

The Home Care Service assists individuals and families who require help with the day-to-day running of their homes. This service might be temporary or permanent, depending on the situation. Kópavogur Council has approved all regulations regarding the execution of home care services (see [www.kopavogur.is](http://www.kopavogur.is))

### What does home care service include?

- Assistance with house cleaning
- Assistance with shopping
- Support and encouragement
- Home delivery of meals in trays

### Who can apply?

According to laws on the rights of senior citizens and laws on mandatory municipal social services, individuals who live at home but cannot undertake household chores without assistance due to diminished capacity, stress, illness, home life, pregnancy or disability have the right to home care services. The right to home care services is subject to an assessment of applicant's service requirements.

### How to apply?

Applications for the service must be made in written form to the Welfare Division. Application forms can be found at the Welfare Division's offices at Fannborg 6 or on the Kópavogur Council website, [www.kopavogur.is](http://www.kopavogur.is). Applications must include a medical certificate and income information.

After the application has been received and reviewed, a service manager will visit applicant's home and estimate their requirements. Once the estimate is ready, the application is reviewed during a team meeting and a service contract is drawn up. The contract specifies the tasks that will be undertaken by the home

care service along with the number of hours that the applicant has a right to per month.

### How to pay for home care services?

Home care service rates are based on income, with the total income of the applicant in question (or of all parties in a family) indicating their fee rate. Rates can be found on the Kópavogur Council website.

### Who monitors and surveys the service?

Service Managers oversee the day-to-day operations of the home care service. Service recipients are advised to contact a service manager with any issues regarding the home care service.

### Service managers:

- **Guðrún Mogensen**, email: [gudrunm@kopavogur.is](mailto:gudrunm@kopavogur.is)
- **Halldóra María Hauksdóttir**, email: [dorah@kopavogur.is](mailto:dorah@kopavogur.is)
- **Ingibjörg Sunna Friðriksdóttir**, email: [isunna@kopavogur.is](mailto:isunna@kopavogur.is)

**Service managers have phone hours on weekdays between 9:30-10:30 am. The number is 441-0000. You can also leave a message with the Kópavogur Council Service Centre (tel: 441-0000) and our service managers will return your call.**