

A Publication Presented By
Chautauqua County Office for Aging Services

CHQAging

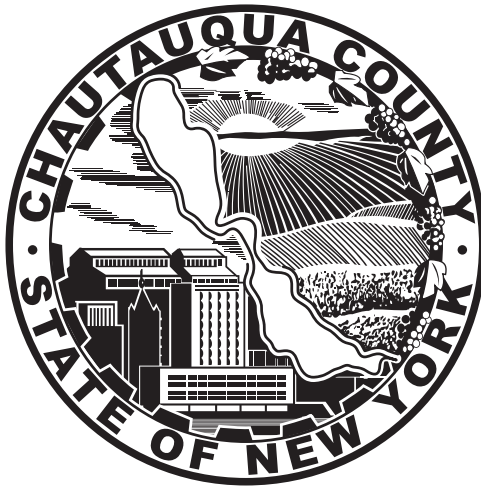


Aging Services

HANDBOOK

**The Mission of Chautauqua County Office for
Aging Services is to...**

**guide,
connect, and
advocate for
Long-term Services and Supports
to help older adults
remain in the community.**



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

A Message from the Director...



The Office for Aging Services (OFAS) staff and I are pleased to provide a wide variety of programs and services for older adults living in 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 aging services available through OFAS and many of our community partners. For more in depth information 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...



Enhancing the lives of our county's senior citizens so they can age better is the critical mission of the Chautauqua County Office for Aging Services. Dr. Mary Ann Spanos and her team of caring professionals have developed a comprehensive support program that improves the quality of life for so many seniors in our community.

This convenient handbook is a great resource for area seniors and their families. It provides information on everything from in-home

services, assisted living and nursing home options to assisted living and nursing home options to accessing nutritious meals through home-delivery services or visiting designated dining sites. It also includes services that are available to support caregivers, assist with understanding and selecting Medicare plans, provide peace-of-mind services such as personal emergency response alert systems, and much more.

I hope it will serve as a useful tool in your journey to a healthy, happy and productive lifestyle.

**Paul Wendel, Jr.
Chautauqua County Executive**

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Like us on Facebook!

Look for us under:
Chautauqua County Office for Aging Services and
Chautauqua County NY Connects

Aging Services Offices

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

Mayville

Hall R. Clothier Building
7N. Erie Street
Mayville, NY 14757

Jamestown

TCC Building
107 Institute St. 2nd floor
Jamestown, NY 14701

Dunkirk

45 Cliffstar Court
(inside Dunkirk Senior Center)
Dunkirk, NY 14048

Phone: (716) 753-4582

Fax: (716) 753-4844

E-Mail: ccnyc@chqgov.com



NY Connects
Your Link to Long Term
Services and Supports



OFA Funded Programs



NY Connects

Your Link to Long Term Services and Supports

Phone: (716) 753-4582

Fax: (716) 753-4844

E-Mail: ccnyc@chqgov.com

For all your answers on aging and long-term care services for people of all ages, contact NY Connects, our Aging and Disability Resource

Center. This service is available in every county in NY State via 1-800-342-9871. Information Specialists will review all the available options that you qualify for and make electronic referrals with your consent so you don't have to make another call.



1-800-677-1116



This national helpline run by USAgeing can assist you to locate the Aging Services in another state Call or visit www.eldercare.acl.gov to search by location or zip code.

Disability Information and Access Line helps navigate local community resources for children and adults with disabilities. DIAL provides information about services such as transportation, housing, disability rights and more.



CAREGIVER SUPPORT SERVICES:

Counseling: In-person or telephonic to help families plan and implement services to help a loved one who is struggling

Archangels: Are you helping someone and feeling alone, stressed, and unsupported? Visit www.archangels.me to find the support you need because "Any Care counts!"

Alzheimers & Dementia: specific resources and connection to assist anyone with a cognitive impairment

Trualta: Online platform with short trainings to answers to most caregiving questions. www.trualta.com Free to NY State residents.

Respite: In-home, Adult Day, and other care to give families a break.

Elder Abuse Prevention

Assistance for seniors at risk for or victims of abuse, neglect, financial exploitation and scams. OFAS works with Adult Protective Services, law enforcement, legal services, banks and others to assist victims and provide trainings.

Home and Community Care Services See pages 7,8 and 9

Home Repairs and Access

Assistance to adapt your home for handicap access or to make critical home repairs where there is a safety or health concern. OFAS works with CHRIC and vetted contractors to do the work. Some cost-sharing may be required.

Legal Services Program

OFA partners with legal service agencies to provide consultation and limited legal representation on public benefit programs, landlord/tenant issues, and other areas of civil law.



NUTRITION & WELLNESS SERVICES

At OFAS, our programming is based on whole-person wellness that integrates six dimensions of wellness: Emotional, Intellectual/Occupational, Environmental, Spiritual, and Physical. It is through attention to and the development of each dimension in wellness that we can be successful in an active and engaged life throughout aging.

Nutrition & Wellness services focus primarily on the older adults physical wellness and includes:

- Individualized Nutrition Counseling by Registered Dietitian-Nutritionist
- Food & Nutrition Programs to meet the daily nutritional needs of frail and active older adults. See below for more information about Dining In, Dining Out, and Dining together
- Nutrition & Wellness Education programs for groups. See below for more information on SNAP-Ed

Dining In:

The traditional home-delivered meal program for frail older adults who need both a daily meal delivered to their door and a safety check. Meals are made fresh at UPMC Chautauqua and delivered by Jamestown Area Meals on Wheels or Dunkirk-Fredonia MOW who also perform a client safety check. Clients must be home to receive the meal and meet evaluation criteria to receive this service. Active older adults who qualify but do not need a daily safety check, may opt for a Meal Bundle service. Contribution letters are sent monthly with a suggested contribution based on use.



Dining Out & Dining Together:

Community Built Around a Table: Area restaurants, housing, senior centers, and clubs partner with OFAS on this program to promote socialization and keeping older adults active. Our Registered Dietitian works with the partners to develop a menu that meets the dietary requirements of our funding. Must be 60 years old, registered with OFAS, and receive a CHQAging card to participate. NOTE: **Gratuity is not included so please leave a tip!** Contribution letters are sent monthly with suggestion donation based on use. Call to register and for a list of participating locations.



Local Roots and Local Routes:

Is a 10-week fresh fruit and vegetable program. Local Roots for active community seniors and Local Routes for our home-delivered meal clients so you too can "Strive for 5!"

Nutrition & Wellness Education Programs

Healthy Bones: Exercise with weights to improve bone strength and increase muscle mass. Helps improve/prevent osteoporosis.

Powerful Tools for Caregivers: Teaches how to deal with the stress of caring for a family member so you don't burn out.

Stepping On: Education program to help you decrease your risk of falls. Includes presentations by pharmacist, vision specialist and PT.

Tai Chi: Slow movements and positions based on the Chinese exercise routine to improve balance and prevent falls.

Walk with Ease: Walking program to increase endurance and flexibility.

GetSetUp: Free online access at www.getsetup.io to a variety of classes specifically geared for older adults. Connect real time via zoom or watched taped classes. Enter coupon code: **"NYSTATE"**.

SNAP-Ed Nutrition Education: Teaches older adults how to save time and eat healthier on a budget

MEDICARE - BEFORE YOU TURN 65...

You can enroll in Medicare Part A and/or Medicare Part B in the following ways:

1. Online at www.SocialSecurity.gov
2. By calling Social Security at 1-800-772-1213 (TTY users 1-800-325-0778). Monday through Friday, from 7AM to 7PM
3. In-person at your local Social Security office.



Medicare Navigator Program

Unbiased information and counseling on all aspects of Medicare from our certified Medicare Counselors or Medicare Navigators who are insurance agents trained by OFAS. Available during open enrollment and throughout the year when your health or medication changes. Assistance to enroll in NY State EPIC or Medicare Savings Program to reduce drug costs and/or part B premiums.

Safety

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

- **PERS:** Personal Emergency Response System. Bracelet or necklace button to call for help when you can't get to the telephone.
- **RUOK:** Computer generated phone call that asks "Are you okay?" If you cannot answer, help is sent to you directly.
- **Medical Alert:** Bracelet or Necklace worn by individuals with medical conditions or cognitive impairment
- **Door Alarms:** Can be provided for clients with dementia who are prone to wander
- **Night Lights:** To prevent falls when you get up in the middle of the night

55+ Employment Program

Training to work: Department of Labor program for adults 55+, who meet income requirements. Enrollees are placed in government or not-for-profit agencies to learn employment skills.

IN-HOME SERVICES

To help people who have difficulty with everyday tasks due to a chronic condition and prevent nursing home placement.

OFA Homecare Program: People over 60 who are not eligible for the same services under VA or Medicaid. Includes several services.

- **Aide Service:** Up to six hours per week of house keeping and/or personal care through licensed home care agency or can hire friend/family member through the consumer-directed program. Must be 60+ years of age and meet the eligibility requirements. Cost sharing may be required.
- **Case Management:** OFA case manager/nurse assesses client needs and does follow up contacts every two months to ensure services are still appropriate. Provides advocacy and information/assistance when care issues arise.
- **Home-Delivered Meals:** Through the Dining In..... See page 4
- **Personal Emergency Response System:** Alert system worn as a bracelet or necklace allows you to call for help at the touch of a button. Does not call 911. The call center will contact your designated friend or family member to check on you when alerted.



Medicaid Homecare Program: Similar to OFA homecare program for people who meet income requirements. May provide more aide hours and service.

- **CASA:** County nurses can guide you to long-term Medicaid options and provide case management for housekeeping (level 1), consumer directed and LPN services.
- **Maximus:** Statewide agency to enroll in long-term Medicaid for personal care at home and nursing home coverage. 1-800-342-9871.
- **Application assistance** for the aged, blind and disabled program available through Southwestern Independent Living Center.

Veterans Homecare Program: In-home care for "service-connected" veterans. Contact county Veterans Service Agency (661-8255 south county, 268-6030 north county) to find out if you are eligible for these.

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)

Caregivers
484-9113 (Jamestown)

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

Visiting Nurses Association of WNY
483-1940 (Jamestown)

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

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.

ADULT DAY SERVICES

These centers provide activities and socialization for older adults who do not want to be home alone all day. Some special programs for people with Alzheimer's and Dementia. Most provide transportation to and from the center as well as daily meals and snacks. Contact NY connects or the centers for more information.



Dunkirk
733 Central Avenue
Dunkirk, N.Y. 14048
366-8766

Taft/Present Center
358 E. Fifth Street
Jamestown, N.Y. 14701
665-4899

Comfort Today/Memory Garden
17 Gifford Ave.
560 Fairmount Ave., W.E.
Jamestown, N.Y. 14701
338-0500

Lake Shore Family Center
749 Routes 5 & 20
Irving, N.Y. 14081
934-2353

TRANSPORTATION

CARTS | 716-665-6466 OR (800) 388-6534

Chautauqua Area Regional Transportation System (CARTS) operates public transportation service on fixed routes throughout the county. CARTS also provides on-demand door-to-door services using wheelchair vans or volunteer drivers for those who qualify. CARTS receives funding from the Office for Aging Services, Medicaid, and the VA to help offset costs for those who qualify. 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 in advance.

Private Transportation Services

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

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FINANCIAL BENEFITS & SERVICES

Medicare | 1-800-633-4227

Health insurance for adults 65 and disabled individuals. To enroll, call Social Security within 3 months of 65th birthday. For counseling on different Medicare Insurance options and prescription drug plans contact NY Connects.

Medicare Savings Program

Helps lower prescription drug costs and save on part B premiums for people with limited income and resources. Contact NY Connects.

NYS EPIC | 1-800-332-3742

This is a state prescription program that wraps around Medicare to lower drug costs as well as other benefits. Call NY connects for an application & assistance.

New York State Department of Health | 1-855-355-577

The official health plan marketplace for New York residents to shop for insurance. Call or go online to be connected to local service navigators.

Social Security Administration 1-800-772-1213

For benefits you can call, apply online at www.ssa.gov/benefits, or make an appointment with the local office in Jamestown (877) 319-3079 or Dunkirk (888) 862-2139. Supplemental Security Benefits (SSI) are for the aged, blind and disabled. TTY is available at (800) 325-0778.

Chautauqua County Department of Social Services (716) 661-8200 or (716) 363-3500

Provides housing, food, utility, or heating emergency assistance. Can answer questions about Medicaid, HEAP and SNAP benefits. Call or visit the office in Jamestown at 110 E.4th Street or in Dunkirk at 15 W Lucas Street.

Medicaid | 1-855-222-8350

Maximus is the state-wide enrollment agency for Medicaid. Applications are available through county DSS or call NY Connects. Application assistance is available through Southwestern Independent Living Center 661-3010.

Supplemental Nutrition Assistance (SNAP):

Federal program that provides a monthly stipend to assist with food purchases. Apply online at www.mybenefits.ny.gov or contact NY Connects for an application and assistance to complete.

MENTAL HEALTH SERVICES

Chautauqua County Department of Mental Hygiene (716)661-8850

Provides services to high-need individuals of all ages, while increasing integration into the community.



Chautauqua County Certified Community Behavioral Health Clinics

Dunkirk (716)363-3550, Jamestown (716)661-8330. Provides comprehensive integrated behavioral health care through a range of services for adults, families and children who are struggling with mental health or substance abuse.

Chautauqua County 24/7 Crisis Help Line 1-800-724-0461

Provides live phone support and linkage to mobile crisis teams

Chautauqua County Warmline 1-877-426-4373

Provides peer support and information to help individuals in the community on their path to recovery.

Family Services of Chautauqua Region | 716- 488-1971 or 1-888-358-3899

Confidential mental health therapy and employee assistance programs.

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 NY Connects.

PARTNER PROGRAMS

Alzheimer's Association of Western New York | 800-272-3900

A not-for-profit agency dedicated to providing information, education and advocacy about Alzheimer's and other dementias.

Catholic Charities | 716-366-3533

Assesses needs, provides counseling and support to elderly and their families of all denominations.

Center for Elder Law & Justice | 716-261-3275

Confidential legal assistance to focus on landlord/tenant issues, financial abuse/exploitation.

Center for Resolution & Justice | 716-483-7774 or 1-800-339-8539

Offers confidential, no-cost resolution of disputes outside the court system.

Chautauqua Blind Association | 716-664-6660

Screening, teaching and adaptations for people with visual impairment.

Chautauqua Works | 716-661-9553 or 716-366-9015

Access to career development and employment services for all job seekers. 50 certified training programs throughout Chautauqua County and the Western NY

2-1-1 WNY Information & Referral Service | 2-1-1 or 1-888-696-9211

2-1-1 is a free, confidential service. A single call allows you to receive information on services throughout western New York.

Food Pantries - Call NY Connects for a full listing.

Foster Grandparent Program | 716-665-5354

Persons 55 and over, volunteer 15-40 hours per week in local schools. Stipend is provided and must meet income requirements.

NYS Kinship Navigator | Phone: 877-454-6463, TTY: NY Relay 711

Services for grandparents/relatives raising grandchildren.

New York State Office for the Aging (NYSOFA) | 1-800-342-9871

State link for aging information; also handles complaints or concerns regarding older adults.

LawNY | (716) 664- 4535

Provides legal assistance in Chautauqua and 13 other counties. Works with OFAS to provide legal advice and represent older adults in civil matters

Protective Services for Adults | 716-753-4447

Investigates reports of abuse, neglect, or self-neglect of individuals 18 years or older. All referrals are kept strictly confidential.

Respite Care

In-Home or facility care to give caregivers a break. Call NY Connects.

RSVP | 716-665-3038 or 716-366-8070

Volunteer opportunities for people 55+ in a variety of locations.

The Salvation Army | 716-664-4108

Provides food, shelter, and emergency assistance to people in need.

Southwestern Independent Living Center (SWILC) | 716-661-3010

Connects people with disabilities to community programs and services and provides Medicaid application assistance for the aged, blind, and disabled.

Tax Counseling Services | Call 211 for a full listing

February through April, qualified volunteers assist low/moderate income and handicapped taxpayers to file personal income taxes.

United Senior Council (USC) | Call NY Connects

Brings together older adults from all over the county to provide friendship, cultural activities, recreation, and learning. Works closely with OFAs to advocate and develop programs that benefit older adults.

Clubs and Centers for Older Adults

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

TCC (The Chautauqua Center) | 716-484-4334 or 716-363-6050

Receives federal funds to provide healthcare in underserved areas in Chautauqua County. Paid by insurance or on a sliding fee scale.

Veterans Service Agency | 716-661-8255 or 716-268-6030

County workers who assist veterans, widows, and dependents in obtaining VA benefits

VA Clinics | Dunkirk 716-203-6474 | Jamestown 716-338-1511

Provides health care services to veterans in Chautauqua County

USDA and HUD HOUSING

Green Acres

102 Wisteria Dr.
Fredonia, N.Y. 14063
716-679-7733

Hanover Hill Apartments

1413 Central Ave.
Silver Creek, N.Y. 14136
716-934-0099

Herbert Star Apartments

54 Central Ave.
Brocton, N.Y. 14716
716-792-7585

Heritage Village Retirement Campus

4600 NY Rt. 60
Gerry, N.Y. 14740
716-985-6823

High Rise Building

303 W. Fifth St.
Jamestown, N.Y. 14701
716-664-3345

Hotel Jamestown

110 W. Third St.
Jamestown, N.Y. 14701
716-664-3345

Hyde Park

28-32 North Street
Panama, N.Y. 14767
716-782-3822

Lincoln Arms

430 Main St.
Dunkirk, N.Y. 14048
716-366-1613

Mayville Senior Apartments

170 Lakeview Ave.
Mayville, N.Y. 14757
716-753-3552

Euclid Gardens

28 Euclid Ave., P.O. Box 3311
Jamestown, N.Y. 14701
716-664-2044

Bell Tower Apartments

10 Ruggles St.
Dunkirk, N.Y. 14048
716-366-8740

Carroll Manor

15 Cherry St.
Frewsburg, N.Y. 14738
716-569-4176

Charlotte Villa

3 Church St.
Sinclairville, N.Y. 14782
716-962-8419

Chautauqua Colony

2109 Southwestern Drive
Lakewood, N.Y. 14750
716-664-2200

Collins Manor

80 West Main St.
Ripley, N.Y. 14755
716-736-7303

Concord Estates

441 Temple St.
Fredonia, N.Y. 14063
716-672-2300

Cottages on the Pond

560 Fairmount Ave.
Jamestown, N.Y. 14701
716-488-9434

Covenant Manor

23 W. Third St.
Jamestown, N.Y. 14701
716-664-3208

Crestline Villa

113 Anderson St.
Jamestown, N.Y. 14701
716-664-3297

HOUSING

CONTINUED

United Methodist Gardens

430 East Ave.
Falconer, N.Y. 14733
716-258-7011

North Haven

125 Church St.
Sherman, N.Y. 14781
716-761-6505

One Temple Square

Temple St.
Fredonia, N.Y. 14063
716-672-2136

Portage Hill Apartments

40 Evans St.
Mayville, N.Y. 14757
716-753-2199

Springwood Apartments

40 Spring Street
Westfield, N.Y. 14787
716-326-7303

Steger Apartments

15 N. Main St.
Dunkirk, N.Y. 14048
716-366-8740

Sunnyside Manor

27 Sunnyside
Bemus Point, N.Y. 14712
814-662-1121

Willowbrook Manor

Mohawk St.
Clymer, N.Y. 14724
716-450-2133

Wright Apartments

418 Central Ave.
Dunkirk, N.Y. 14048
716-366-1613

EDGEWOOD COMMUNITIES

Jamestown, NY. 14701 | 716-665-8197

Brostrom Hall Apartments
175 Aldren Ave.

Carlson Tower Apartments
165 Aldren Ave.

Carlson Tower Apartments
165 Aldren Ave.

SILVER TREE SENIORS OF JAMESTOWN

Jamestown, N.Y. 14701 | 716-258-7011

Ernest G. Anderson Manor
8 Crane St.

Stephen B. Carlson Apartments
842 N. Main St.

William B. Anderson Tower
9 Crane St.

Paul A. Westerberg Tower
145 Chandler St.

ADULT HOMES & ASSISTED LIVING

Bergquist Adult Home

4600 Route 60, P.O. Box 350
Gerry, N.Y. 14740
716-487-6800

Fredonia Place

50 Howard St.
Fredonia, N.Y. 14063
716-484-9410

Frewsburg Rest Home for Adults

106 W. Main St.
Frewsburg, N.Y. 14738
716-679-3095

Hultquist Place

715 Falconer St.
Jamestown, N.Y. 14701
716-720-9610

Southern Tier Meadows

4883 W. Main Rd.
Fredonia, N.Y. 14063
716-679-4883

Orchard Grove Residences

2000 Southwestern Drive W.E.
Jamestown, N.Y. 14701
716-338-1605 or 716-338-1600

Brookdale Lakewood

220 Southwestern Dr.
Lakewood, N.Y. 14750
716-665-2414

St. Columban's on the Lake

Rt. 5, 2546 Lake Rd.
Silver Creek, N.Y. 14136
716-934-4515

Tanglewood Manor Adult Home

560 Fairmount Ave., W.E.
Jamestown, N.Y. 14701
716-483-2876

Memory Garden

560 Fairmount Ave., W.E.
Jamestown, N.Y. 14701
716-488-9434



NOTE: Most adult homes are private pay, call to see if Medicaid is accepted.

NURSING HOMES

Chautauqua Nursing & Rehabilitation (Dunkirk)	716-366-6400
Heritage Green (Greenhurst)	716-483-5000
Heritage Park (Jamestown)	716-488-1921
Heritage Village (Gerry)	716-985-4612
Lutheran Social Services (Jamestown)	716-665-4905
Dunkirk Rehab & Nursing (Dunkirk)	716-366-6710
Absolut Care of Westfield (Westfield)	716-326-4646

AREA HOSPITALS

Brooks Memorial Hospital (Dunkirk)	716-366-1111
UPMC Chautauqua (Jamestown)	716-487-0141
Westfield Memorial Hospital (Westfield)	716-326-4921



OFFICE FOR THE AGING MEMORIAL FUND in Memory of Mac McCoy

"Mac" McCoy was the director of the Chautauqua County Office for the Aging 1988 to 1998.

Since OFAS funding is limited, proceeds from this fund are used to enhance and expand services for older adults. It also provides a tax-deductible way for people to donate to Aging Services and know the funds will only go to help seniors in Chautauqua County. Those who have used our services or family members can "Pay It Forward" by naming this fund in their will.

To make a donation in honor or memory of a loved one visit the Chautauqua Region Community Foundation website at www.crcfonline.org and go to "Be a Star" or call CRCF at (716) 661-3390.

COMPUTER ADDRESSES

To reach the Chautauqua County Office for Aging Services go to:
www.chqgov.com/office-aging/Office-for-the-Aging

To reach the Chautauqua County Government website go to:
www.chq.gov

To reach Chautauqua County NY Connects go to:
www.chqgov.com/office-aging/NY-Connects

E-mail for OFAS or NY Connects is ccnyc@chqgov.com



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.gov
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.



AGING & DISABILITY
Vaccination
Collaborative

powered by **USAging**

**OFAS is your
connection to
vaccine information
and resources
Call NYConnects!**

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