

Home Care & Caregiver Assistance

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Home Care Options

Home care services are intended to allow people to remain in their own homes and in the community for as long as possible. Services such as home health or personal care are brought into the home through a certified or licensed home health care agency. Other services, such as companion care or friendly visitors which offer supervision and socialization are also available as in-home services.

But some programs that are designed to keep older adults in the community actually take them out of the home. These 'out-of-home care services' can be medical (such as the Medical Model Adult Day Program or Loretto's Independent Living Services) and/or social (as in Social Model Adult Day Cares which offer socialization and supervision).



Basic Home Care Services

Nursing: A registered nurse coordinates the delivery of all services provided by the home care agency. Based on physician 's orders, the nurse develops and administers a patient care plan and supervises and/or provides direct care and education. A private duty nurse, who can work in the home or accompany a patient through a hospital stay, can be hired through the Medical Registry of Central New York at (315) 468-3239.

Home Health Aide: Provides basic health care tasks, personal hygiene services, housekeeping tasks, and other related supportive services.

Personal Care: Provides assistance with personal hygiene, dressing, feeding, and household tasks essential to the patient's health.

Homemaker: Provides assistance with routine household tasks such as house cleaning, laundering, and grocery shopping. Homemakers do not provide any personal care assistance.

Companion: Provides companionship and guidance to the client. The companion may assist with homemaking and other support chores in the household, depending on which companion program is used.

Caregiver Information & Support

Support Groups

Support groups provide emotional support and information for people who are ill or someone who is caring for someone who is ill or elderly. Many groups are formed based on specific medical problems such as stroke or heart disease or a general topic such as caregiving.

Alzheimer's Caregiver Support Group—meets the 4th Tuesday of every month from 5:30-6:30 p.m. at St. Camillus Health and Rehabilitation Center, Fay Road, Syracuse, NY 13219 in the Sunshine Room, Bldg. 1. Contact Ellen Somers at 488-2951 ext. 406 for more information.

Caregiver Support Group— meets the 2nd Wednesday of every month from 7:00-8:30 p.m. at St. Rose of Lima Church, 409 S. Main Street, N. Syracuse. Contact Parish Office at 458-0283 for more information.

Caretakers of a Spouse Support Group—meets the 1st Wednesday of every month at 10:30 a.m. at IHOP on the corner of Erie Blvd. And E. Genesee Street, Dewitt. Contact Alvin Lipton 446-1305 for more information.

Relatives As Parents program (R.A.P.P.) - meets twice a month either on Wednesday mornings 10:00-11:30 a.m. or Monday evenings 5:00-6:30 p.m. at Pioneer Homes, 138 Dablon Court, Syracuse, 13202. Contact 470-4370 for the exact weeks each month or for more information.

For Online Caregiver Support Groups go to www.caregiver.org

For information on support groups that meet locally regarding various medical problems or grief, call 435-2362.

Information Resources

Alzheimer's Association of CNY

441 West Kirkpatrick Street, Syracuse 13204
(315) 472-4201

- **Caregiver Training and Support Program (CTSP)**

In-home training and support for primary and secondary caregivers. Program includes information on the disease, communication techniques, respite care, and community resources. Sessions based on family's needs. Family and professional caregivers are eligible. Call office for fee schedule.

- **Interfaith Volunteer Caregiver**

Trained volunteers from area congregations and the community give caregivers an opportunity for support and respite, do shopping, run errands, friendly visiting, assist in day programs and perform tasks that will enable a person with Alzheimer's to remain in their homes as long as possible.

Caregiver Resource Center

Onondaga County Department of Aging & Youth
(315) 435-2362

Information and support for people caring for older adults, including caregiver family discussions, caregiver training and individual support, as well as books and video tapes available for loan through the County Library System..

Eldercare Locator

1-800-677-1116

This national service helps locate community services available in your area. When you call, have the person's name (who requires services), address and zip code available.

Gateway (Loretto System)

(315) 469-1991

Provides information about services available through the Loretto system.

Senior Social Group

(315) 478-1462

A program of Exceptional Family Resources which assists older person caregivers of developmentally disabled adult children to access information necessary to plan for the future of their sons and daughters. Plus, provides a social and support experience. Meets quarterly

Grandparents Group

(315) 478-1462

A program of Exceptional Family Resources that provides information and offers support to older persons caring for a special needs child in their charge. Meets quarterly

Case Management

Case managers are professionals who assess the social, emotional, and maintenance needs of an older adult and make referrals. The case manager coordinates and monitors services (a system of care) to meet the needs of their clients. Case management is usually available on short or long-term basis. For more information on case management services available throughout the county, see *Home Health Care (Agency listings)*, *Legal and Financial Issues*, and *Neighborhood Advisors* (under *Quick guide to Aging Resources*).

Public-Funded Services

Expanded In-Home Services for the Elderly (EISEP)

Onondaga County Office for the Aging
(315) 435-2362

EISEP is a state-wide program which offers seniors non-medical assistance in their own homes to help them maintain their independence and remain in the community. They serve people age 60+ with functional impairments and unmet needs who are not eligible for Medicaid. Services include:

- **Case Management** - a pre-requisite for service involves a home visit for evaluation, coordination of services, on-going monitoring, There is a re-evaluation every 6 months.
- **Housekeeper/Chore Service** - light housekeeping, laundry, linen change, shopping, meal preparation.
- **Personal Care** - same as above plus hands-on care to assist with such things as bathing and dressing.
- **Respite Care** - Provided through the adult day program at the Alzheimer's Association Kirkpatrick Street Center.
- **Other Services** - installation and monitoring of a personal emergency response system.

The state pays 75% with a local match of 25%. There is a cost share for aide service and day care that is paid by the client. It can range from 0 to 100%, depending on income.

Onondaga County Long Term Care Resource Center

5065 West Seneca Turnpike, Syracuse, 13215
(315) 435-1400 M-F, 8:30 am-4:30 pm.

Offers comprehensive assessment and information to anyone in Onondaga County considering home care or other long term care services to achieve appropriate level of care. The completion of a PRI (Patient Review Instrument) can be done if nursing home placement is considered. The Long Term Care Resource Center also provides nursing assessment and case management for Medicaid funded home care programs such as the Assisted Living Programs (ALP), the Long Term Health Care Program (LTHHCP), the Independent Living Services Program (ILS/PACE), the Consumer Directed Program and the Personal Care Program.

• **Consumer Directed Program** allows a self-directing client to arrange and direct their own aide service. The Resource Center assesses the client's appropriateness for the program as well as the amount of service to be authorized for Medicaid payment. Enable provides training for new clients and acts as fiscal intermediary for the aides.

• **Long Term Care Home Health Program (LTTHC) [Nursing Home Without Walls]** provides nursing home services and other services to persons in their own homes or apartments. Individuals are eligible for the LTHHC Program if an assessment indicates that they are nursing-home eligible and the services required will cost no more than a specified percentage of what those same serves would cost if provided in a nursing home

• **Personal Care Program.** Home Care eServices arranged and directed by agency.

Patient Review Instrument (PRI)

PRI's are completed for the purpose of determining the level of care needed. They are completed by Registered Nurses who have had special training and are certified to conduct them. Patients are assessed for the type of assistance they need (medical or custodial) and psychosocial status. They receive a score which indicates the level of care they need.

To obtain a PRI, contact any Certified Home Care agency or the Onondaga County Long Term Care Resource Center (315) 435-1400. Fee for services depends on the provider.

Onondaga County Long Term Care Resource Center (See listing above)

5065 West Seneca Turnpike, Syracuse, 13215

(315) 435-1400 M-F, 8:30 am-4:30 pm.

The Long Term Care Resource Center can complete PRI's and provide nursing assessments. There are fees for these services.

University Geriatricians

900 Presidential Plaza Syracuse

(315) 464-6100

Geriatric evaluations designed to classify existing problems and to help plan for the immediate and long term future of the patient. For the frail elderly or those with suspected Alzheimer's and dementia's or cognitive disorders. Appointments may be made by individual, family member, physician or social service agency.

Adult Day Programs

Adult day programs provide a variety of services including recreational and social activities, meals, personal care, physical and occupational therapy and counseling. Some adult day care programs specialize in caring for frail older adults in need of supervision such as those with Alzheimer's Disease. In many programs transportation is provided. Adult day care may be appropriate for a person whose needs are ordinarily met by their own family members, especially when those family members may have to work outside the home but are generally home in the evenings and on weekends or who simply need a break during the week. There are two types of day care programs:

1. Social Model Adult Day

Social model adult day care provides social interaction, activities and meals in a supervised setting. Although social programs do not have medical care, staff in Social Day Programs maintain close contacts with the participant's caregiver in order to report observed changes in physical, mental or emotional condition.

Greenpoint Special Needs Adult Day Care Program

Keepsake Village at Greenpoint
138 Old Liverpool Road, Liverpool, NY 13088
(315) 451-4567

A Social day care program specifically designed to offer the assistance needed to improve daily stimulation of participants with Alzheimer's disease or dementia. Caregivers receive peace of mind knowing their loved one is receiving quality care in a calm and stress free environment. Open Monday-Friday, weekend days available by appointment, meals may be included and transportation is available upon request and availability. Call for fee schedule, self-pay.

Kirkpatrick Day Program

Alzheimer's Association of CNY
441 West Kirkpatrick Street, Syracuse 13204
(315) 472-4201

A social model program that provides activities, mental stimulation, exercise, meals and other opportunities for people with Alzheimer's or other dementia illnesses. To There is socializing in a supportive and supervised setting. The program addresses the needs and conditions of each participant on an individual basis. Must have memory loss, confusion, Alzheimer's or other dementia illness to be eligible. Interview, by appointment, with Director of Day Program. There is a set fee, depending on amount of time spent in program and number of days. Medicare accepted.

Salvation Army Social Day Program

749 South Warren Street, Syracuse 13202
479-1309

Social day care which provides supervised activities, socialization and noon time meal. Contribution-based and fee based upon need.

St. Francis Social Adult Day Services

1108 Court Street, Syracuse 13208
424-1003

Day care for the frail isolated elderly. A program of health, social and related support services provided on an individual basis. Program provides an alternative to long term care. It assists the elderly adult to extend their independent living or ability to live with relatives. Age 60+. Call for interview appointment. Wheelchair accessible, interpreter provided when needed. Sliding scale, Medicaid, self-pay or Veteran's Benefits. LTHHCP, VNA or Loretto.

St. Rose of Lima Church Adult Day Respite Center

Knights of Columbus, East Taft Road, North Syracuse, NY 13212
458-0283 Thursdays from 10 am—3 pm

Serves adults in a social model setting including stroke patients who can help themselves somewhat, early stage Alzheimer's patients who do not wander and those who would otherwise be isolated at home. A hot meal is served at noon. A contribution of \$10 is requested but no one is denied participation. The program is staffed by trained volunteers.

2. Medical Model Adult Day Care

Oversight agency: The New York State Department of Health

Medical Model Adult Day Care programs are staffed with at least one registered nurse to administer medicine and perform routine medical tasks, a social worker, therapists and other professional staff, as well as physician back up when needed. Medical model programs *must* have an affiliation with a licensed nursing home.

Daybreak Adult Medical Day Program (Loretto)

161 Intrepid Lane, Syracuse 13205 (315) 498-4405
1100 James Street, Syracuse, 13203 (315) 474-8226

Open 7 days per week 8 am—4 pm and all Holidays except for Thanksgiving and Christmas. Services: nursing, medication assistance, skill training and education, rehabilitative therapies, nutritional counseling and a hot lunch, personal care, recreational activities including weekly community outings, entertainers, Tai Chi and wellness programs, hair dresser, case management and psychological services. Handicapped accessible.

Fees: Medicaid, sliding scale fee, private insurance and self-pay.

Rothschild Adult Day Health Services

Menorah Park Campus

4101 East Genesee Street, Syracuse 13214
(315) 446-9111 ext. 137 or 128

Adult Day services (medical model) - Provides individuals with the opportunity to participate in a comprehensive health program. It offers structured, supervised health, nursing, recreational, social, nutritional, rehabilitation and social work services. Program runs M-F, 9 am to 3 pm. Evenings and Sundays available. Physician's referral and physical need for eligibility. In-home assessment. Wheelchair accessible, Interpreters provided as available. Set fee, sliding scale, Medicaid, private insurance or self-pay.

Huntington Adult Rehab. Services

Huntington Family Center

405 Gifford Street, Syracuse 13204 (315) 476-3157

Southwest Community Center, 401 South Avenue, Syracuse 13204 (315) 474-1539

Designed to meet the needs of adults with mental health needs. Program is M-F, 9 am to 2 pm and includes lunch. Adults age 40+ are eligible, and interviews are by appointment. Wheelchair accessible, Interpreters provided as needed. Sliding scale fee, private insurance, Medicaid, and self-pay.

St. Camillus Health & Rehabilitation Center

813 Fay Road, Syracuse 13219
488-2951

Adult Day Health Program - Provides medical, therapeutic, social/recreational and support services. Our mission is to provide holistic, comprehensive service to those with health needs which enable them to live successfully in their homes and communities. Program includes medical and case management, physical/occupational/speech therapies, nutrition, language therapy, audiology, dental, podiatry, hair dresser, socialization. Must be in need of health services and over age 16 who do not require constant supervision. Contact Suzanne King, Program Case Manager (488-2951, ext. 311). Set fee, sliding scale available, Medicaid, private insurance, self-pay.

St. Joseph's Continuing Day Treatment

448-2700

Comprehensive, rehabilitative-focused psychiatric treatment and services for adults, 18 years and older who have experienced emotional illness.

Vivian Teal Howard Day Away RHC

116 East Castle Street, Syracuse, 13205
(315) 475-1641

Open Days, 7am - 5pm. Breakfast, lunch and snack. Bathing, podiatry, therapy, beauty shop and other facilities. Located in a nursing home.

PACE CNY

Salley Coyne Center

100 Malta Lane, North Syracuse 13212
(315) 452-5800

McAuliffe Center

700 E. Brighton Avenue, Syracuse 13205
(315) 452-5800

Provides an alternative to nursing home placement for people 55+ who have health problems that would qualify them for nursing home placement. An interdisciplinary health care team completes an in-depth health care evaluation and develops a comprehensive individualized care plan, based on medical and supportive needs. Services may be provided at the day center, the participant's home, the hospital, or a long term care facility as needed. Full range of services from case management through health care and medical specialties to transportation. On-call health care coverage by M.D. and R.N. available 24 hours, 7 days a week, 365 days a year. LS of Loretto provides an alternative to nursing home care. Older adults who are frail, yet prefer to remain in their homes can be provided medical, social, rehabilitative and supportive services by the multidisciplinary health care team. The program is a Long-Term Care Managed-Care Program.

Admission Criteria:

- 55 years of age or older
- Resident of Onondaga County
- Able to live safely in community
- In need of long-term care service greater than 120 days
- Assessed to be eligible for nursing facility level of care.

Cost/Payment:

Fees are completely covered for individuals eligible for both Medicare and Medicaid benefits. Those eligible for Medicare only are responsible for a monthly fee that may be paid through private payment or private insurance (with prior approval).

Home Care

**Certified Licensed
Independent Living (PACE)
Companion Respite Friendly Visitor**

How to Choose a Home Care Provider

Finding the home care provider best suited for your needs requires research, but it is time well spent. Important factors include the quality of care, availability of needed services, personnel training and expertise, and coverage provided by the payer. Before starting a search, it is important to determine which types of services you need. You may wish to consult with your physician, a hospital discharge planner or a social service organization for assistance in evaluating your needs. Once you've completed this assessment, you will be able to identify the type of home care provider that can best assist you.

Once you acquire the names of several providers, you'll want to learn more about their services and reputations. Following is a checklist of questions to ask providers and other individuals who may know about the provider's track record. Their insight will help you determine which provider is best for you or your loved one.

Questions to Ask...

- 1 Is the agency licensed or certified? How long has the agency been serving the community?
- 2 What services does it provide?
- 3 What is the charge for services? Are services covered by Medicare/Medicaid or other insurances?
- 4 How is staff selected and trained? What are their qualifications? Are references available?
- 5 What precautions does the agency take to ensure its employees are honest? How is staff supervised?
- 6 Are services available on emergency basis, on weekends, holidays, nights?
- 7 What system is in place if workers are ill or do not show up for work? Do you have guaranteed service?
- 8 Is there a waiting list? If so, for how long?
- 9 What kind of communication is there between the agency and family? Is it in the form of reports or informal updates?
- 10 Does the agency provide literature explaining its services, eligibility requirements, fees, and funding sources?
- 11 Are nurses or therapists required to evaluate the patient's home care needs? If so, what does this entail? Do they consult the patient's family and physicians?
- 12 Does the agency furnish written documentation of specific tasks and treatment provided? Do they provide written statements explaining the costs and payment plan options associated with home care?
- 13 When hiring a home health aide not represented by an agency, request a picture of the aide's identification card, driver's license or alien registration card. Obtain worker's name,

birth date, address and Social Security number. Do a police check to determine if there is a criminal record. Contact references. Set up a job description/contract and indicate job requirements, payment agreement, IRS requirements, and employee's social Security number. To learn more about your responsibilities as an employer, call the Internal Revenue Service at 1-800-829-1040. Request publication No. 937 "Employment Taxes and Information Returns."

Certified Home Health Care

A certified home health care agency, or CHHA, is a licensed home health care agency that is certified by both Medicare and Medicaid. The services offered by a certified agency are medical and include nursing care, home health aides, physical therapy, occupational therapy, speech therapy, nutrition assistance, social work and respiratory therapy. CHHA's also administer the long term home health care program (LTHHCP -- also called "nursing home without walls").

Those who are eligible for home care under Medicare *must utilize* a certified agency. Medicare has guidelines limiting home care payments. It may help pay for home health visits only if four specific conditions are met:

1. The home health agency providing services is participating in Medicare and certified in New York State.
2. The care needed includes intermittent skilled nursing care, physical therapy, speech therapy or occupational therapy.
3. Patient/consumer is confined to home.
4. A doctor's referral is necessary. A doctor determines home health care as medically necessary and sets up a treatment plan.

A nurse will conduct an assessment of the patient's physical condition, and the agency will then be able to advise which benefits and services are available under Medicare. There may be a fee for the nursing assessment - ask in advance.

CCH Home Care & Palliative Services
990 Seventh North Street, Liverpool, NY 13088
641-2385

Palliative Care is a holistic approach to care through its support of symptom management by addressing psychological, social, and spiritual issues. A joint venture of Community General Hospital, Crouse Hospital, & Hospice of CNY.

Gentiva
200 Elwood Davis Road, Liverpool, NY 13088
(315) 461-0209

Regional Home Care Services, Inc.
5424 West Genesee St. Camillus, NY 13031
(315) 487-8583

St. Camillus Health & Rehabilitation Center
813 Fay Rd., Syracuse, NY 13219
(315) 488-2831

St. Joseph's Certified Home Health Care Agency
7246 Janus Park Drive, Liverpool, NY 13088
(315) 458-2800

Visiting Nurses Association of CNY, Inc.
1050 West Genesee St., Syracuse, NY13204
(315) 476-3101
Intake - (315) 477-9339

Licensed Home Care

A licensed home care service agency provides nursing and home health aides for long term care. Although services may be similar to those offered by a Certified Home Health Agency, Licensed Home Care services are not reimbursed by either Medicare or Medicaid. Moreover, private long term care insurance policies usually limit the length of time care is allowed. Note that home care agencies generally require several days' notice to complete a home care plan and to make the necessary arrangements for in-home services.

AJ Stone Infusion Services
220 Herald Place, Syracuse, 13202
(315) 424-7027

Alternative Living Services Home Care, Inc.
100 Flume Road, Manlius, 13104
(315) 682-9261

American HomePatient
6820 Ellicott Dr., E. Syracuse, 13057
(800) 351-0355

Americare
910 Erie Boulevard E., Syracuse, 13202
(315) 424-0366

Apria Health Care
8 Adler Drive, East Syracuse, NY 13057
(315) 287-0045

Associated Health Care Systems, Inc.
102 Lawrence East Road, East Syracuse, 13212
1-800-637-0131

C.A.R.E.
2700 Bellevue Avenue, Syracuse, 13219
(315) 479-8480

CareGivers
4205 Long Branch Road, Liverpool, 13090
(315) 451-6886

CareStaf
3650 James Street, Suite 111, Syracuse, NY 13206
(315) 433-9100

Cayuga Health Association. Inc.
8 Hulbert Street, Auburn, 13021
(315) 255-2211

CGE CareSystems

4488 Onondaga Blvd., Syracuse, 13219
(315) 475-2273

Coram Healthcare

2700 Bellevue Avenue, Syracuse, 13219
(315) 463-0179

Dignity Plus, Inc.

675 South Main Street, Central Square, 13036
(315) 668-9381

Family Home Care

104 Center Street, Canastota, 13032
(315) 697-6191

First Community Care

6500 Joy Road, East Syracuse, 13057
(315) 432-1321

Franciscan Health Support

7246 Janus Park Drive, Liverpool, 13088
(315) 458-3200

Gentiva

200 Elwood Davis Road, Liverpool, 13088
(315) 461-0209

Home Aides of CNY, Inc.

723 James Street, Syracuse, 13203
(315) 476-4295

Independent Health Care Services

1050 West Genesee Street, Syracuse, 13204
(315) 424-3744

Integrity Home Care Service

813 Fay Road, Syracuse, 13219
(315) 468-1484

Interim Healthcare

3300 James Street, Suite 201, Syracuse 13206
(315) 437-4500

Lincare, Inc. (In-Home Respiratory Care)

6035 Corporate Drive, E. Syracuse, 13057
(315) 472-0461

Loretto Home Health Care

700 E. Brighton Avenue, Syracuse, 13205
(315) 492-4880

Medical Registry of Central New York

2105 West Genesee Street, Syracuse, 13219
(315)468-3239

All-Metro Health Care

526 Old Liverpool Road, Liverpool 13088
(315) 453-5537

Regional Home Care Services, Inc.
5424 West Genesee Street, Camillus, 13031
(315) 487-8583

Sibley's Nursing Personnel Services, Inc.
404 Oak Street, Suite 200, Syracuse, 13203
(315) 474-1843

Staff Builders Services
220 Herald Place, 3rd Floor, Syracuse 13202
(315) 472-1447

Staffings Healthcare Systems, Inc.
6101 East Molloy Road, East Syracuse, New York 13057
(315) 432-5636

Visiting Nurses Association of CNY, Inc.
1050 West Genesee Street, Syracuse 13204
(315) 476-3101 Intake - 477-9339

VA Hospital Based Home Care Program (Veterans Only)
800 Irving Avenue, Syracuse 13210
(315) 425-4400

PACE CNY

Salley Coyne Center
100 Malta Lane, North Syracuse 13212
(315) 452-5800

McAuliffe Center
700 E. Brighton Avenue, Syracuse 13205
(315) 452-5800

Provides an alternative to nursing home placement for people 55+ who have health problems that would qualify them for nursing home placement. An interdisciplinary health care team completes an in-depth health care evaluation and develops a comprehensive individualized care plan, based on medical and supportive needs. Services may be provided at the day center, the participant's home, the hospital, or a long term care facility as needed. Full range of services from case management through health care and medical specialties to transportation. On-call health care coverage by M.D. and R.N. available 24 hours, 7 days a week, 365 days a year. LS of Loretto provides an alternative to nursing home care. Older adults who are frail, yet prefer to remain in their homes can be provided medical, social, rehabilitative and supportive services by the multidisciplinary health care team. The program is a Long-Term Care Managed-Care Program.

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Cost/Payment:

Fees are completely covered for individuals eligible for both Medicare and Medicaid benefits. Those eligible for Medicare only are responsible for a monthly fee that may be paid through private payment or private insurance (with prior approval).

Companion Care

Companion care offers social interaction and companionship. Services are non-medical. Aides are there for safety and supportive care. They do not give baths (just reminder), do not give medications (point out what to take), use monitors for overnight stays.

Comfort Keepers

1201 East Fayette Street, Syracuse, 13210
474-0444

Home Aides of CNY, Inc.

723 James Street, Syracuse 13203
476-4295

Homemakers of CNY, Inc - Caregivers

4205 Longbranch Road, Liverpool 13090
451-6886

Independent Health Care Services

1050 West Genesee Street, Syracuse, 13204
424-3744

Interim Healthcare

3300 James Street, Suite 201, Syracuse 13206
437-4500

Interreligious Council of CNY (SENIOR COMPANION PROGRAM)

3049 East Genesee Street, Syracuse 13224
449-3453

Jewish Family Service - Project Chaver

4101 East Genesee Street, Syracuse 13214
445-0820

Life's Changing Seasons Eldercare LLC

Skaneateles Office 685-4804
203 E. Genesee Street, Fayetteville, NY 637-4000

Options For Independent Living

404 East Genesee Street, Fayetteville, 13066
637-3021
2 Fennell Street, Skaneateles 13152
685-3896

VIP Companion Care Inc.

753 James Street, Suite 110, Syracuse 13203
422-4222
14 Fennel Street, Skaneateles 13152
685-8951

Respite Care

Respite care provides relief to family members from their caregiving responsibilities. It may involve a person coming into the home on a regular basis for a few hours or an arrangement to allow the caregiver a break for a weekend or vacation. Some hospitals and nursing homes have beds available for respite purposes on a limited basis. Many of the Adult and Nursing Homes in the community also offer respite services.

Alzheimer's Association of CNY

441 West Kirkpatrick Street, Syracuse 13204
(315) 472-4201

Bellevue Manor Respite Care

4330 Onondaga Boulevard, Syracuse 13219
(315) 468-5108

Clare Bridge Alternative Living Services

5125 Highbridge Street
Fayetteville, NY 13066
(315) 637-2000

Comfort Keepers

1201 East Fayette Street, Syracuse, 13210
474-0444

Eastside Manor

7164 East Genesee Street
Fayetteville, NY 13066
(315) 637-5127

Exceptional Family Resources (Serves the disabled community)

1065 James Street, Suite 220, Syracuse 13203
(315) 478-1462 (Ext. 334 or 329)

Home Aides of CNY, Inc. - Respite Program

723 James Street, Syracuse 13203
476-4295

Independent Health Care Services

1050 West Genesee Street, Syracuse, NY 13204
424-3744

Loretto

- **For Alzheimer's & Dementia** - Heritage Apartments, (492-1329)
750 East Brighton Avenue.
- **General Respite Services for Seniors** - The Nottingham, (445-9242)
1301 Nottingham Road, Jamesville 13078.

North Syracuse Area Adult Respite Center for Caregivers

Knights of Columbus, East Taft Road, North Syracuse
458-0283 (Once a week at St. Rose Church)

Westside Manor

4055 Long Branch Road
Liverpool, NY 13088
(315) 451-3221

Veteran's Administration Respite Program (Veterans Only)

800 Irving Avenue, Syracuse 13210
425-4400
Planned limited stay in the VA Hospital in Syracuse. Sliding scale fee.



Friendly Visitor & Telephone Reassurance

Home Visitor Program (Catholic Charities)

(315) 424-1810

Socialization and advocacy for isolated older adults.

Jewish Family Service

4101 East Genesee Street, Syracuse, 13214

(315) 445-0820

M, Tu, Th 9am-5pm; W 9am-9pm; F 9am-4pm

Project Chaver - volunteer outreach program of friendly, visiting, telephone reassurance and shopping services. Interpreters available if needed. Program for homebound seniors with little family contact, and are assessed by Jewish Family Services as one in need of program.

Telephone Lifeline (Catholic Charities)

(315) 424-1810

Program matches volunteer callers with elderly and/or disabled individuals who would like to receive a daily phone call to provide them with a check on their safety and a friendly conversation. When a caller does not answer at the designated time, a system is set into effect to check on person's health and safety.

Senior Companion Program

Interreligious Council of CNY

(315) 449-3453

Volunteer outreach program of friendly visitors,/companions offering socialization and advocacy for isolated older adults.

Rural Metro "Med-Minder" Program

(315) 701-7187 or 1-800-553-2543

A medically related reminder service providing phone calls to remind an individual of medications, doctor appointments, etc. (monthly fee)

Home Care Resources



Personal Emergency Response Systems (Lifeline)

Lifeline emergency response system provides emergency assistance with just a touch of a button. This small electronic device offers 24 hour security and peace of mind to individuals who live alone or who may be at risk during the day or night. These devices are worn by an older adult who can activate it in case of an emergency. When triggered, a message is sent to a response station which immediately phones the older adult. If there is no answer, individuals listed will be called to check on the adult and if there is still no response, emergency assistance is immediately sent. Help is always available even for those unable to dial the phone. Units accommodate 140 foreign languages and those who are deaf.

Comfort Keepers	474-0444
Direct Link	701-2490
Doyle Security Systems	428-1234
Health Watch	424-7001
Home Aides of CNY	476-4295
Loretto	492-8175
Response Link	1-866-554-3433
Service Alert Systems	487-6858
Time Warner Security	432-0373
Vital Link	1-800-338-4825
LifePhone	1-800-882-2280
Lifeline	1-800-543-3546

**“Safe Return Program”
Alzheimer’s Association
(315) 472-4201**

Miracle on Wheels

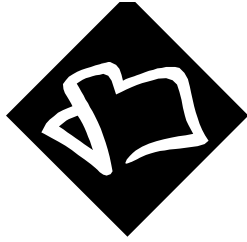
makes electric wheelchairs available to seniors and to others who are permanently disabled, usually at no cost to the person.

To qualify, the person must not be able to walk and must not be able to propel a manual wheelchair. Call (800) 749-8778 or try the website at: www.durablemedical.com

Equipment to donate?



Call
HELPLINE
435-8300



File of Life

Emergency information on an older adult's health, emergency contacts, physicians and medications is listed and stored in a red vinyl magnetic pocket which is placed on the front of the refrigerator to alert emergency responders that vital information is inside.

For more information on this program, contact the Onondaga County Department of Aging & Youth at 435-2362.

Home Equipment

(See Telephone Directory under "Hospital Equipment and Supplies")

Assistive Devices & Accessibility Resources

Assistive devices are any item or piece of equipment used to maintain or improve a person's functional capabilities. There are many advancements in computers and communication devices which can be difficult to find. **Enable (455-7591)** is the local representative of TRIAD (Technology Related Assistance for Individuals with Disabilities) and a good source of information regarding Assistive Devices.

The Center of Assistive Technology is a research program at the University of Buffalo. They have two help services: (1) Those who register with "Project LINK" and specify their disability are sent appropriate catalogs and brochures from different companies who manufacture assistive equipment; (2) They will also search out devices to meet your specific needs. The Center is publicly funded and has no interest in promoting products of any particular manufacturer. The Center of Assistive Technology can be reached by calling **1-800-628-2281 (Voice/TTY)**. You can do your own internet search for commercially available products as:

<<http://www.abledata.com/text2/search.htm>>.

Funding for assistive technology can come from a number of sources including Medicaid, Medicare, private insurance etc.

Aurora

422-7263, TDD 422-9746

Assistive visual and hearing equipment.

Arise

472-3171

Adaptive Equipment Program with financial aid in purchasing equipment for those who meet eligibility requirements.

Verizon

Center for Customers with Disabilities

1-800-974-6006

Products for people with certified visual, hearing, speech or motion disabilities. Products for lease or purchase are: Amplified telephones, weak speech handset (increases volume of your voice), Electronic Artificial Larynx (reproduces sound of your voice when held to your throat), teletypewriter (TTY), loud tone ringer device, amplified volume handset (amplifies incoming voices). There are also certain exemptions and discounts which apply for those who qualify. Braille and large print bills are available - call 1-800-555-5000.

CNY-DSO

473-5050

Provides technical evaluations and information about the most appropriate equipment. Possible funding source.

Enable

455-7591

AT, as well as augmentative and alternative communication diagnostic services.
Accessibility for disabled.

Terryco

PO Box 510, Liverpool 13088

457-1770 or 1-800-824-4599

Sells Alternative boards, environmental control systems, low cost automatic doors for residential and commercial use and augmentative communication systems.



Home Modifications

*See Housing Section for City & County Home Repair,
Ramp, and Modification Programs*

Call **Elderly Services** at **Catholic Charities (424-1810)**, for a registry of contractors who handle carpentry, electrical and plumbing jobs.

Architectural Accessibility Program (Through Arise)**472-3171 Extension 155**

On-site evaluations and recommendations addressing accessibility issues in residential, community and business facilities.

Family Support/Home Services (A Program of Enable)**455-7591**

Visits homes, schools and work sites for referral and service-coordination regarding adaptations. Consults on ADA compliance.

Home Access Program (Through Arise)**472-3171 Extension 154**

A program to assist mobility-impaired people in their homes and apartments. Coordinates the installation of handrails, landings and ramps.

End of Life Issues

Hospice

Hospice programs provide support and care for terminally ill persons and their families. They assist a person who is dying to do so with dignity. Hospice care may be provided at home or in a hospice facility. Services include pain relief, symptom management, home health care, respite care, counseling and homemaker services. Medicare provides some hospice benefits.

CCH Home Care & Palliative Services

641-2385

Palliative Care is a holistic approach to care through its support of symptom management by addressing psychological, social, and spiritual issues. A joint venture of Community General Hospital, Crouse Hospital, & Hospice of CNY.

Francis House

475-5422

This is a private home where custodial care is provided the last six months of life for those with no primary caregiver or whose caregivers cannot provide care. Referrals can come from family members, Hospice or any social service department of a care facility.

Hospice of CNY

990 Seventh North Street, Liverpool 13088

634-1100

Offers a coordinated approach to care (at home whenever possible) for a terminally ill patient with a primary caregiver. Emphasis on emotional support of the family and patient, physical comfort (especially pain control). Hospice accepts most major medical insurances, including Medicare. Some financial aid available depending on situation.

Hospice of the Fingerlakes

1130 Corporate Drive, Auburn, NY 13021

(315) 255-2733

Hope For Bereaved

4500 Onondaga Boulevard, Syracuse 13219

475-4673

Support groups, telephone hotline, etc. for those coping with the loss of a loved one. Has widow and widowers group that meets the 3rd Wednesday of the month 10–12 noon.

Appointing Your Health Care Proxy

(New York State Department of Health)

What is a health care proxy?

A new law, called the New York health care proxy law, allows you to appoint someone you trust--for example, a family member or close friend--to decide about treatment if you lose the ability to decide for yourself. You can appoint someone by signing a form called a Health Care Proxy.

You can give the person you select, your "health care agent," as little or as much authority as you want. You can allow your health care agent to decide about all health care or only about certain treatments. You may also give your agent instructions that he or she has to follow. Your agent can then make sure that health care professionals follow your wishes and can decide how your wishes apply as your medical condition changes. Hospitals, doctors and other health care providers must follow your agent's decisions as if they were your own.

Why should I choose a health care agent?

If you become too sick to make health care decisions, someone else must decide for you. Health care professionals often look to family members for guidance. But family members are not allowed to decide to stop treatment, even when they believe that is what you would choose or what is best for you under the circumstances. Appointing an agent lets you control your medical treatment by:

- Allowing your agent to stop treatment when he or she decides that is what you would want or what is best for you under the circumstances;
- Choosing one family member to decide about treatment because you think that person would make the best decisions or because you want to avoid conflict or confusion about who should decide; and
- Choosing someone outside your family to decide about treatment because no one in your family is available or because you prefer that someone other than a family member decide about your health care.

How can I appoint a health care agent?

All competent adults can appoint a health care agent by signing a form called a Health Care Proxy. You don't need a lawyer, just two adult witnesses. You can use the form printed here, but you don't have to.

When would my health care agent begin to make treatment decisions for me?

Your health care agent would begin to make treatment decisions after doctors decide that you are not able to make health care decisions. As long as you are able to make treatment decisions for yourself, you will have the right to do so.

What decisions can my health care agent make?

Unless you limit your health care agent's authority, your agent will be able to make any treatment decision that you could have made if you were able to decide for yourself. Your agent can agree that you should receive treatment, choose among different treatments, and

decide that treatments should not be provided, in accord with your wishes and interests. If your health care agent is not aware of your wishes about artificial nutrition and hydration (nourishment and water provided by feeding tubes), he or she will not be able to make decisions about these measures. Artificial nutrition and hydration are used in many circumstances, and are often used to continue the life of patients who are in a permanent coma.

How can I give my agent written instructions?

See “Instructions for Filling Out a Health Care Proxy.”

How will my health care agent make decisions?

You can write instructions on the proxy form. Your agent must follow your oral and written instructions, as well as your moral and religious beliefs. If your agent does not know your wishes or beliefs, your agent is legally required to act in your best interests.

Who will pay attention to my agent?

All hospitals, doctors and other health care facilities are legally required to obey the decisions by your agent. If a hospital objects to some treatment options (such as removing certain treatment) they must tell you or your agent IN ADVANCE.

What if my health care agent is not available when decisions must be made?

You can appoint an alternate agent to decide for you if your health care agent is not available or able to act when decisions must be made. Otherwise, health care providers will make treatment decisions for you that follow instructions you gave while you were still able to do so. Any instructions that you write on your Health Care Proxy form will guide health care providers under these circumstances.

What if I change my mind?

It is easy to cancel the proxy, to change the person you have chosen as your health care agent, or to change any treatment instructions you have written on your Health Care Proxy form. Just fill out a new form. In addition, you can require that the Health Care Proxy expires on a specified date or if certain events occur. Otherwise, the Health Care Proxy will be valid indefinitely. If you choose your spouse as your health care agent and you get divorced or legally separated, the proxy is automatically cancelled.

Can my health care agent be legally liable for decisions made on my behalf?

No. Your health care agent will not be liable for treatment decisions made in good faith on your behalf. Also, he or she cannot be held liable for costs of your care, just because he or she is your agent.

Is a health care proxy the same as a living will?

No. A living will is a document that provides specific instructions about health care treatment. It is generally used to declare wishes to refuse life-sustaining treatment under certain circumstances.

In contrast, the health care proxy allows you to choose someone you trust to make treatment decisions on your behalf. Unlike a living will, a health care proxy does not require that you know in advance all the decisions that may arise. Instead, your health care agent can interpret your wishes as medical circumstances change and can make decisions you could

not have known would have to be made. The health care proxy is just as useful for decisions to receive treatment as it is for decisions to stop treatment. If you complete a Health Care Proxy form, but also have a living will, the living will provides instructions for your health care agent, and will guide his or her decisions.

Where should I keep the proxy form after it is signed?

Give a copy to your agent, your doctor and any other family members or close friends you want. You can also keep a copy in your wallet or purse or with other important papers.

APPOINTING A HEALTH CARE AGENT IS A SERIOUS DECISION.
MAKE SURE YOU TALK ABOUT IT WITH YOUR FAMILY, CLOSE FRIENDS
AND YOUR DOCTOR. DO IT IN ADVANCE,
NOT JUST WHEN YOU ARE PLANNING TO ENTER THE HOSPITAL.

About the Health Care Proxy Form

This is an important legal form. Before signing this form, you should understand the following facts:

1. This form gives the person you choose as your agent the authority to make all health care decisions for you, except to the extent you say otherwise in this form. "Health care" means any treatment, service or procedure to diagnose or treat your physical or mental condition.
2. Unless you say otherwise, your agent will be allowed to make all health care decisions for you, including decisions to remove or provide life-sustaining treatment.
3. Unless your agent knows your wishes about artificial nutrition and hydration (nourishment and water provided by a feeding tube), he or she will not be allowed to refuse or consent to those measures for you.
4. Your agent will start making decisions for you when doctors decide that you are not able to make health care decisions for yourself.

You may write on this form any information about treatment that you do not desire and/or those treatments that you want to make sure you receive. Your agent must follow your instructions (oral and written) when making decisions for you.

If you want to give your agent written instructions, do so right on the form. For example, you could say:

If I become terminally ill, I do/don't want to receive the following treatments:...

If I am in a coma or unconscious, with no hope of recovery, then I do/don't want...

If I have brain damage or a brain disease that makes me unable to recognize people or speak and there is no hope that my condition will improve. I do/don't want...

I have discussed with my agent my wishes about _____ and I want my agent to make all decisions about these measures.

Examples of medical treatments about which you may wish to give your agent special instructions are listed below. This is not a complete list of the treatments about which you may leave instructions.

- artificial respiration
- artificial nutrition and hydration (nourishment and water provided by feeding tube)
- cardiopulmonary resuscitation (CPR)
- antipsychotic medication
- electric shock therapy
- antibiotics
- Psychosurgerydialysis
- transplantation
- blood transfusions
- Abortion

Talk about choosing an agent with your family and/or close friends. You should discuss this form with a doctor or another health care professional, such as a nurse or social worker, before you sign it to make sure that you understand the types of decisions that may be made for you. You may also wish to give your doctor a signed copy. You do not need a lawyer to fill out this form.

You can choose any adult (over 18), including a family member, or close friend, to be your agent. If you select a doctor as your agent, he or she may have to choose between acting as your agent or as your attending doctor; a physician cannot do both at the same time. Also, if you are a patient or resident of a hospital, nursing home or mental hygiene facility, there are special restrictions about naming someone who works for that facility as your agent. You should ask staff at the facility to explain those restrictions.

You should tell the person you choose that he or she will be your health care agent. You should discuss your health care wishes and this form with your agent. Be sure to give him or her a signed copy. Your agent cannot be sued for health care decisions made in good faith.

Even after you have signed this form, you have the right to make health care decisions for yourself as long as you are able to do so, and treatment cannot be given to you or stopped if you object. You can cancel the control given to your agent by telling him or her or your health care provider orally or in writing.

Filling Out the Proxy Form

- Item (1) Write your name and the name, home address and telephone number of the person you are selecting as your agent.
- Item (2) If you have special instructions for your agent, you should write them here. Also, if you wish to limit your agent's authority in any way, you should say so here. If you do not state any limitations, your agent will be allowed to make all health care decisions that you could have made, including the decision to consent to or refuse life-sustaining treatment.
- Item (3) You may write the name, home address and telephone number of an alternate agent.
- Item (4) This form will remain valid indefinitely unless you set an expiration date or condition for its expiration. This section is optional and should be filled in only if you want the health care proxy to expire.
- Item (5) You must date and sign the proxy. If you are unable to sign yourself, you may direct someone else to sign in your presence. Be sure to include your address.

Two witnesses at least 18 years of age must sign your proxy. The person who is appointed agent or alternate agent cannot sign as a witness. Keeping an **Proxy Location Card** (see sample) can assist your agent and physician in honoring your wishes at a critical time.

On (Date) I executed a
Health Care Proxy. The original
can be found at _____

My agent is _____
Telephone Number _____

Health Care Proxy

(1) I, _____ hereby appoint _____

(Name, home address and telephone number)

as my health care agent to make any and all health care decisions for me, except to the extent that I state otherwise. This proxy shall take effect when and if I become unable to make my own health care decisions.

(2) Optional instructions: I direct my agent to make health care decisions in accord with my wishes and limitations as stated below, or as he or she otherwise knows. (Attach additional pages if necessary.)

(Unless your agent knows your wishes about artificial nutrition and hydration (feeding tubes), your agent will not be allowed to make decisions about artificial nutrition and hydration. See instructions on reverse for samples of language you could use.)

(3) Name of substitute or fill-in agent if the person I appoint above is unable, unwilling or unavailable to act as my health care agent.

(name, home address and telephone number)

(4) Unless I revoke it, this proxy shall remain in effect indefinitely, or until the date or conditions stated below. This proxy shall expire (specific date or conditions, if desired):

(5) Signature _____
Address _____
Date _____

Statement by Witnesses (must be 18 or older)

I declare that the person who signed this document is personally known to me and appears to be of sound mind and acting of his or her own free will. He or she signed (or asked another to sign for him or her) this document in my presence.

Witness 1 _____

Address _____

Witness 2 _____

Address _____

Medical Ethics

Hospital ethics committees are composed of physicians, administrators, clergy and community representatives with experience and training in medical ethics. The committees meet periodically to consider matters of medical ethics involving patients, families and hospital staff. They attempt to assist all parties involved to better understand the legal, ethical and moral dimensions of medical questions and decisions. These may include:

- Withdrawal of life support equipment
- Nutrition/hydration (intravenous or tube feedings)
- Whether or not a Do Not Resuscitate (DNR) order should be written
- What to do if a patient or family is unable to make treatment decisions
- Who has the right to make medical decisions
- Advance directives and when they apply
- What to do when treatment recommendations of the medical staff don't seem right

Services are optional, and can be requested at your hospital of choice.

Funerals

Some older adults choose to preplan their funeral in order to have peace of mind for themselves and make a difficult time easier for family survivors. Many older adults or families also wish to pre-pay the funeral director. The laws in most states permit funeral homes to set up "Prepaid Funeral Trusts," which are insured by the Federal Deposit Insurance Corporation. Laws in each state may vary and should be considered carefully.

Others choose to set up an interest-bearing savings account earmarked for funeral expenses, also known as a "Totten" trust. The beneficiary of this account can be a relative, friend, or a representative from a funeral home who is instructed to use the funds as indicated. Burial insurances is also an option.

If preplanning arrangements, get a price list of individual funeral items and services provided by different funeral homes to compare costs. Funeral homes are also required to list legal rights and requirements regarding funeral arrangements. The Federal Trade Commission's Funeral Rule requires funeral directors to itemize prices and provide consumers with price lists.

Many airline, train and bus companies provide reduced fares for those attending funerals. Contact individual companies for further information.

Things that need to be done in the event of a death:

The surviving spouse or other relatives need to contact the bank(s), insurance companies, lawyer, Social Security Administration, pension funds, credit care companies and creditors. Contact the local probate court to determine if a will was filed. Apply for widowed persons' benefits and Medicare if eligible. In addition, determine if there are any death benefits.

Possible sources of death benefits are based on eligibility may be:

- Social Security Administration
- Veterans Administration Death Benefits
- Life or casualty insurance
- Employer's payment
- Credit or trade unions and fraternal organizations
- Federal Government Railroad - Retirement Board Insurance
- State crime victims compensation programs
- Federal, state or local government employees' benefit programs
- State or local welfare

Burial Expenses for Eligible Recipients of Public Assistance

Department of Social Services

Resource Unit

(315) 435-2397

Social Services Law of NYS provides for the care, removal and burial of the body of eligible public assistance recipients and indigent persons. The deceased must have no resources such as life insurance, bank accounts, cash, own a house, etc. There is a fixed cost of approximately \$1,575.00 for such burials . If the deceased owns a burial plot, the cost of opening and closing the grave will not be covered.