A Publication Presented By Chautauqua County Office For The Aging



SENIOR SERVICES

HANDBOOK

Web: www.co.chautauqua.ny.us/321/Office-for-the-Aging

The mission of the Chautauqua County Office for the Aging is to provide information and services to seniors and their families to promote independence, optimal health and wellness in a safe and secure environment.

This is accomplished through...

- an extensive, coordinated outreach and referral effort to the senior population
- cost effective, nutritious, well-balanced meals through either home delivery or community dining centers
- information and services to promote the independence, health and safety of seniors and to support their families and the communities where seniors live



Supported by the New York State Office for the Aging and the County of Chautauqua

A message from the Director. . . .



The Office for the Aging (OFA) staff and I are pleased to provide a wide variety of programs and services for the seniors of Chautauqua County. We appreciate your feedback so we can continue to improve and advocate for the needs of older Americans in our community. We hope this book will provide guidance and answers for most of your questions about services for seniors available through OFA and our many community partners. For more in depth informa-

tion and assistance, remember that help is only a phone call or e-mail away.

Dr. Mary Ann Spanos

Director

A message from the County Executive ...



The Chautauqua County Office for the Aging's mission is to promote independence, self-determination, and dignity for all seniors of our county. Over the years they have strengthened a network of services and designed a package of benefits for the older residents of Chautauqua County. Through its distinctive role as a leading advocate for our seniors, the Office for the Aging is committed to deliver top quality services for all our Senior Citizens.

This handbook has been developed to provide a resource for all on the senior services available in our county and across the country. This straightforward approach will prove useful to you in identifying the programs that best fit your needs.

If you have any questions regarding services for senior citizens, please don't hesitate to contact the Chautauqua County Office for the Aging.

Vincent W. Horrigan

Chautaugua County Executive

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SENIOR SERVICES OFFICES

Information, referral, advocacy and general assistance for seniors and their families is available at the following locations:

MAYVILLE

Hall R. Clothier Building 7 N. Erie Street Mayville, NY 14757 (716) 753-4471



JAMESTOWN

610 W. Third Street Jamestown, NY 14701 (716) 661-8940

DUNKIRK

Dunkirk Senior Center 45 Cliffstar Court Dunkirk, NY 14048 (716) 363-3865

Looking for a community service and don't know who to call? NY CONNECTS HELPLINE 753-4582, 661-7582, 363-4582



NY Connects Your Link to Long Term Services and Supports



Funding for these offices is provided by Chautauqua County, the New York State Office for the Aging and other sources.

OFA FUNDED PROGRAMS



NY CONNECTS 753-4582, 363-4582, 661-7582

One number to call to get you the help you need. Looking for a service to help a child or adult with disabilities? Are you a senior who is looking for a service to help you stay in your home? Call NY Connects to get the answers. For people of all ages who have long term care needs and want to stay in the community.

- Access and information about all OFA funded programs
- Information about all medical and non-medical long term care services available in the county
- Central intake for Meals on Wheels, OFA & Medicaid funded homecare service, Chautauqua County medical monitoring, health and wellness programs, insurance counseling and more.

Caregiver Support Services Call NY Connects

In-home visits, counseling, and resources for caregivers as well as:

- Monthly Support Groups: Various locations throughout the county
- **Resources:** Articles and information specific to caregivers
- Friendly Visitors: Volunteers who call or make home visits
- **Respite Care:** In-facility or day programs, call for more information

Developmental Disabilities Program Call NY Connects

Case management services, referrals and follow-up for older adults who have developmental disabilities. Seniors who care for children or adults with disabilities may also contact this program.

Elder Abuse Prevention Program Call NY Connects

Assistance for seniors at risk for or victims of abuse, neglect, financial exploitation, or scams. Trained caseworker will assess the situation and arrange for appropriate assistance. Also provides training for professionals and public.

Health Insurance Counseling & Assistance Program ... Call NY Connects

Unbiased information and counseling about Medicare A, B, C, D and other insurance programs. Assist seniors to make informed choices about their health care. Computer generated comparisons of prescription drug plans and assistance with enrollment. Call for an appointment.

Home and Community Care Services Call NY Connects

OFA funded services to keep older adults safe and as independent as possible in the community. May include housekeeping, personal care, home delivered meals, adult day care and personal emergency response systems. Some cost sharing may be required depending on income. See page 7 for more details.

Hospital to Home Program Call NY Connects

New "free" service to help Medicare clients with certain diagnoses as they transition home after an illness. The OFA coach meets with the patient in the hospital and again in their home after discharge to ensure their needs are met and they are aware of community resources available to assist them as they recover.

Home Repairs and Access Program Call NY Connects

Assistance to adapt your home or bathroom for handicap access and to make critical home repairs where there is a safety concern. OFA also partners with other local organizations to access grants for septic system work, weatherization and more.

OFA partners with Southern Tier Legal Services to provide consultation and limited legal representation on public benefit programs, landlord/tenant issues, and other areas of civil law. Call for an appointment.

Long-term Care Ombudsman ProgramCall NY Connects

Trained volunteers advocate for and visit people living in adult homes and nursing homes. They serve as a liaison between residents and staff.

NUTRITION SERVICES Call NY Connects

- Senior Meal Programs: See below
- Nutrition Education: Provided monthly at senior dining sites
- **Dietitian Consults:** For individuals or groups, call for an appointment

Dining Sites

Office for the Aging serves noon meals at many sites throughout the county. Seniors may enjoy a nutritious meal, fellowship, recreation and educational opportunities. Reservations are required one day in advance and donations are requested; however, no one is denied a meal due to inability to pay. Sites are conveniently located in:

Brocton Forestville Sinclairville Mayville Fredonia Lakewood

Westfield Findley Lake

Senior Restaurant Dining Out Program



A full meal from a senior menu offered at several local restaurants throughout Chautauqua County. Diners must register and request tickets from the Office for the Aging. Suggested donation is \$3.50/ticket. Diner must present ticket when ordering at the restaurant and the gratutity is not included. Contact Mayville OFA for more information about menus and restaurants at (716) 753-4471.

MEALS ON WHEELS/ HOME DELIVERED MEALS



The home delivered meal program is done in collaboration with Jamestown Area Meals on Wheels, Dunkirk-Fredonia Meals on Wheels and the Sinclairville 76ers. An in-home assessment will be completed to determine eligibility and meals are delivered to seniors in their home who meet criteria. Meals are available based on needs of the client. Cost is based on ability to pay.

ALL NEW REFERRALS NEED TO CALL NY CONNECTS

661-7582 · 753-4582 · 363-4582

OFA works with the Office of the Sheriff and other community partners to keep seniors safe through a variety of programs:

- 911 Cell Phones: Free and available in an emergency to 911 only!
- **PERS:** Personal Emergency Response System. Bracelet or necklace button to call for help when you can't get to the telephone.
- **Operation RUSH:** Rush Us Safely Home. Bracelet or necklace worn by individuals who are prone to wander due to memory impairment.
- RUOK: Computer generated phone call that asks "Are you okay?" If you
 cannot answer, your emergency contact is called or help is sent to you
 directly.
- Rural House Numbering Project: Special signs with glow-in-the-dark numbers so emergency personnel can find your home day or night. Call the Office of the Sheriff at 753-4900 to order.



WELLNESS/EXERCISE PROGRAMS: Call NY Connects

- Exercise/Wellness Classes: Offered at various locations throughout the county.
- **Tai Chi:** Improve balance and prevent falls.
- Living Healthy: A program to help people learn how to manage all chronic medical conditions. (Specialized sessions for people living with chronic pain or diabetes)
- **Stepping On:** Education program to help you decrease your risk of falls. Includes presentations by pharmacist, vision specialist and PT.

- Healthy Bones: Exercise program with weights for people who have or are at risk for osteoporosis.
- **Home Safety Self Assessment:** Assessment of your home to evaluate your environment for hazards that can put you at risk for falls.
- Hospital to Home Assistance: The OFA coach meets with the patient in the hospital and again in their home after discharge to ensure their needs are met and they are aware of community resources available to assist them as they recover.
- Health & Wellness Fairs: OFA participates in several events to bring information and free screenings to older adults. Call NY Connects for details.

Senior Employment Program......753-4856, 661-7856 or 363-4856

- <u>Training-to-work:</u> funded by the Department of Labor for adults 55 and older, who meet income requirements. Enrollees are placed in government or not-for-profit agencies to learn employment skills.
- <u>Computer Training:</u> Free basic computer classes with a coach guide you through the Generations Online tutorial. Learn mouse use, key boarding, e-mail, and internet navigation. Call for times and locations.

Transportation to Medical Appointments...... Call NY Connects

Coordinated by CARTS, this program may provide assistance to medical appointments in the county on CARTS wheelchair buses or out-of-county by linking you with a volunteer driver who is reimbursed for mileage costs. Call CARTS as soon as you know about your next medical appointment to schedule your ride. (See page 10 for more details)

- Home Energy Assistance Program (HEAP) One time benefit to help pay heating bills for income-eligible client. Must apply each year and guidelines change yearly. There is also emergency benefit with disconnection notice.
- Empower New York, Neighbor for Neighbor, Care & Share: These are just a few of the other utility assistance programs that can be accessed when HEAP is exhausted.
- Cooling Program: Can provide air conditioners to HEAP-eligible clients who also have a diagnosed medical condition that affects breathing. Call in the Spring for application and details.

HOME & COMMUNITY BASED SERVICES

<u>CALL NY CONNECTS</u> to start any of the services below: 753-4582, 363-4582, 661-7582

OFA Homecare

Can provide up to 6 hours per week of housekeeping and/or personal care through a licensed homecare agency once insurance-covered services have ended. Must be 60+ years of age and meet the eligibility requirements. Some cost sharing may be required depending on income.

Chautauqua County Medical Monitoring

This is a personal emergency response system worn as a bracelet or neck-lace that allows you to call for help at the touch of a button. For people of any age who are living alone or who are left alone for extended periods and are fearful of falling. This program is provided in collaboration with Doyle Medical Monitoring and is available to anyone in the county for \$25 per month. People 60+ who meet the eligibility requirements may get financial assistance through OFA.

Home care services for Medicaid eligible clients. RN case managers perform assessments and coordinate services and payment options.

Lake Shore Long-Term Home Health Program: 951-7167

An alternative to "nursing home" placement, this program offers all "nursing home" services to clients in their homes. Reimbursement may be available under Medicaid and limited Medicare. Clients may also pay privately for these services.

PRIVATE PROVIDERS

Some agencies and independent providers offer geriatric care management, home care, housekeeping, house repairs and other home services on a fee-for-service basis. For a current list of providers and the services offered contact Office for the Aging.

LICENSED AND CERTIFIED HOME CARE AGENCIES

All licensed and certified home care agencies are overseen by the NY Department of Health and must adhere to strict standards set by the state. Certified Home Health Agencies provide part time, intermittent health care and support or restorative services to individuals who need intermediate and skilled health care. Licensed home care agency services are typically maintenance-type services that support the individual long term to remain in their home.

Accredited Care, Inc. 484-7101 (Jamestown)

Aftercare Nursing Services, Inc. 487-2273 (Jamestown)

Caregivers 484-9113 (Jamestown)

Chautauqua Opportunities, Inc. 661-9460 (Jamestown) 366-3335 (Dunkirk)

Lake Shore Long Term Home Health Care Program 951-7167 (Irving)

Partners in Care - Memory Garden 488-9434 (Jamestown)

Visiting Nurses Association of WNY 483-1940 (Jamestown)

Willcare, Inc. 487-1131 (Jamestown)

HOSPICE

20 W Fairmount Ave. Lakewood, N.Y. 14750 338-0033



Facing a serious illness, accepting the possibility of loss of your loved one... Hospice is here to help. We also provide a palliative care program for long term symptom management and support for people with a life-limiting illness . Services may be covered under Medicare, Medicaid and private insurance.

SOCIAL ADULT DAY CARE SERVICES

These centers provide activities and care in a supervised setting for seniors who should not be left alone or who could benefit from socialization. Call any agency and their staff will guide you in selecting quality cost-effective services.

Chautauqua Adult Day Care Centers, Inc.

Dunkirk ADC

733 Central Avenue Dunkirk, N.Y. 14048 366-8786

Taft ADC

663 Lakeview Avenue Jamestown, N.Y. 14701 664-9759

Present Center ADC

358 E. Fifth Street Jamestown, N.Y. 14701 665-4899

Westfield ADC

58 South Portage Street Westfield, N.Y. 14787 326-6842



Lake Shore Family Center

845 Routes 5 & 20 Irving, N.Y. 14081 934-2353

Comfort Today/Memory Garden

17 Gifford Ave. 560 Fairmount Ave.,W.E. Jamestown, N.Y. 14701 338-0500

MEDICAL MODEL/ADULT DAY HEALTH CARE

An alternative to nursing home placement for adults who need skilled nursing care and have support systems at home. This is a long term care program for the frail elderly, chronically ill and disabled individuals in a day center setting.

Warner Place

155 Aldren Avenue Jamestown, N.Y. 14701 720-9430

TRANSPORTATION...... CALL NY CONNECTS

Chautauqua Area Regional Transportation System (CARTS) operates public transportation service on fixed routes throughout the county. In addition, CARTS provides on-demand door-to-door services using wheelchair vans or volunteer drivers for those who qualify. CARTS coordinates transportation to medical appointments for Medicaid, Office for the Aging, and the Veterans Service Agency. Call CARTS for rates and schedules. On-demand services should be scheduled at least 2 days in advance. Hours of operation are Monday-Friday from 7:00 a.m. - 5:00 p.m.



Southwestern Independent Living Center Wheelchair Van: 661-3010 Provides low cost rides for disabled people of any age. Call Helen Kearns.

Private Transportation Services

For a full listing call NY Connects or search online at www.nyconnects.ny.gov

FINANCIAL BENEFITS & SERVICES

Medicare	1-800-633-4227
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Health insurance for adults 65 and older. To enroll, call Social Security. Call OFA for information about different Medigap and Medicare Health Plans and prescription drug plans.

Social Security Administration Offices800-772-1213

- Regular Benefits: seniors apply through the office in your area
- **Supplemental Security Income** (SSI) federal benefit for the aged, blind or disabled of any age.

Chautaugua County Department of Health & Human Services

Jamestown, 110 E. 4th Street Food Stamps (SNAP) 661-8200 Medicaid 661-8219

Provides health care and food benefit services to those with little to no income.

- Medicaid: provides financial assistance for doctor visits, home health services, prescriptions, dental services, transportation, glasses, and medical equipment.
- **SNAP:** Supplemental Nutrition Assistance Program for people with low income. Call for application. Seniors can usually apply by mail.

New York State of Health: 1-855-355-5777

The official health plan marketplace for New York residents to shop for health care. This is a new service under the Affordable Care Act to ensure everyone has access to affordable health insurance. Call or go online to be connected to local service navigators.

SUPPORT GROUPS

Provide information and advocate for individuals or family of individuals with mental or physical health diagnosis. Alzheimer's, mental health (NAMI), diabetes and Parkinson's are just a few of the many support groups that meet at various times and locations around our county. For a full listing of support groups, contact any Office for the Aging office.

MENTAL HEALTH SERVICES

Chautauqua County Crisis Hotline1-800-724-0461
24-hour crisis intervention service offering information and referrals.
Mobile Unit: 1-888-336-3133
Crisis intervention after 5:00 p.m. and on weekends.
Center for Medical/Behavioral Care814-864-4031
Located at Millcreek Hospital in Erie, PA, the center provides in-patient medical and psychiatric evaluation and treatment designed to meet the needs of an aging population.
Family Services House Calls 488-1971 or 1-888-358-3899
Confidential mental health therapy to seniors who are homebound (home, nursing home, assisted living).
ADDITIONAL PROGRAMS FOR SENIORS
Call Call NY Connects to learn more about programs:
Alzheimer's Association of Western New York

Chautauqua Works
Community Concern of WNY, Inc
2-1-1 WNY Information & Referral Service 2-1-1 or 1-888-696-9211 Call NY Connects 2-1-1 is a free, confidential service. A single call allows you to receive in-formation on services in over 1300 programs throughout Chautauqua County. Extensive data-base includes medical loan closets, food pantries and volunteer opportunities throughout Chautauqua County.
EPIC (Elderly Pharmaceutical Insurance Coverage) 1-800-332-3742 Call NY Connects A cost share prescription plan for persons age 65 or older. Income restrictions apply.
Food Pantries - Call NY Connects for a full listing.
Foster Grandparent Program
NYS Kinship Navigator
Services for grandparents/relatives raising grandchildren.
New York State Office for the Aging (NYSOFA)1-800-342-9871 Call NY ConnectsState link for aging information; also handles complaint or concerns regarding seniors.
Protective Services for Adults 661-7497 or 363-4447 or 753-4447 Call NY ConnectsTrained caseworkers with the Chautauqua County Dept. of Health & Human Services will investigate reports of abuse and neglect of individuals over the age of 18 years, who have physical or mental impairments and have no one willing or able to assist them. All referrals are kept

strictly confidential.

Respite Care
RSVP
The Salvation Army
Southwestern Independent Living Center (SWILC):
SNAP
Tax Counseling Services
Veterans Service Agency
United Senior Council of Chautauqua County: Call NY Connects As a member of the Statewide Senior Action Council, the United Senior Council has brought together seniors from all parts of the county. The goal is to provide friendship, cultural achievements, recreation and instructional activities, and to bring together senior citizen organizations and other groups

Senior Clubs and Centers

mation contact the Office for the Aging.

For a full listing of senior groups in your area, contact NY Connects.

interested in developing programs to benefit senior citizens. For more infor-

HOUSING

INDEPENDENT HOUSING

Green Acres 102 Wisteria Dr. Fredonia, N.Y. 14063 679-7733

Hanover Hill Apartments 1413 Central Ave. Silver Creek, N.Y. 14136 934-0099

Herbert Star Apartments 54 Central Ave. Brocton, N.Y. 14716 792-7585

Heritage Village Retirement Campus 4600 NY Rt. 60 Gerry, N.Y. 14740 487-6874

High Rise Building 303 W. Fifth St. Jamestown, N.Y. 14701 664-3345

Hotel Jamestown 110 W. Third St. Jamestown, N.Y. 14701 664-3345

Hyde Park 28-32 North Street Panama, N.Y. 14767 782-3822

Lincoln Arms 430 Main St. Dunkirk, N.Y. 14048 366-1613

Mayville Senior Apartments 170 Lakeview Ave. Mayville, N.Y. 14757 753-3552

Euclid Gardens 28 Euclid Ave., P.O. Box 3311 Jamestown, N.Y. 14701 664-2044 Bell Tower Apartments 10 Ruggles St. Dunkirk, N.Y. 14048 366-8740

Carroll Manor 15 Cherry St. Frewsburg, N.Y. 14738 487-0337

Charlotte Villa 3 Church St. Sinclairville, N.Y. 14782 962-8419

Chautauqua Colony 2109 Southwestern Drive Lakewood, N.Y. 14750 664-2200

Collins Manor 80 West Main St. Ripley, N.Y. 14755 487-0337

Concord Estates 441 Temple St. Fredonia, N.Y. 14063 672-2300

Cottages on the Pond 560 Fairmount Ave. Jamestown, N.Y. 14701 488-9434

Covenant Manor 23 W. Third St. Jamestown, N.Y. 14701 664-3208

Crestline Villa 113 Anderson St. Jamestown, N.Y. 14701 664-3297

NOTE: Please call individual housing units for appropriate mailing address

HOUSING (continued)

United Methodist Gardens

430 East Ave.

Falconer, N.Y. 14733

665-8197

North Haven 125 Church St. Sherman, N.Y. 14781

761-6505

One Temple Square

Temple St.

Fredonia, N.Y. 14063

672-2136

Portage Hill Apartments

40 Evans St.

Mayville, N.Y. 14757

753-2199

Springwood Apartments

40 Spring Street

Westfield, N.Y. 14787

326-7303

Steger Apartments 15 N. Main St.

Dunkirk, N.Y. 14048

366-8740

Sunnyside Manor

27 Sunnyside

Bemus Point, N.Y. 14712

386-3204

Willowbrook Manor

Mohawk St.

Clymer, N.Y. 14724

665-8197

Wright Apartments
418 Central Ave., Dunkirk, N.Y. 14048
366-1613

EDGEWOOD COMMUNITIES

Jamestown, N.Y. 14701 - 665-8197

Brostrom Hall Apartments Carlson Tower Apartments

175 Aldren Ave. 165 Aldren Ave.

Hugo A. Lindgren Apartments

Aldren Ave.

- LUTHERAN SUBSIDIZED HOUSING -

Jamestown, N.Y. 14701 - 665-8197

Ernest G. Anderson Manor Stephen B. Carlson Apartments

8 Crane St. 842 N. Main St.

William B. Anderson Tower Paul A. Westerberg Tower

9 Crane St. 145 Chandler St.

NOTE: Please call individual housing units for appropriate mailing address

ADULT HOMES & ASSISTED LIVING

Bergquist Adult Home P.O. Box 350 Gerry, N.Y. 14740 985-6839

The Dibert Home*
484 Fairmount Ave.,W.E
Jamestown, N.Y. 14701
484-9410

Fredonia Place* 50 Howard St. Fredonia, N.Y. 14063 679-2250

Frewsburg Rest Home for Adults 106 W. Main St. Frewsburg, N.Y. 14738 569-3095

Shady Rivers/Goodell Home* 504 Fairmount Ave., W.E Jamestown, N.Y. 14701 720-4777

Hultquist Place**
715 Falconer St.
Jamestown, N.Y. 14701
720-9610

Southern Tier Meadows 4883 W. Main Rd. Fredonia, N.Y. 14063 679-4883

Orchard Grove Residences** 2000 Southwestern Drive W.E. Jamestown, N.Y. 17401 338-1605 or 338-1600 Johnson Adult Home 2063 Rt. 83 Forestville, N.Y. 14062 965-2919

Brookdale Lakewood* 220 Southwestern Dr. Lakewood, N.Y. 14750 665-2414

St. Columban's on the Lake Rt. 5, 2546 Lake Rd. Silver Creek, N.Y. 14136 934-4515

St. Vincent's Home for the Aged 319 Washington Ave. Dunkirk, N.Y. 14048 366-2066

Tanglewood Manor Adult Home** 560 Fairmount Ave., W.E. Jamestown, N.Y. 14701 483-2876

Memory Garden** 560 Fairmount Ave., W.E. Jamestown, N.Y. 14701 488-9434

Women's Christian Assoc. WCA Home** 134 Temple St. Fredonia, N.Y. 14063 672-7961

^{*} These Homes are Private Pay.

^{**} These offer Medicaid approved Assisted Living

NURSING HOMES

Chautauqua Nursing & Rehabilitation (Dunkirk)	366-6400
Heritage Green (Greenhurst)	483-5000
Heritage Park (Jamestown)	488-1921
Heritage Village (Gerry)	985-4612
Lake Shore Health Care Center (Irving)	951-7167
Lutheran Social Services (Jamestown)	665-4905
Absolut Care of Dunkirk (Dunkirk)	366-6710
Absolut Care of Westfield (Westfield)	326-4646

AREA HOSPITALS

Brooks Memorial Hospital (Dunkirk)	.366-1111
TLC Health Network (Irving)	.951-7000
WCA Hospital (Jamestown)	. 487-0141
Westfield Memorial Hospital (Westfield)	.326-4921



FRANCIS G. "MAC" MCCOY OFFICE FOR THE AGING MEMORIAL FUND

"Mac" McCoy was the director of the Chautauqua County Office for the Aging 1988 to 1998. In his memory, the OFA has established the Francis G. "Mac" McCoy Office of the Aging Memorial Fund

at the Chautauqua Region Community Foundation. This endowment fund is to be used annually to enhance and expand services for older adults in our county. The Office for the Aging Advisory Council and community representatives will meet annually to decide on use of the funds.

Through this fund, Mac's legacy of helping the seniors of our County will live on. It will provide assistance for programs and services that promote independence and quality of life for our aging population for generations to come.

Donations in Mac's memory or that of a loved one, can be made to the Chautauqua Region Community Foundation c/o Mac McCoy Fund on line at www.crcfonline.org and go to "Be a Star."

COMPUTER ADDRESSES

To reach the Chautauqua County Government web site with links to the Chautauqua County Office for the Aging: http://www.co.chautauqua.ny.us/321/Office-for-the-Aging

The e-mail address for the Chautauqua County Office for the Aging: ccofa@co.chautauqua.ny.us



OTHER WEB SITES

A personal computer can give you access to a world of information. Listed below are a few sites that can start you on your search:

www.medicare.org www.ssa.gov www.aoa.gov www.benefitscheckup.org www.aarp.org

Key Words:

Aging, Medicare, Prescriptions, Older Adults, Disability... these words can be used to begin the information gathering process and lead you through a step-by-step search for knowledge.