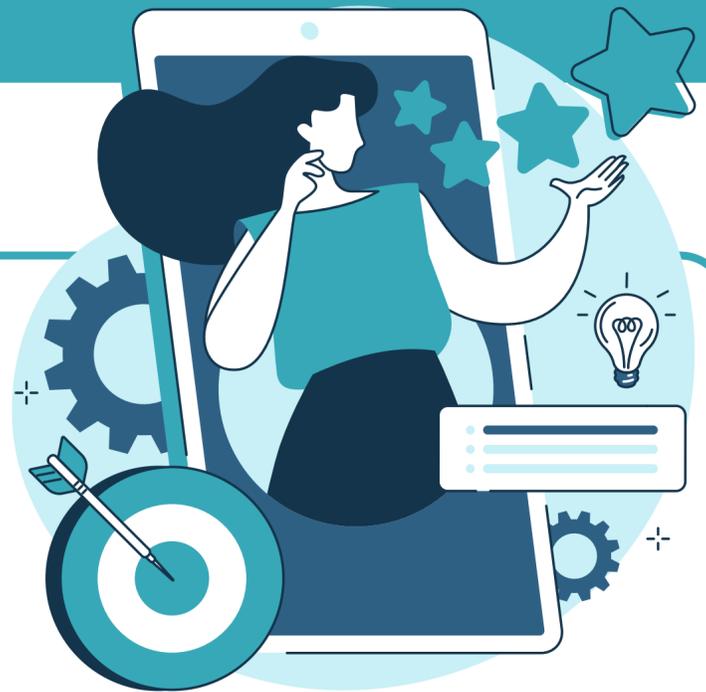


# WHEN CARE FALLS SHORT: AN ADVOCACY TOOLKIT

## Practical steps for documenting problems, escalating concerns, and protecting your loved one's care.

Even the best home-care agencies can fall short — a missed visit, unreturned call, or poor-quality care. The key to resolution is organized documentation and calm, factual advocacy.

This one-page toolkit gives families everything they need to act quickly and effectively.



1

## Start a Care Journal

Write down every visit, conversation, and concern. Include:

- Date & time of visit or missed shift
- Caregiver name & task completion
- Issues noticed (e.g., no bath, late arrival)
- Agency response (if any)

*Consistency builds credibility. A week of notes carries more weight than a single complaint.*

2

## Communicate Professionally

- Report concerns in writing to the Care Coordinator.
- If unresolved within 72 hours, escalate to the Administrator.
- Always save emails or texts — they're evidence.

Sample Message:

- "We've had two missed visits this week. Please confirm tomorrow's coverage and your corrective plan."

3

## Escalate When Needed

- Report issues to the agency supervisor immediately.
- Escalate to the administrator if not resolved quickly.
- File a state complaint for ongoing or serious problems.
- Contact Adult Protective Services for abuse or danger.
- Reach Long-Term Care Ombudsman or Medicaid for extra help.

4

## Seek Legal or Advocacy Help

Contact an Elder Law Attorney or Legal Aid if harm, fraud, or retaliation occurs.

Free senior legal support:  
[nlrc.acl.gov](http://nlrc.acl.gov)

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## Real-Life Lesson

Maria documented every missed visit in her notebook. Her calm, consistent reports led to a state audit — and new agency policies.

*Advocacy isn't about anger; it's about organized truth.*



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