

Senior Link

Inside...

- Questions and answers for *Seniors living in Ontario County.*
- Information regarding *volunteer opportunities* and *caregiver resources.*



Your Guide to Information and Services
available to Ontario County Seniors

Meals on Wheels

Home Care

Insurance Counseling

Information and Referral

Legal Assistance

Senior News Beat

....and more



Ontario County
Office for the Aging
3010 County Complex Drive
Canandaigua, NY 14424

(585) 396-4040
(315) 781-1321
(585) 396-7490 fax

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www.co.ontario.ny.us/Aging/

January 2005

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*Need more
informa-
tion?*

*Don't know
where to
begin?*

*Give us a
call...*



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The following are a series of questions and answers that may help answer some of your issues or concerns.

I'm 65 years young! What can the Office for the Aging do for me?

In great health?

Free time on your hands?

Plenty!

First, do you have a subscription to *Senior News Beat* - OFA's Newsletter that comes out every three months? It keeps you informed about OFA programs and services, community happenings and other issues that are of interest to local seniors.

Let's make sure you stay that way – stop by and get a flu shot at one of our annual *Flu Clinics* in the Fall!

Consider becoming an OFA volunteer.

There are lots of jobs and opportunities.

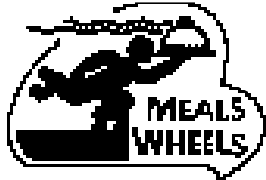
Volunteer opportunities include:

- *Joining the OFA Advisory Committee.* Your voice is vital to the programs and services we offer.
- *Delivering Meals on Wheels* to Seniors in Ontario County.
- Participating in the *Telephone Reassurance or Friendly Visitor Programs.*
- Providing *Insurance Counseling* to seniors looking for assistance with Medicare or other Health Insurance Programs.
- Helping with the *Senior News Beat*, our quarterly publication for Seniors and Caregivers.



You'll receive training, support and great satisfaction in helping friends and neighbors in your own community!

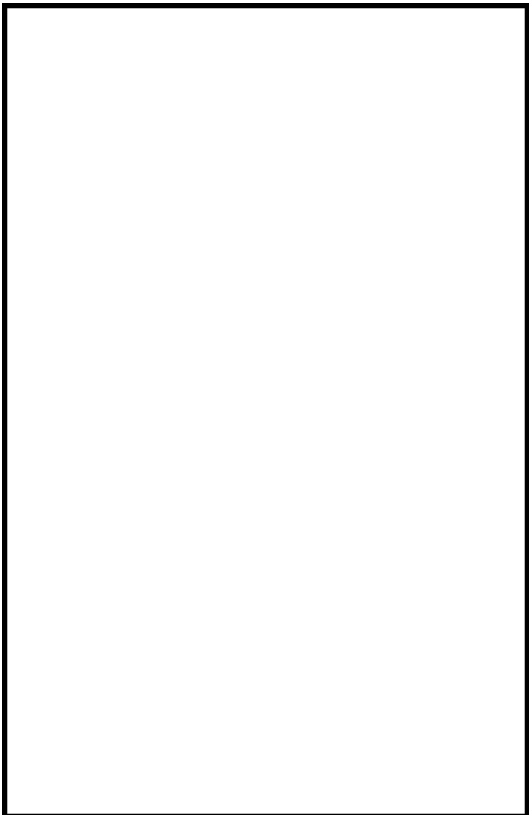
I am 83 years old and my husband recently died. I find I am having difficulty making my meals and maintaining my home. Can the Office for the Aging help me?



Call the Office for the Aging and ask for a worker to visit you in your home. If you qualify and your doctor agrees, you may be eligible for *Meals on Wheels*. Over 300 seniors each day receive a hot, nutritious, home delivered meal for lunch or dinner. One of over 225 nutrition volunteers will deliver the meal right to your home. If you live in an area where we don't have a delivery route, you may be able to receive a prepared frozen meal to heat up whenever you like. We currently provide approximately 85 frozen meals to the community.

*If keeping up with the
housework or personal care*

are concerns for you, ask about *EISEP* (Expanded In-Home Services for the Elderly Program). EISEP provides personal care and housekeeping assistance for eligible participants. (Note: Although Case Management is provided at no cost, there may be a fee for aide services based on your income.) The goal of the program is to help you remain independent in your own home.





TEL-A-TEND is a computer generated telephone system that places calls on a regular basis to elderly subscribers. This provides homebound seniors with contact to the outside world.

A computer is located in the **Sheriff's 911 Emergency Dispatch Center**. At a designated time the computer will automatically dial your number and wait for an answer. When you lift up the telephone receiver, you will hear a brief pre-recorded message from the Sheriff. The message will direct you to press the #1 key on your phone. Once you have done that, the computer assumes that you are O.K. and the call is completed when you replace the receiver on the hook. When there is no reply, help will be dispatched. This program can also be used as a reminder to take your medication.



For day to day reassurance, there are services available to you.

OFA sponsors a **Telephone Reassurance/Friendly Visitor Program**. Volunteers can either call to have a chat or may come out to visit you in your home.

OFA sponsors a limited number of **PERS** (Personal Emergency Response Systems) **Units**. A telephone warning system is activated by a push button necklace or bracelet, alerting monitors you are in need of help. Under request, we'll send you a list of businesses where you can purchase one of these units.

Most of my friends and relatives don't live nearby and I am concerned about safety in my home.

What kind of services does OFA offer in this area?



Next month I turn 65 years old and I need to make decisions about Medicare and Supplemental Insurance policies. I need expert advice!

Call and make an appointment with a highly trained Health Insurance Counselor.

Health Insurance Counseling volunteers are trained on the latest information regarding Federal, State and private health insurance programs. They can provide you with necessary facts or information to help you make informed decisions in this area. Recent changes in the Health Care System and the skyrocketing cost of Health care make these decisions even more vital than they have ever been before.

Volunteers are currently available on Tuesday afternoons. Call (585) 396-4040 or (315) 781-1321 to schedule an appointment or get more information.

My health is good and I like to get out and have lunch with friends. Where can I go?

You can attend any one of the Office for the Aging **Congregate Meal Sites**. Meals are served at a variety of locations ranging from community centers to churches to senior housing facilities. Meals may be offered for lunch or dinner depending on the site. Contact our office for specific times and locations. Our sites often have programs or presentations that may be of interest to you.



Make a reservation, make new friends
and
Let's do lunch!

I need to get some grocery shopping done, but I need a little extra assistance with my bags.

Who can help me?

Here's a suggestion: Ontario County's **Transportation Department**. Friendly and helpful drivers can offer you a ride to the grocery store and lend a hand with your packages.

They can take you to lunch at the meal site, get you to your doctor's appointment, grocery shopping and to pick up your prescription at the pharmacy.

The vans operate on a limited schedule in the city limits. Also, an alternating town route schedule is available. To make a reservation or for more information call the Transportation Department.

(585) 396-4174 or Toll Free: 1-(866)-703-5274

Office for the Aging provides seniors with *legal referrals* to Legal Assistance of the Finger Lakes (LAFL).



LAFL's services may include assistance with:

- Wills
- Social Security
- Health Care Proxy
- Power of Attorney
- Pension Benefits
- Medicaid
- Housing

I've heard about a Power of Attorney and a Health Care Proxy. How can I find out more about them?

OFA sponsors an annual *Power of Attorney/Health Care Proxy Workshop* with a LAFL attorney present to answer your questions and provide these legal documents.



My mother is becoming frail and is sometimes confused. Taking care of her is becoming a full time job and I already have so many responsibilities with work, my family and home. Can OFA help me?

Certainly. Whether you are a spouse, a child or a neighbor assisting an elderly loved one, our caregiver services can help you. You can talk to one of our workers about supports...like Meals on Wheels, hiring home care aides, adult day care, and respite which can give you a break from care-giving. OFA can refer you to a support group or help you set up a support group at your place of business.

Under the *Medication Management Program*, a Registered Nurse can visit your loved one at no charge to provide education about the medications they take and how to take them correctly.

I can no longer take care of my house and would like to move into an apartment. What kind of housing assistance is available to me?

While leaving your home can be a difficult decision, there are options open to you. The Office for the Aging recognizes your desire to maintain your independence in whatever setting you choose. We can provide you with a comprehensive *Senior Housing List* for Ontario County.

Low income individuals and families may also be eligible for *Section 8 Housing* which provides subsidized rental assistance. Contact the Geneva Housing Authority at 1-800-825-1191 for more information.



I just received a packet of forms on Medicaid and Food Stamps. I can't understand them and I need help filling them out. Who can I turn to?

Applying for benefit programs can be overwhelming for anyone!

If you have transportation and you are able to come into our office, a worker can assist you with completion of applications for programs such as Medicaid and Food Stamps. To provide Assistance to homebound people, Office for the Aging has *Outreach Workers* who make home visits.

Even if you don't need help completing the application, OFA staff can direct you to the appropriate program or person to meet your needs.

Dad is in a
Nursing Home and I do not
feel he is getting the proper care. I have
spoken with the staff but am still concerned.

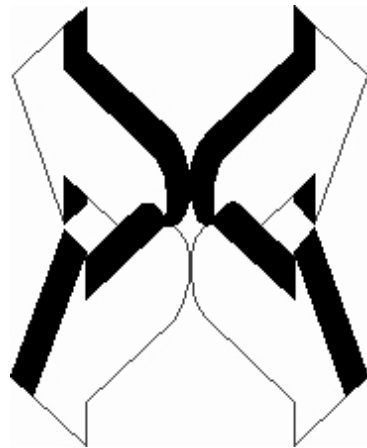
Having a loved one in a Nursing Home or Adult Home can be a very stressful time in your life. If through your efforts you do not feel you have received positive resolution to your concerns, the Lifespan's *Ombudsman Program* can help out.

Call LIFESPAN at 1-800-454-5030 for assistance

There are many things happening in the community for seniors.

Call our office or simply stop in. Through our *Information and Referral Program*, an Intake Worker will provide you with details on opportunities such as: learning how to operate a computer at the Wood Library, 134 North Main Street, Canandaigua, New York.

Where can I find more information?



With a subscription to our *Senior News Beat*, you will find a variety of upcoming programs, seminars and community events. A suggested donation of \$4.00 per year helps to defray the cost of printing and postage. Call the office and we can get you started with the *next issue!*



How about joining....



***one of the sixteen
Senior Clubs in
Ontario County?***

OFA can provide you with information on senior clubs in your community.

Call for a list of meeting times and locations.

An Office for the Aging outreach worker came to visit my Mom.

The worker gave us information on different programs that could help my mother to stay in her home and remain safe and independent.



We are very appreciative of all that your office has done for us.

How can we help you?

The Office for the Aging receives funding for programs and services from County, State and Federal sources. We also receive a significant number of individual donations each year. *These donations allow us the opportunity to provide vital services to those most in need.*

No service is ever denied because of one's inability to make a donation.

If you do not have a cell phone, you can receive a **free cell phone** through the Salt Council Program (Seniors and Lawmen Together). There is no charge for the phone and no monthly fees. All you have to do is to remember to charge the battery each night and remember to keep the phone with you at all times when you are driving out and about. If you have trouble, simply call 911 and help will arrive! These cell phones are for calling 911 only. If you have no cell phone and need one, call the Office for the Aging Intake Unit at (585) 396-4040 or (315) 781-1321 and arrangements will be made for you to receive one.

Energy Abounds



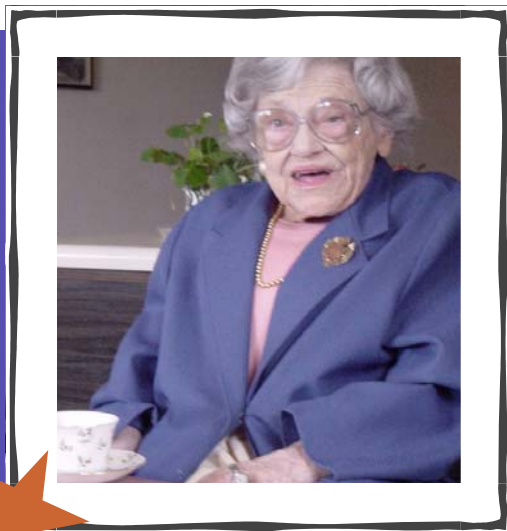
Share

~ a ~

Meal



Meals on Wheels



When
you
Volunteer!



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