

February  
March  
April  
2018

# Office for the Aging *Director's Message*

**PERS Program:** The Office for the Aging (OFA) provides a medical alert program called PERS (Personal Emergency Response System) for older adults age 60 or older who live alone and are at risk due to health conditions or frailty. This program provides 24/7 monitoring. A unit is installed in the individual's home through their telephone landline or cellular services. A pendent or wristband is worn by the person and with one push of a button a person can call for help. The units are monitored 24/7 by a person in a call center and upon receiving a signal from a PERS the unit emergency services are notified within seconds.



**Irene Coveny**  
Director

The PERS program is like many other OFA programs in that eligibility is based on need and not income. There is no charge for the service but donations are accepted. OFA contracts this service out to a medical alert company and we have selected a new vendor to provide PERS units starting April 1, 2018. The new vendor will be *Response 4 Help* and has a wonderful reputation for providing responsive services.

We will be sending letters to our existing clients to let them know that a Response 4 Help installer will be calling them to replace their units. We will begin replacing existing PERS units in February and hope to have all of the units replaced by April 1<sup>st</sup>. We will also be able to serve more people and hope to get a unit to all of the people on our current waiting list.

**Ontario County NY Connects Program:** NY Connects provides unbiased information about long term services and supports to people of any age in order to help them remain independent and living in the community. Our staff answers questions over the phone and in person, either in our office or in the client's home. We help people understand the resources available and assist them in obtaining or applying for those resources. Services include assistance with applying for public benefits, discussing options for home care, housing, medical and behavioral health services, transportation and more.

*(Continued on page 3)*

ONTARIO COUNTY OFFICE FOR THE AGING  
(585) 396-4040 (315) 781-1321  
NEWS BEAT



**SENIOR NEWS BEAT**

**Ontario County  
Office for the Aging**  
3019 County Complex Dr.  
Canandaigua, NY 14424  
(585) 396-4040  
(315) 781-1321  
(585) 396-7490 (Fax)

Website:  
[www.co.ontario.ny.us/aging](http://www.co.ontario.ny.us/aging)

Email Address:  
[onofo@co.ontario.ny.us](mailto:onofo@co.ontario.ny.us)

Editorial Staff:  
Irene Coveny  
Terri Haley  
Angela Wohlschlegel  
Dawn Newwine

A very big **THANK YOU** to  
our Newsletter Volunteers  
who assisted us with our last  
issue:

Irene Bariga  
Rosalie Fafinski  
Robert Gleason  
Sadie McKee  
Kathy Plate  
Donna Wakeman  
Barbara Wood

*If you would like to  
volunteer and help us  
with our next  
newsletter mailing,  
please call:*

**(585) 396-4040  
(315) 781-1321**

**Office for the Aging  
Holiday Closings  
2018**

**Monday, February 19  
PRESIDENTS' DAY**

**Friendly Visitor Volunteers Need**

The Office for the Aging is in need of Friendly Visitor Volunteers in all geographic areas in Ontario County. Friendly Visitor Volunteers visit seniors in their home for a minimum of an hour each week to help reduce feelings of loneliness and isolation. The Friendly Visitor Volunteer and the senior will enjoy the companionship that develops and will spend time talking, playing games and participating in hobbies.

**Home Delivered Meal Volunteers Needed**

The Office for the Aging is in need of Home Delivered Meal Volunteers for Geneva, Victor/Farmington and Canandaigua. The role of the Home Delivered Meal volunteer is to deliver hot meals to older adults that help them remain independent in their homes while maintaining good nutrition.

**Frozen Meal Delivery Volunteers Needed**

The Office for the Aging is in need of Frozen Meal Volunteers for all rural geographic areas in Ontario County. The Frozen Meal Volunteer delivers meals every other week to clients living in rural areas who do not have anyone to pick up their frozen meals from the Nutrition Kitchen in Canandaigua.

**Volunteers Needed to Grocery Shop and Transport to Medical  
Appointments**

There is a growing need for volunteers to shop or bring clients grocery shopping and/or to medical appointments throughout the county. Mileage reimbursement is available.

**For more information regarding volunteer opportunities at the  
Office for the Aging, please contact Angela Wohlschlegel at  
(585) 396-4837.**



*(Continued from page 1)*

OFA will be subcontracting with Lifespan of Greater Rochester to help provide this service. Lifespan provides a multitude of services in Monroe County and the Finger Lakes region and they are experts at aging and long term care. The staff of Lifespan will be located in our offices and this will be seamless to our clients. We are very excited that we have Lifespan working with us on this important program.

If you need help call NY Connects at 585-396-4047 or go to the statewide website [www.nyconnects.ny.gov](http://www.nyconnects.ny.gov) to require information.

## **Legal Services**

The Ontario County Office for the Aging provides legal services for older adults age 60 or over through a contract with Legal Assistance of Western New York (LawNY). The program has no financial eligibility requirement; however, it is intended for those who would not be able to afford legal assistance otherwise.

This service helps low income older adults with some of the most common but daunting legal issues they face, such as Power of Attorney, Health Care Proxy, preparation of simple wills, housing evictions and landlord/tenant issues, debt, public benefits, and other areas of civil law. Prospective clients may place a referral request by calling Ontario County Office for the Aging at (585) 396-4040 or (315) 781-1321.

## **Crockpot Garlic and Lemon Chicken**

Prep time: 5 mins Cook time: 3hours 30mins Total time: 3hours 35mins  
Serves: 4

### **Ingredients**

4 Boneless Skinless Chicken Breasts, thawed  
1 can Campbell's Cream of Chicken with Herbs Soup {10.5 oz.}  
1 can Campbell's Cream of Mushroom with Roasted Garlic Soup {10.5 oz.}  
4 minced Garlic Cloves  
Juice from 1 Lemon

### **Instructions**

Cook chicken in Crockpot on HIGH for 3 hours, or on LOW for 6 hours {covered}  
After 3 hours on HIGH or 6 hours on LOW, drain juices from crockpot  
Mix together Cream of Chicken Soup, Cream of Mushroom Soup, Garlic Cloves and Lemon Juice  
Pour mixture over chicken, and cook on High for 30 minutes {covered}, or until done

**Serve with a side of rice... dinner is done, and it's going to be so yummy!!**



## SENIOR SPOTLIGHT



Caroline Delevan met her future husband, Byron, when she was a student at Wells College. The young newlyweds moved to Canandaigua in 1953. At first, it was a difficult transition for Caroline. She had to relocate from her hometown of Greensboro, Pennsylvania. It wasn't long after she arrived, however, that she pursued an interest in volunteerism. She became an administrative assistant for our local Red Cross Council, maintaining that post for 7 years.

Her work with the Red Cross also involved organizing social events for the VA. With the help of a bevy of volunteers, she facilitated this program for 24 years.

Exceptional people do exceptional things. Fundraising is not at the top of my list! When we think of an activity we'd like to pursue, it's not asking for donations. Definitely not within our comfort level, but someone has to do it. For Caroline, it has become her life's passion.

As 3 term president of the Hospital Guild, Caroline has led the major gift initiative. She remains a member of the Guild today.

Caroline worked on fund raising for the Salvation Army for 50 years and continues her efforts for our library, Red Cross, and Sonnenberg Gardens. Her community involvement has also included the Granger Homestead where she served as the house committee chair.

Caroline and her husband have been recognized as individuals who generously donate their time and talents. For this, each has received the Mr. & Mrs. Canandaigua award in separate years.

Fast forward to the present...Caroline continues her commitment to volunteerism and improving our community through effective action, fundraising, and philanthropy.

As a committee chair, Caroline has lent her assistance to the George Ewing Forum. She has helped to organize a series of 3 events each year. These town hall venues feature notable speakers who have an array of expertise and accomplishments. The Forum inspires dialogue and is meant to be an enrichment activity within our community.

Upon sitting down with Caroline, you can't help but feel her graciousness. Her home is rich with history, a unique combination of style and comfort. The parlor is such a welcoming space to share during our interview.

If time permits, Caroline enjoys a "good read." She is familiar with every book that John McCullough has written. She also is a regular member of our local Travelers Club.

When selfless giving abounds, its gift to others is even more immeasurable. Caroline's interest and dedication to the Canandaigua community is unique and individual.

Gloria J. Baker, Contributing Writer

**Quote: *Each morning we are born again. What we do today is what matters most. [Buddha]***

# News From the Office for the Aging

(585) 396-4040 or (315) 781-1321

## OFA COMMUNITY DINING SITES

Each site provides a delicious hot meal and opportunities for socialization.

**Canandaigua - Salvation Army**  
Tues, Thurs & Friday: 11:30 am

**Clifton Springs - Spa Apartments**  
Mon - Friday: 4:30 pm

**Geneva - Elmcrest Apartments**  
Mon - Friday: 12:15 pm

**Victor - St. Patrick's Church**  
1st & 3rd Wed: 11:30 am

**Gorham - United Methodist Church**  
2nd & 4th Wed: 11:30 am

**Honeoye United Church of Christ**  
Tues & Thurs: 12:00 noon

**Shortsville - Shortsville Fire Hall**  
Mon - Fri: 12:30 pm

**Suggested Donation: \$3.50 ~~~ no one is refused due to an inability to donate**  
**FOR RESERVATIONS CALL: (585) 396-4196 24 HOURS IN ADVANCE**

Ontario County Office for the Aging  
**SENIOR TRANSPORTATION SERVICE**  
**OPEN TO ALL ONTARIO COUNTY RESIDENTS AGE 60+**

**Canandaigua Shopper Bus:** Every Friday. Goes to Tops, Wegmans, Wood Library, Walmart, Big Lots and more. Pick up time is between 10:00 and 10:30 am.

**Bloomfield Meadows Shopper Bus:** Third Tuesday of every month. Goes to Walmart in Canandaigua. Pick up time is 10:00 am.

**Clifton Spa Apartment Shopper Bus:** First Friday of the Month. Goes to Geneva. Pick up time is 10:00 am.

**Demand Response Service:** Trips are booked on a first come, first served basis to medical appointments, shopping, OFA meals sites or visiting family in a nursing home.

Monday - Friday, 8:00 am - 5:00 pm

- Our bus will pick you up in front of your residence at the curb, take you to your destinations, and bring you home again.
- Schedule your ride at least one week advance of your trip.
- Donations are accepted.

Call NY Connects - Ontario County at (585) 396-4047 for eligibility and enrollment.

Once enrolled, call Tammy Clover-Lowe, RTS Ontario, at (585) 394-2250 to schedule a ride at least one week in advance of your trip.

**OFA reserves the right to limit the number of trips per person, based on funding restrictions.**

## **MATTER OF BALANCE: Managing Concerns About Falls**

**Matter of balance is an award winning evidence based program designed to manage falls and increase activity levels. Many older adults experience concerns about falling and restrict their activities. This is a program offered one time per week for 8 weeks to examine concerns about falls and perform exercises that will increase strength and balance. You will be instructed by dedicated, trained volunteers who are eager to improve your balance and listen to your concerns.**

### **Who should attend?**

- **Age 60 or over Ontario County residents concerned about falls**
- **Active older adults interested in improving balance, flexibility and strength**
- **Anyone who has fallen in the past**
- **Anyone who has restricted activities because of falling concerns**

**We have scheduled 2 classes this year at the Safety Training Building, one in the Spring and the 2<sup>nd</sup> in the Fall, located at 2914 County Road 48 in Canandaigua.**

**Spring sessions: Tuesdays 10am – 12 noon on March 13, 20, 27, April 3, 17, 24 and May 1 & 8.**

**Fall sessions: Wednesdays 10am - 12 noon Sept. 5, 12, 19, 26, Oct. 3, 10, 17, 24**

**Who to call: Kathy Scott at (585)396-4244 to register for the classes.**

**We are also interested in finding more volunteer instructors. If you are interested, please call Kathy Scott with inquiries.**

## **GIFT GIVING TREE WAS A WONDERFUL SUCCESS**

Thanks to our volunteer elves from ARC, Marcus Whitman Central School District, Victor Central School District, Canandaigua Central School District, Geneva Central School District, Midlakes Central School District and Honeoye Central School District, 97 local seniors celebrated the holidays a little early this year. The Annual Gift Giving Tree collected presents from generous county employees and community members to distribute to seniors who would otherwise not receive much for the holidays. Popular gifts this year included gift cards, slippers, warm clothes, blankets, and pet treats. Thank you to all who contributed to make this operation a success!

## THE NEW NORMAL

I have been the Respite Program Coordinator at Office for the Aging over seven years, and we have had to adapt to changing times. The Respite Program has always had a small budget from federal funding, and 7 years ago we provided 4 hours of weekly aide service to a handful of people in their homes. The caregiver would have that time to spend on either a necessity, such as grocery shopping, or a luxury, such as lunch with a sister. There was always a wait list, because of budgeting, but when we had an opening I could call the one aide agency we used and get an aide in a few days.

The demand for aides has increased greatly as the population of Ontario County ages. The same pool of available aides no longer exists. In response to this we added other agencies to the Respite Program.

Ontario County Supervisors recognized the need for respite, and authorized additional money for the Respite Program. We were excited to add more people, but unfortunately was not able to do this because of the aide shortage.

CDR Day Program opened in Ontario County, and we added them as a Respite Program option, offering up to one full day plus round trip transportation. Again we were excited to add more people to the Respite Program, but we really didn't have many caregivers who were open to this option. After a while we started getting caregivers who were willing to try to send their loved one to a Social Day Program.

The people in our Respite Program seven years ago were often at the end stage of dementia or Alzheimer's disease, and most of the caregivers were aged spouses who didn't work. These caregivers were used to doing everything themselves, with help from family if that was available. The care receiver often never left the house except for medical appointments. Many of these caregivers were reluctant to go to support groups, such as the Alzheimer's Association or Parkinson's disease ones that meet in Ontario County. Several caregivers would make comments that friends were uncomfortable and stopped calling or visiting. One caregiver told me the stigma was similar to the one for mental illness she experienced years ago, when one of her children was diagnosed with one and some friends stopped talking to her.

The people in our Respite Program today who are taking advantage of Social Day Program are mostly working adult children who have moved in their frail parent. The care receivers are at the beginning and middle stages of dementia or Alzheimer's disease, and still have that basic human need to socialize but need to be in a safe environment. The caregivers may not have time for a formal support group, but talk to coworkers and cousins, who are in the same boat. These caregivers are experiencing the "new normal," as our population ages. Ontario County is an aging county. We have an increasing need for services because of this.

Often when I talk with my friends I see that they are the "sandwich generation" of caregivers I used to read about, and their new normal means caring for aging parents, working and spending time with their own growing, active family. Our Respite Program is open to serving these new caregivers and the traditional ones I described above. We contract with several aide agencies and both CDR and ARC Social Day Programs.

Please call NY Connects, 585-396-4047, to place a Respite referral, if you are in need. There may be other available assistance for those who don't qualify for the program.

Cinde Priano  
Caregiver Services Coordinator  
585-396-4042

## **2018 New York State Budget Make Your Voice Heard - Write a Letter!**

The ever-expanding age 60 and older population coupled with more complex needs of that age 75 or older has put a strain on New York's aging services network. In 2015, 20% (3.7 million) of NYS residents were 60+ years old for the first time in history, and due to longer life expectancies and the aging baby boom generation, this "age wave" will accelerate throughout the next three decades. **By 2025, 51 counties in New York State will have 25% or more of their population over the age of 60.** With more people living longer than ever before, New York State faces both opportunities as well as challenges. Our service delivery system is not adequately funded to provide early interventions to prevent costlier care and adequate funding for the services provided by the aging network.

There are almost 10,000 older adults statewide on waiting lists. And, family caregivers need help so they can continue to support their elderly relatives. Here in Ontario County people are waiting for respite care, home care, personal emergency response systems and lack adequate transportation services to meet their needs. We fully recognize the difficulties New York State faced last year during budget negotiations and are mindful of the difficult task ahead for next year's budget.

However, we ask you to speak up about services to older adults. Please consider writing a letter to let your representatives know what services are important to you. The letter doesn't have to be long. I am going to Albany in February to meet with our State legislators and advocate for funding and will take your letter with me. Please send your letters directly to me and I will make sure they get to the right person.

Irene Coveny

### **Upcoming SALT Council Programs**

**February 20, 2018**, Quail Summit, 11:00 am, "Heart Health"

**March 20, 2018**, Eastview Mall, 9:00 am - "Understanding Levels of Care for Older Adults" Alice Berry, Community Outreach Director, Quail Summit Senior Living Community

**April 17, 2018**, Quail Summit, 11:00 am - VA Benefits, Veteran's Court" Jeremy Marshall, Director of Ontario County Veterans Services

**May 15, 2018**, The Legacy in Victor, "Scams, Fraud, Identity Theft"

**June 19, 2018**, Quail Summit, 11:00 am, Durable Medical Equipment Tune Up by the Medicine Shoppe.

### **AARP Basic Tax Preparation for Low to Moderate Income Seniors**

Wood Library  
134 North Main Street  
Canandaigua, NY 14424  
585-394-1381

**Appointments required**

Site Schedule: Wednesday and Friday  
9:30 am-3:00 pm

Geneva Public Library  
244 Main Street  
Geneva, NY 14456  
315-789-5303

**Appointments required**

Site Schedule: Tuesday and Friday  
10:00 am-3:00 pm

# JOB OPENING NOTICE

**Job Title: Food Site Aide-Part Time, Geneva**

**Rate of Pay: \$10.40 per hour**

## Minimum Qualifications

- Prepares the community dining site for serving meals to senior citizens and cleans the site daily
- Greets guests at meal site
- Counts and reports the number of meals served at the site
- Examines and reports on the quantity, quality and types of food prepared at the site
- Serves meals to the seniors
- Assists in development of meal site programs

**Qualifications:** Graduation from high school or possession of a high school equivalency diploma or six months paid experience in food service or human service activities.

**To Apply:** Applications can be printed from the Ontario County Website

**Complete and mail your application or apply in person.**

**Ontario County Human Resources  
3019 County Complex Drive  
Canandaigua, NY 14424  
(585) 396-4465**



A service of the Finger Lakes Alzheimer's Caregiver Institute in Monroe, Wayne, Ontario, Livingston, Chemung and Steuben counties. Grant funded by the NYS Department of Health.

A caregiver near you could use a break – a few hours off to shop, nap, take a walk, visit a friend.

Become a  
Partners in  
Caring volunteer  
with Lifespan.

*We'll match you with a caregiver,  
and provide training and support.*

### LEARN MORE.

Call us at 585-287-6372 or email  
volunteerfpci@lifespanrochester.org



alzheimer's association®

## IS IT MEDICARE OR MEDICAID????

A lot of people have a difficult time understanding the difference between Medicare and Medicaid. Both programs sound quite a bit alike and both are run by the government. People often ask questions about what Medicare and Medicaid are, what services they cover, and who administers the programs.

Let's take a look at Medicare first. Medicare is the national healthcare program for those aged 65 or older, and the disabled. You pay for some Medicare expenses by paying the Medicare tax while you are working. While the Centers for Medicare & Medicaid Services is the agency in charge of both Medicare and Medicaid, you contact Social Security to sign up for Medicare Part A (hospital) and Medicare Part B (medical).

You are able to apply for Medicare online, from the convenience of your home at the following link: [www.socialsecurity.gov/medicare/](http://www.socialsecurity.gov/medicare/)

If you are already receiving Social Security benefits when you reach age 65 or are in the 25<sup>th</sup> month of receiving disability checks, Social Security will automatically enroll you in Medicare.

Medicare Part C (Medicare Advantage plans) and Part D (Prescription Drug) plans are available for you to purchase privately, to supplement your Medicare and provide prescription drug coverage.

Social Security administers a program called Extra Help. This program assists people with low income and low resources, in paying the premiums, co-pays, and co-insurance costs for Part D plans. You can find out more about Extra Help and file for it at [www.socialsecurity.gov/medicare.prescriptionhelp](http://www.socialsecurity.gov/medicare.prescriptionhelp), or you can contact the Ontario County Office for the Aging at 585-396-4047 and an insurance counselor can assist you.

Each state runs their own Medicaid program under guidance from the Center for Medicare & Medicaid Services. Medicaid offers care for the most vulnerable among us, regardless of age. While Medicaid does not require paying taxes while working, it does have guidelines about how much income and resources you can have to qualify.

Medicaid provides coverage for older people, people with disabilities, and some families with children. Each state has its own eligibility rules and decides which services to cover. The name for the Medicaid program may vary from state to state. For this reason, it is very important when moving out of state, to make certain you are aware and understand the guidelines for the Medicaid program in your new state of residence. Information about each state's Medicaid program can be found online at: [www.medicaid.gov/medicaid/by-state/by-state.html](http://www.medicaid.gov/medicaid/by-state/by-state.html)

Each state's Medicaid contact information can be found online at the following website: [www.medicaid.gov/about-us/contact-us/contact-state-page.html](http://www.medicaid.gov/about-us/contact-us/contact-state-page.html)

Medicare and Medicaid are two of the major insurance programs that provide healthcare to the American public. Understanding each program as well as how the two programs differ, can help you and those you care about find the right healthcare program.

**Please refer to the following page for information on Ontario County Office for the Aging's "Medicare 101 Workshops."**

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about what Medicare and Medicaid are, what services they cover, and who administers

## **2018 Medicare 101 Workshops**

Held in the Safety Training Building  
2914 County Road 48, Canandaigua, NY 14424

All sessions are held f

9:30 am – 12:00 pm

Pre-registration is required: 585-396-4047 or 315-781-1321

Friday, January 26th

Friday, February 23rd

Friday, March 30th

Friday, April 27<sup>th</sup>

All workshops cover the following:

- Medicare A, B, C & D
- How to fill the gaps in Medicare: Medicare Advantage and Medigap plans
- Medicare Prescription Drug Coverage
- EPIC
- Medicare Savings Program
- Extra help with prescription drug coverage
- Transitioning from the NYS Health Exchange to Medicare
- Open question and answer format

## **2017 – 2018 Home Energy Assistance Programs**

**HEAP (Home Energy Assistance Program)** opened November 13, 2017 call your local Department of Social Services or Office for the Aging for more information.

**Emergency HEAP** opened January 2, 2018. Regular HEAP must have been exhausted prior to receiving emergency HEAP. You must have shut off notice/low on fuel. Call your local Department of Social Services or Office for the Aging for more information.

**Project Share** opens after January 25, 2018. Assistance may be available if regular and emergency HEAP is exhausted and you have a shut off notice or 10 days or less of fuel. Veterans may call regardless of income or shut off. Please contact Deb Rivera 315-789-2686 x114 with Catholic Charities for more information.

**or current resident**

Please put your address label  
facing the fold like this note.

The programs and services offered by the Office for the Aging are funded by federal, state, and local governments and through the generous contributions from the people and families the Office serves.

Enclosed is my donation of: \$5 \$10  \$25  \$50  Other (Make check out to Ontario County)

My donation is in memory of (optional): \_\_\_\_\_

I wish my donation to be used for: (optional)

- |  |   |
|--|---|
| <input type="checkbox"/> Transportation        | <input type="checkbox"/> Personal emergency response system |
| <input type="checkbox"/> Personal Care         | <input type="checkbox"/> Newsletter                         |
| <input type="checkbox"/> Senior legal services | <input type="checkbox"/> Nutrition services                 |
| <input type="checkbox"/> Insurance counseling  | <input type="checkbox"/> Other                              |

My name and address: \_\_\_\_\_  
\_\_\_\_\_

I would like a written confirmation of my donation

Ontario County Office for the Aging  
3019 County Complex Drive  
Canandaigua, NY 14424