

# CAREGIVING TIMES

Funded by: S.I. Borough President and the NYC Department for the Aging

---

**Issue #14 2009 Staten Island Inter-Agency Council for Aging, Inc.**

---

CAREGIVING TIMES is published by the Natural Supports Committee of the Staten Island Inter-Agency Council for the Aging, c/o Sea View Hospital “Administration Building”, 460 Brielle Avenue, Room 123, Staten Island, NY 10314, (718) 667-3162 Fax (718) 667-8063 or contact us on the web at [www.seniorcitizenhelp.org](http://www.seniorcitizenhelp.org) Email: [Siseniorhelp@verizon.net](mailto:Siseniorhelp@verizon.net)

This is the fourteenth revised issue of the CAREGIVING TIMES, a resource guide for caregivers published by the Natural Supports Committee of the Staten Island Inter-Agency Council for the Aging (SIIAC). The SIIAC is a coalition of over 65 organizations which provide services to the older adult population of Staten Island. Areas of service include housing, transportation, education, nutrition, recreation, legislative advocacy, information and referral, health care, and entitlement counseling. Call 718 667-3162 for more information.

The Newsletter, we hope, will provide information, support, and understanding to caregivers in our community, and that you find something here to help you and the person you are caring for.

## CAREGIVING

Many adults are providing care that helps a frail elderly or disabled person live at home. In fact informal caregivers provide 80% of our nation’s health care.

The Natural Supports Committee looks at the needs of caregivers, family and support systems. We understand that many Staten Island seniors depend on family members for daily help; this help allows many seniors to remain in their own homes and communities. We understand that providing ongoing care for a loved one can be quite a challenge for caregivers.

## HOW CAN WE HELP?

Our hope is that by providing you with information on community resources, you may find something which will lighten your load and enhance the quality of life for the person you are caring for. We know there are no easy answers, but we also know that sometimes finding the right resource can make a difference - so please read on.

## CARE OPTIONS

In the CAREGIVING TIMES, we are focusing on three types of care options which many elders and their families are choosing: home care, adult day care and respite care. These care options help many older adults continue to live in the community. We will also discuss emergency response systems.

# **UNDERSTANDING HOME CARE**

**Rosemary Dowling, (former Administrator  
At Safe Harbor Healthcare Services)**

## **WHAT IS HOME CARE?**

**"Home care" is a simple phrase that encompasses a wide range of health and social services. These services are delivered at home to recovering, disabled, chronically or terminally ill persons. They fulfill the need for medical, nursing, social or therapeutic treatment, and/or assistance with the essential activities of daily living.**

**Generally home care is appropriate when a person prefers to stay at home, but needs ongoing care that cannot be easily or effectively provided solely by family and friends. More and more, older people are electing to live independent, non-institutionalized lives and are receiving home care services as their physical capabilities diminish. Younger adults who are disabled or recuperating from acute illness are also choosing home care whenever possible.**

**The chronically ill and terminally ill of all ages are receiving compassionate and dignified care in their home environment, the latter group often in conjunction with a hospice program. In another development, as hospital stays are shortened, increasing numbers of discharged patients need help in the home.**

## **PROFESSIONALISM**

**Another important factor in the rise of home care industry is the availability of experienced nurses and other professionals (physical and occupational therapists, and home health aides) who are finding rewarding careers in home health care. Additionally, home health aides and personal care aides are being specially trained to provide intensive home care services. Aides are now mandated to complete State-approved training programs and to attend in-service education classes. Close field supervision by qualified licensed nurses assures client satisfaction.**

**Home health agencies recruit these nurses, aides, etc. and thoroughly check their credentials and references. If qualified, they are oriented to the agency's policies and are employed. Naturally, Worker's Compensation, liability insurance and bonding, as well as federal withholding tax requirements, apply to these employees for the client's protection.**

## **RESPONSIBILITIES OF PARAPROFESSIONALS IN HOME CARE**

**Caring people are the heart of home care. It is a job for those who want to work with people, especially the elderly. It provides a great sense of satisfaction to be able to help people who are having difficulty helping themselves. Following is a description of the various paraprofessional home care positions and the tasks and training involved in all levels.**

## **PERSONAL CARE AIDE**

**Personal care aides provide services to homebound persons needing some or total assistance with everyday tasks. Some of these tasks include assistance with personal hygiene, dressing, feeding, walking, meal preparation, light housekeeping and laundry. Personal care aides provide the services to help the patient stay in the home and live independently. To be a personal care aide, you must be able to work well with the elderly and disabled population. Also, being in good physical condition is important to be able to handle the specific tasks assigned.**

## **HOME HEALTH AIDE**

**The home health aide is the highest level of paraprofessional in home care. It requires a higher skill level than the personal care aides. The job of a home health aide is very important and it's not an easy job. It requires training, patience and a willingness to help others.**

**The home health aide is responsible for health related tasks as well as personal care tasks. The health related tasks are unique to the home health aide. These tasks include taking the patient's temperature, pulse and respiration rate. Home health aides are also responsible for such things as helping patients take their medicine, applying medicated creams to the patient's skin, and changing bandages on wounds that are stable. The home health aide also takes the patient's blood pressure.**

**The home health aide performs health tasks that allow the patient to remain in the home. They must follow a plan of care and perform tasks outlined by a registered nurse. If home health aides experience any problems or see any changes in a patient's condition, they are responsible for immediately notifying the supervising nurse. Home health aides are supervised by a registered nurse. Home health aides are an important part of the home care team and keep accurate notes on the patient.**

**Home health aides are required to participate in a 75 hour training program. The training program includes classroom training and in-home training. Home care agencies and vocational schools offer these training courses across New York State. Upon completion of the training program, the trainee is awarded a certificate of completion. This certificate allows the individual to work as a home health aide anywhere in New York State.**

**If additional information is needed on becoming a home care aide, please contact the NYS Association of Health Care Providers, Inc. at 518-463-1118 and they will mail you a list of home care agencies in your area.**

## **COMPANION AIDE**

**Companion Aide responsibilities are limited to non-medical services. Among the services companion aides provide are:**

- Perform housekeeping activities**
- Prepare and service meals**
- Transport and/or accompany independent clients outside the home**
- Complete grocery shopping**

## **WHY IS IT SAFE TO USE HOME CARE?**

**All home care agencies in New York State are required to be licensed and operate under strict State oversight. They must comply with specific regulations that govern quality of service, as well as the qualification of the Agency's principals and administrators.**

**Effective April 2005 – New York State Department of Health implemented a criminal history record check program for unlicensed workers of Nursing Homes, Certified Home Health Agencies, Licensed Home Care Agencies and Long term care programs. This program is based on Federal statute and enables covered providers to receive and review the criminal histories of potential caregivers as part of employment determination process.**

## **UNDERSTANDING HOME CARE**

**Service delivery regulations require that prospective employees have an extensive physical examination and be tested for communicable diseases. As employees, they will be required to have current photo-ID and be closely supervised.**

**All agencies are required by law to notify patients of their rights and offer specific complaint policies, including a telephone “Hotline” number for the State Department of Health. Additional patient peace-of-mind factors follow below.**

**How do I select the right Home Care Provider?**

**Once you acquire the names of several agencies, you will want to learn more about their services and reputations. Following are some questions to ask providers and individuals who may know about the provider's track record.**

- \* How long has the provider been serving the community?**
- \* Does this provider supply literature explaining its services and a detailing of fees for services? (Agencies must furnish patients with a detailed “Patients’ Bill of Rights” which outlines the rights and responsibilities of providers, patients and caregivers.)**

**continued**

- \* How does the agency select and train its employees?
- \* Does the agency cover its workers with appropriate insurance and bonding?
- \* Are supervisory nurses required to evaluate the patient's home care needs?
- \* Do they consult the patient's physicians and family members?
- \* Is the patient's course of treatment documented, detailing the specific tasks to be carried out by each caregiver?
- \* Does the provider give the family a copy of this plan?
- \* Does the provider take time to educate family members on the care being given to the patient?
- \* Does the provider assign supervisors to oversee the quality of care patients are receiving in their homes?
- \* Does the provider furnish written statements explaining all the costs and payment options associated with home care?
- \* What procedures does the provider have in place to handle emergencies?
- \* Are its caregivers available 24 hours a day/7 days a week?

If you are interested in locating a home care agency on Staten Island, you can contact the Community Agency for Senior Citizens (CASC) which has a listing of the agencies on the Island. Call 718-981-6226, ask for Intake.

#### **HOME CARE OPTIONS FOR THOSE UNABLE TO PAY PRIVATELY:**

For seniors who cannot afford to pay for home care, there are a couple of options to investigate:

(1) EISEP and (2) Medicaid.

#### **EISEP**

##### **WHAT DOES IT STAND FOR?**

**Extended In-Home Services for the Elderly Person**

**WHAT IS THE AGE ELIGIBILITY?      60+**

##### **WHAT IS IT?**

**A personal home care program that combines personal care and light housekeeping services.**

##### **WHO PAYS FOR IT?**

**EISEP is funded by New York State with clients contributing, or cost-sharing, based on a sliding scale according to their income and housing expenses.**

##### **WHAT ARE THE NUMBER OF HOURS ONE CAN RECEIVE?**

**A minimum of 8 hours per week (in two 4-hour blocks) and a maximum of 20 hours per week (in five 4-hour blocks).**

**WHO CAN ONE CALL TO DETERMINE ELIGIBILITY – For your service area for Case Management, EISEP homecare, entitlements, counseling, information and referral, Meals on Wheels.**

**NORTH SHORE (Community Board 1) - Volunteers of America (VOA)  
(718)720-2070.**

**MID ISLAND AND SOUTH SHORE (Community Boards 2 and 3) Jewish Community Center (JCC) (718) 508-3890.**

**These agencies have NYC Department for the Aging contracts to provide case management services for the frail senior adults (60 years and older) who are homebound or “functionally” homebound, including EISEP homecare or housekeeping, home delivered meals/Meals on Wheels (both non-Kosher and Kosher), counseling and linkages/referrals to other services and providers.**

## **MEDICAID**

### **WHAT IS MEDICAID?**

**Medicaid is a joint federal/state program administered by local government. It is a health insurance program for persons of all ages who have very low income and resources. Medicaid provides payment for a comprehensive range of medical services, including home care.**

### **IS MEDICAID THE SAME AS MEDICARE?**

**NO, these are two separate and distinct programs. Most seniors over the age of 65 who are receiving Social Security are also on Medicare. Only those seniors whose income and resources are very low can be on Medicaid.**

### **HOW CAN I LEARN MORE ABOUT MEDICAID?**

**To learn more, you can call Community Agency for Senior Citizens (CASC) at 718-981-6226, ask for Intake.**

## **ADULT DAY CARE PROGRAMS**

**There are two types of adult day care programs: MEDICAL MODEL and SOCIAL MODEL. We have both models on Staten Island, providing our older adult population who are frail, disabled, chronically ill or coping with Alzheimer's or Dementia, with an opportunity to get out of the house and be with others in a positive, safe environment. Both models provide socialization and recreational opportunities, a hot lunch and snacks. Both help combat the isolation which many homebound persons and their caregivers face. In addition, the programs provide caregivers with a respite from their duties; time alone, and an opportunity to take care of other responsibilities without the worry of finding someone to stay with their family**

**member.**

**The MEDICAL MODEL program, in addition to the above, is able to provide medical services by registered nurses, physical therapists, dieticians, and pharmacists. Thus, medical monitoring and/or preventive medicine are available. This model arranges transportation which may be covered by Medicaid.**

## **CARMEL RICHMOND HEALTHCARE AND REHABILITATION CENTER**

### **Adult Day Healthcare Program**

**88 Old Town Road**

**Staten Island, N.Y. 10304-4299**

**(718) 668-8525**

## **CARMEL RICHMOND HEALTHCARE & REHABILITATION CENTER**

Carmel Richmond Adult Day Health Care Program is a medical model, is designed to provide services to the disabled, chronically ill and those with dementia. This program assists families in the community to cope with caring for a loved one at home on a 24 hour basis. It provides opportunities for interaction and socialization. The program provides nursing, rehabilitation, partial care and social services. The registrant's have access to all clinics including dental, podiatry and ophthalmology. The program offers an array of activities, intergenerational programs, family support services and assistance with community agencies are provided. The Adult Day Health Care Program operates Monday through Friday 9:00am – 3:00pm. Enrollment may be 1-5 days per week, transportation can be arranged. The program is covered by Medicaid, Medicaid Managed Care or private pay. Contact Marie Kerrick, RN, Program Coordinator.

## **SEA VIEW ADULT DAY HEALTH CARE PROGRAM SERVICES**

**460 Brielle Avenue**

**Staten Island, New York 10314**

**Telephone: 1-718-317-3249/3282**

Sea View's Adult Day Health Care program is a **MEDICAL MODEL** program that serves people over 21 and especially the frail and chronically ill older adult individual or couple. The ADHC program offers a much-needed break for families and caregivers and provides an opportunity for the individual adult person to socialize out of the home.

Licensed Registered Nurses and Physicians are on staff to monitor the health care of each individual registered in the program. **Nursing Rehabilitation**-Range of Motion and Ambulation-services are provided daily. Eighteen **Clinics** including but not limited to Dental, Physical Therapy, Occupation, Speech Therapy, Podiatry, Ophthalmology, Optometry, Neurology, Psychiatry, EKG and other fine clinics are available. There is a **Licensed Beautician** during program hours and **"free"** services are provided including but not limited to: cuts, perms, nails, and shaves.

continued

ADHC also provides for an exciting, therapeutic, structured program for the many seniors who suffer from Alzheimer/Dementia or advanced memory loss. The clients receive specialized, structured services and therapies throughout the day. Supervised activities as well as ADL, transport, trips, cooking classes, walks, time lines and many other related memory projects are in place. Our new "**Sensory Room**", a magical place of dancing light, soft soothing music, reflecting mirrors and a variety of textures, is a specialized therapy for people diagnosed with Alzheimer-Dementia. It is usually staffed on a one to one staff to client ratio. The clients really love and enjoy their time in Sensory Room.

**Therapeutic recreation and socialization activities** are diverse and include, but not limited to, trips, special events, games, arts & crafts, woodworking, jewelry making, ceramics, painting, drawing, musical and dance entertainment. Many of the participants enjoy the "club" atmosphere where we provide small club activities such as, but not limited to, Bowling (outside lanes), Art, Drama, Checkers, Chess, Poetry, and Billiards. Daily physical exercise activities and specialties such as **Tai Chi**, **Yoga** and **Reiki Meditation** are also included in the program. Memory and sensory stimulation projects are primary therapeutic activities. Health Education is provided at least three times a month, with many workshops being conducted by our Physicians, Nurses, and other Professionals as well as invited Guest Speakers. Fairs, cultural and intergenerational events are regularly scheduled.

Sea View also offers a beautiful **Greenhouse** in which the clients get to enjoy the beauty of nature. In our three modern Chapels, Catholic, Protestant, Jewish and non-denominational services are regularly scheduled. A complete and **nutritional breakfast and full hot lunch** are served daily. There is a Licensed, Registered Dietitian on-site and present during meals. Special diets are honored and monitored.

The program is opened **Monday through Saturdays** from 9:30AM to 2:30PM. We are **open holidays** as follows: Martin Luther King, President's Day, Columbus Day, Election Day and Veteran's Day. **Transportation** is included in the cost. **Payment** through Medicaid, Long-term Care Insurance, and Veteran Administration are accepted as well as Private Pay based on a "Sliding Scale Fee". Our ADHC program is the only **Veteran Administration (VA)** day program approved on SI. The VA may pay for a Veteran to attend the program (at least) three days per week.

Sea View's ADHC is "**The only Saturday Adult Day Program on Staten Island**". Come and Join us. Enjoy peace and contentment knowing your loved one is safe.

**Contact Person:** Theresa A. Rafferty, MBA, Program Certification in Adult Day Services

**Telephone:** 1-718-317-3249/3641, Fax: 1-718-317-3285.

**E-mail:** [Theresa.Rafferty@seaviewsi.nychhc.org](mailto:Theresa.Rafferty@seaviewsi.nychhc.org) Don't forget to ask about our VA Services Contact.

**ADULT SOCIAL DAY CARE**

**EGER HEALTH CARE AND REHABILITATION CENTER OF STATEN ISLAND**

**140 Meisner Avenue**

**Staten Island, New York 10306**

**718-979-1800**

Eger's Social Adult Day Care program offers a safe alternative for older adults and others who are frail, chronically ill or disabled. Our participants benefit from supervised, structured activities that enhance social interaction and stimulation. Our staff is caring and compassionate. We provide a light breakfast, lunch and snacks. Participants may attend the program in any combination of week days from a half day to five full days. Our hours are 9:00 to 3:00PM daily with the availability of extending the hours from 8AM to 5PM. Our fees are nominal. For further information, please call our Social Services office at (718) 979-1800 ext. 3065.

**Social Adult Daycare**

**Jewish Community Center of Staten Island**

**1297 Arthur Kill Road**

**Staten Island, New York 10312**

**718-475-5280**

**AS OF JANUARY 1, 2009 THIS PROGRAM IS NO LONGER AVAILABLE.**

**Caregiver Services Program**

**Jewish Community Center of Staen Island**

**1297 Arthur Kill Road**

**Staten Island, NY 10312**

**718-475-5279/5278**

The program provides information, assistance and referrals, outreach, education, individual counseling, caregiver support groups, caregiver training, supplies and short-term in-home respite care to caregivers who are caring for adults age 60 and over. In addition, there are monthly workshops featuring speakers on medical, financial and legal issues specific to caregiving. A yoga and stress management class is offered to caregivers on the first and third Thursday of each month. For additional information please contact CALL (718) 475-5279.

## **Respite Programs in Nursing Homes**

**Respite is often referred to as a gift of time because it provides relief to the caregivers and quality care to the patient.**

**Clove Lakes Health Care and Rehabilitation Center, Inc.  
25 Fanning Street  
Staten Island, NY 10314**

**Clove Lakes offers two comfortable respite suites with private bathrooms available to applicants seeking a limited stay at our facility. Respite Care is offered for up to a two week stay. The Respite Program includes 24 hour skilled nursing care, recreational activities, religious services, cable television and phone. This program is paid for through Medicaid for those individuals eligible or privately for those who are not Medicaid eligible.**

**We also offer onsite Hemodialysis and Staten Island's only Acquaciser for Hydro therapy.**

**Please call the Admissions Department at (718) 289-7892 to arrange for a tour, to make a reservation, or for further information.**

### **Eger Health Care And Rehabilitation Center**

**140 Meisner Avenue  
Staten Island, New York 10306  
718-979-1800**

**The Scheduled Short Term Stay Program at Eger Health Care Center is designed to provide up to 14 days of skilled nursing care to a loved one while the caregiver gets much needed rest, recuperation and/or relaxation. A client benefits from all of the same services that are provided to our long term residents.**

**The program, located in Eger's skilled nursing building, has two tastefully furnished and spacious single rooms with private bathrooms. Each overlooks the Greenbelt and has a sitting area with television and phone. In addition to the skilled nursing services, Short Term Stay patients at Eger enjoy a broad selection of recreational activities, religious services and access to beautiful outdoor areas.**

**Medicaid will pay for individuals utilizing the program. Non-Medicaid recipients will be required to pay privately in advance, at a daily rate of \$375.00. Applicants are welcome to tour our facility. For advanced reservation, other specific information, and applications for this respite program, please call our Social Work Department at 718-979-1800, ext. 3065.**

**continued**

**Staten Island Care Center**  
200 Lafayette Avenue  
Staten Island, New York 10301  
718 - 448-9000, Fax 718-981-2941

This short-stay program provides care, services and concern to the client while the caregiver is away or simply taking a break. The goal is to provide peace of mind to the caregiver who is getting an interval of rest and relief. A full range of services, activities and recreational opportunities are offered to persons in the Respite Program. Candidates should be persons in need of a skilled level of nursing care. The length of stay can be negotiated with the staff. Medicaid covers the cost, or private pay is accepted at the daily rate of \$297.00 for a semi-private room and \$320.00 for a private room. For further information about the RESPITE PROGRAM call the aforementioned number. We also offer traditional long term care and short term rehabilitation for illness and injury. We accept most insurance – Medicare and Medicaid and HMO's. We provide complimentary door to door transportation for those who need it so that they can visit their loved one.

## **HOSPICE CARE**

### **HOSPICE CARE:**

Hospice provides care, hope, comfort and improved quality of life to individuals and their families facing serious illness.

Hospice enables patients to complete their lives with dignity, purpose and peace.

Hospice is an appropriate choice:

- When you or someone you love is seriously ill
- With an end stage illness as certified by a physician
- When aggressive treatment is neither appropriate nor desirable
- When palliative (comfort) care is the goal

Hospice care is available in a private residence, a nursing facility, and in some cases, the hospital setting.

**Pax Christi**  
1200 South Avenue, Suite 306  
Staten Island, NY 10314  
(718) 876-1022

**University Hospice**  
256 Mason Avenue  
Staten Island, NY 10305  
(718) 226-6450  
[www.universityhospice.org](http://www.universityhospice.org)

## **Programs For Adults With Mental Illness**

### **Richmond University Medical Center**

**Bayley Seton Campus**  
75 Vanderbilt Avenue  
Staten Island, NY 10304

**Bard Avenue Campus**  
355 Bard Avenue  
Staten Island, NY 10310

**Richmond University Medical Center (RUMC) provides the only approved 911 Comprehensive Psychiatric Emergency Program on Staten Island at our Bayley Seton Campus at 75 Vanderbilt Avenue.**

**Comprehensive Psychiatric emergency services can be access by dialing 911, contracting our 24 hour hot-line at 1-718-818-6300 or as a walk-in to our CPEP at our Bayley Campus.**

**Outpatient psychiatric services are available for adolescent and adult patient's, age 16 and over, and can be accessed by contacting our Evaluation and Referral Department at 1-718-818-6132. We have 2 clinics for outpatient care, one at our Bayley Campus, the other at our West Brighton clinic at 690 Castleton Avenue. RUMC also provides specialized psychiatric services for patients with a concurrent developmental disability at our Community Treatment Clinic, these services can also be accessed through our Evaluation and Referral Department.**

**Gambler's Treatment Center, located at 690 Castleton Avenue, offers a problem gamblers and their families a comprehensive clinical program aimed at achieving abstinence from problem gambling. They can be reached at 1-718-876-1285.**

**RUMC has a 37-bed unit for alcohol and chemical detoxification services located at Bayley Seton. We accept patients 16 years and over, whether referred or walk-in. Admissions take place 24 hours a day, seven days a week. We provide 24 hour medical, psychiatric and nursing supervision. Acupuncture, individual and group counseling is available daily. Referral to rehab and other long-term programs for aftercare is offered. We accept all insurances and will offer assistance with Medicaid applications. Transportation is provided when necessary. You can call toll free 1-800-273-1114 or 1-718-818-5375.**

**Outpatient alcohol and chemical dependency treatment is provided through our Silberstein Center at 427 Forest Avenue and our St. George MICA and MICA CDT program at our Bayley Campus. St. George MICA and MICA/CDT can be accessed through our Evaluation and referral Department and you can call Silberstein direct at 1-718-876-2362.**

**Long term treatment for mentally ill patients is provided through our Staten Island Continuing Day Treatment program on the grounds of Sea View Hospital Rehabilitation Center and Home. The CDT program offers ongoing evaluation and diagnostic services, crisis intervention, psychopharmacology and individual and family therapy in a structured treatment program. Utilizing group therapy as the core of the model, for information on this program please call 1-718-876-1272.**

The Staten Island Continuing Day Treatment Program provides the aforementioned services to approximately 110 adults with chronic mental illness. There is also a special tract for elderly mentally disabled patients. This day program offers therapeutic educational and socialization activities specifically designed for older adults (age 59+) with a concurrent psychiatric diagnosis.

### **PHYSICIAN HOME VISIT PROGRAM:**

The Staten Island Medical Home Visit Program at Staten Island University hospital provides hands-on high quality primary medical care to the frail elderly and homebound. This program provides diagnosis and treatment of medical conditions, medication prescriptions, assistance with obtaining durable medical equipment, ancillary testing such as X-Rays, Sonograms, Doppler studies, EKG's and routine blood tests, podiatry care, social service assessments, caregiver support and preventive health care screening referrals.

In addition to the above, we coordinate care with a range of health care professionals as well as Visiting Nurse Services, Visiting Nurse Association and Hospice. We can also arrange for skilled nursing or custodial care needs.

Our multidisciplinary staff includes physicians, a nurse practitioner, a certified social worker, a medical coordinator and office staff. All medical members have experience in internal medicine, geriatrics and palliative care.

Insurances we accept are: Medicare, Medicaid and Touchstone

Our telephone number: 718 226-6186 and our fax number is: 718 226-3995

**Renee Marchese, Medical Coordinator**

**ACCESSING INFORMATION ABOUT MEDICAL INSURANCE**  
For information you may call the HIICAP Help Line (Health Insurance Information Counseling Assistance Program) provided by the NYC Department for Aging at 311.

## **HOME DELIVERED MEALS**

**Meals on Wheels of Staten Island Inc.**  
**304 Port Richmond Avenue**  
**Staten Island, NY 10302**  
**Joseph Tornello, LSCW, President & CEO**  
**(718) 727-4435**  
**(718) 727-2157 (fax)**  
**www.mealsonwheelsofsi.org**

Meals on Wheels provides one hot meal and one cold meal each day, five days a week, between 11am and 1pm to the homebound and elderly except for major holidays. Weekend meals are three frozen and are delivered on Saturday morning. All meals are prepared in the Meals On Wheels state of the art kitchen. Meals on Wheels of Staten Island is funded by the NYC Department for the Aging, Citymeals-On-Wheels, Staten Island Borough President's Office, NYS Office for the Aging, NYS Department of Social Services, members of the NYC Council, United Way and private donations. Please contact Meals on Wheels of Staten Island Inc. for further information on the program.

**JCC**  
**Department of Senior Adult Services**  
**1297 Arthur Kill Road**  
**Staten Island, NY 10312**  
**Contact: Jodie Kornblum**  
**Tel: 718 475-5283**  
**FAX (718) 356-8536**

**Kosher Meal Program at the Jewish Community Center** one meal each day. On Friday, three meals are delivered (for Friday, Saturday and Sunday). If you are interested in receiving Kosher meals through the Jewish Community Center you must call JCC Case Management at (718) 508-3890.

**PROCEDURE FOR RECEIVING HOME DELIVERED MEALS:** Regarding both Meals on Wheels and the Kosher Meal Program, a referral will be taken by telephone and the caller will also be encouraged to call the case management agency directly. Afterwards, the information is sent to either Volunteers of America (VOA) if the client lives in Community District 1 or the Jewish Community Center (JCC) if the client lives in Community District 2 or 3. A representative from the intake department at VOA or JCC will call the client for more information. An appointment will be set up between the client and a case manager. If the client is eligible, according to guidelines set by the NYC Department for the Aging, a client referral will then be forwarded to Meals on Wheels of Staten Island. Once the referral is received, the client will be contacted to inform him/her when the meals will begin and an introductory letter explaining all information is sent to the new client from either VOA or the JCC.

## **IF YOU ARE A CAREGIVER THERE IS SUPPORT AVAILABLE**

Many employers now include elder care services in their benefits packages as a way of providing needed support to their employees who are caring for older relatives. These services usually include consultation with a counselor about the older adult=s situation, referrals to services in the geographic area, and seminars on eldercare issues.

For more information on CAREGIVER SUPPORT GROUPS on Staten Island, or in any of the five boroughs, contact Caregiver Services Coordinator at the Community Agency for Senior Citizens (CASC) at 718-981-6226 or JCC Caregiver Support Group on Mondays at 1pm 1297 Arthur Kill Rd. contact 718 – 475-5278 for more information.

## **AGING SERVICES**

**NYC DEPARTMENT FOR THE AGING  
Alzheimer's & Caregiver Resource Center  
2 Lafayette Street, 2<sup>nd</sup> floor, NY, NY 10007  
212 442-3086**

## **EMERGENCY RESPONSE SYSTEMS**

An emergency response system can provide peace of mind to elders, or persons of any age who are home alone. It provides access to help in an emergency situation by pushing a button which is worn on a pendant around the neck, or as a bracelet.

When the button is pushed a voice unit, which has been installed in the home, is activated and a line of communication is opened. This allows the elder to tell a staff person what the problem is for example: They have fallen, are experiencing chest pain, etc.

The emergency response system staff member has access to information about the elder— telephone numbers of relatives or friends who have a key to the individual=s home. They can contact the necessary person and/or call for emergency help.

Individuals should contact their private insurance company to determine if they will cover the cost. There is generally a two-part fee, one for installation and another for monthly monitoring.

For more information on this type of service, call the listed providers on Staten Island:

**PHILIPS LIFE LINE EMERGENCY RESPONSE  
800-572-1700 \$75 TO INSTALL \$44 PER MONTH  
(MEDICAID WILL ASSIST)**

continued

**AMERICAN MEDICAL ALERT VOICE CARE  
SEA VIEW ADULT DAY HEALTH CARE PROGRAM SERVICES**

460 Brielle Avenue  
Staten Island, New York 10314  
Monday to Saturday: 9:30 AM– 2:30 PM  
Telephone: 1-718-317-3243 or 1-718-317-3249

**Voice Care** is a device usually worn around the neck. It provides **24-hour Emergency Assistance** for the elderly or chronically ill. Call our representative at Sea View ADHC and we will assist you in getting to you the specific information you will require. The Voice Care system is available through American Medical Alert Voice Care. There is a small one-time installation fee and a monthly fee which is reasonable and may be covered through Medicare, Medicaid, other entitlements or private payment. If a person should fall in their house, he/she would push the alarm. The American Medical Alert Voice Care would be able to talk to him/her from anywhere in the house; through walls and in general, all throughout your home. They will ascertain the emergency and call 911 for assistance for you. They will ascertain the emergency and call 911 for assistance. This convenience will put you or your family at ease with the knowledge that your love one will receive full assistance at any time of the day or night. As the emergency family listed, you will also be contacted. Put yourself at ease. Sign up now. Call 1-718-3173243 or -718-317-3249.

**HEALTH WATCH – LIFELINE, INC.  
VISITING NURSE ASSOCIATION OF STATEN ISLAND  
24HR MEDICAL ALERT & PERSONAL SECURITY SYSTEM**

**BARRINGTON BURKE-GREEN, President**

**S. RUBEN ROSARIO, Technical Coordinator**

**We are located on Staten Island, for Staten Island.**

**We develop a detailed plan for your emergencies at home.**

**If alone at home when you fall....Who do you call?**

**Tel: 718-442-4357**

**SECURE CARE 1**

**774 Manor Road, Suite 207, Staten Island, NY 10314**

**Toll Free 1-866-585-6777**

**EMERGENCY RESPONSE PUSH BUTTON**

**PLUS ADDITIONAL SERVICES TO ASSIST INDEPENDENT LIVING IN YOUR OWN HOME  
NO INSTALLATION FEE, NO YEARLY CONTRACT, PEACE OF MIND AND SECURITY FOR YOU  
AND YOUR LOVED ONES**



## **HOME CARE GLOSSARY OF TERMS**

<b>ADL:</b>	<b>Activities of Daily Living</b>
<b>CHHA:</b>	<b>Certified Home Health Agency. Medicare Certified agency providing professional and paraprofessional services to patients in need of acute skilled services.</b>
<b>DME:</b>	<b>Durable Medical Equipment</b>
<b>DNR:</b>	<b>Do Not Resuscitate</b>
<b>HCFA:</b>	<b>Health Care Finance Administration</b>
<b>HCP:</b>	<b>Health Care Proxy</b>
<b>HOMEBOUND:</b>	<b>Under Medicare, the patient must be “homebound” in order to qualify for services. Homebound is defined as: 1) Patient cannot leave home without considerable or taxing effort, 2) Absences are infrequent or are for short durations, 3) Absences from home are primarily attributable to the need to receive medical treatment, 4) Non-medical absences are infrequent and of short duration.</b>
<b>HOSPICE:</b>	<b>Home-based program providing comprehensive professional services to meet the physical, emotional and spiritual needs of the terminally ill patient and their family.</b>
<b>HRA:</b>	<b>Human Resources Administration</b>
<b>HA:</b>	<b>Home Attendant</b>
<b>HHA:</b>	<b>Home Health Aide</b>
<b>LTHHCP:</b>	<b>Long Term Home Health Care Program</b>
<b>LHCSA:</b>	<b>Licensed Home Care Service Agency</b>
<b>PCW/PCA:</b>	<b>Personal Care Worker/Personal Care Aide</b>

## **GLOSSARY: DEFINITION OF TERMS**

**Accelerated Benefits**—An early payment of life insurance death to a terminally ill policyholder by the insurance company, which is another way to finance the costs of long-term care.

**Acute care**—Care delivered in a hospital that is usually short-term and recuperative.

**Activities of Daily Living (ADLs)**—A scale that measures disability or ability in performing functions of daily living such as walking, bathing, getting out of the house, moving from bed to chair, dressing, and eating.

**Adult Day Care**—A daytime community based program for functionally impaired adults that provides a variety of health, social, and related support services in a protective setting.

**Area Agency on Aging (AAA)**—A local (city or county) agency, funded under the federal Older Americans Act, that plans and coordinated various social and health service programs for persons 60 years of age or more. Call your city or county government for the name, address, and telephone number of the AAA in your community or call the Eldercare Locator at 1-800-677-1116.

**Assisted Living**—A residential setting, not licensed as a nursing home, that provides personal care to residents needing assistance with activities of daily living (ADLs) and that can respond to needs for assistance at any time of day.

**Board and care homes**—Are typically privately operated facilities that provide a room, meals, personal care services, and 24-hour protective oversight.

**Care management service**—A service provided by a professional, typically a nurse or social worker, who arranges, monitors, and coordinates long-term care services, including health and social services, from multiple providers for an extended period of time.

**Chore services**—Minor household repairs, cleaning, and yard work.

**Chronic illness**—An illness marked by a long duration of frequent reoccurrence such as arthritis, diabetes, heart disease, asthma, and hypertension.

**Community-based services**—those services that are designed to help older people remain independent and in their own homes; can include senior centers, transportation, delivered meals or congregate meal sites, visiting nurses or home health aides, adult day care, and homemaker services.

**Congregate housing**—Operated by many different groups, congregate homes offer independent living with some central facilities and services that can include transportation, recreation, social, and health services.

**Continuing Care Communities**—Offer housing and a range of health care, social, and other services for substantial initial costs plus monthly fees.

**Co-insurance**—A percentage of covered expenses which an insured person is required to pay.

**Deductible**—The total initial amount that must be paid for services covered under an insurance plan before benefits are paid by the insurer.

**Elimination period**—The first days of a confinement which are not covered by the policy, typically 7, 20 or 100 days.

**Exclusion**—An expense or condition that the policy does not cover and will not pay toward it.

**Friendly visitors**—Volunteers who visit the homebound to sit and talk or sometimes to run errands and shop for them.

**Guaranteed renewable**—An agreement to continue insuring a policyholder up to a certain age, or for a life, as long as the premium is paid.

**Home health care**—A wide variety of services that bring care to the home and can include skilled or unskilled nursing, physical therapy, personal care, and the assistance of homemaker/home health aides with chores around the house.

**Home Care or Homemaker Services**—This non-medical care can include chore services, housekeeping, shopping, laundry, money management, meal preparation, or help with bathing, dressing or eating.

**Medicaid** – A federal/state cooperatively funded and state-operated program of health benefits to eligible low-income persons, established under Title XIX of the Social Security Act. States determine program benefits, eligibility requirements, rates of payments for agencies and institutions that provide services, and methods of administering the program under broad federal guidelines. Medicaid operates in every state except Arizona, which has a comparable program.

**Medicare** – A federal health insurance program for persons aged 65 and over who are eligible for Social Security or Railroad Retirement benefits and for some people under age 65 who are disabled. Medicare was established under Title XVIII of the Social Security Act. There are two parts: hospital insurance (Part A) covering inpatient hospital and skilled nursing care and supplementary medical insurance (Part B) covering physician and other services, which are volunteer and require payment of a monthly premium.

**Medigap insurance** – Private health insurance purchased to cover the gaps, and often some additional services, not covered by Medicare.

**National Association of Insurance Commissioners (NAIC)** – A national organization of state executives that develops model legislation on insurance.

**Non-forfeiture protection** – This feature come into play if you must cancel your coverage or if you cease paying premiums and have paid premiums for a specified minimum period of time (e.g. five to ten years). It allows either a partial refund of premiums or covers a reduced portion of the policy's long-term care benefit.

## **Nursing home – levels of care**

- 1) **Skilled nursing** care is for persons who need intensive care, 24-hour –a-day supervision and treatment by a registered nurse, under the direction of a doctor and/or physical, occupational, or speech therapist.
- 2) **Custodial care** is suitable for many persons who do not need skilled nursing care, but required supervision (for example, help with eating or personal hygiene).

**Older Americans Act** – Federal legislation enacted in 1965, and since amended, to set up a network of state and area agencies on aging which plan, coordinate and fund local programs of services for person aged 60 or older.

**Out-of-pocket payments** – Cost paid directly by an individual.

**Personal care** – Assistance given people who need help with ADLs such as dressing, bathing, personal hygiene, grooming, or eating.

**Source: Before You Buy – A Guide To Long Term Care Insurance-AARP**

## **OPTIONS FOR LONG TERM CARE PATIENTS**

People who need long-term health care, for themselves or for an aging or severely disabled relative, often find themselves facing painful choices with little information about finances and little time to make a decision. What follows is a primer based on information from the Henry J. Kaiser Family Foundation.

### **MEDICARE**

Medicare, the Federal health care program for the elderly and severely disabled, pays for specific procedures deemed medically necessary.

**AT HOME:** Skilled nursing care deemed necessary by a doctor and provided by medical professionals. Medicare does not pay for services like help in dressing, eating or bathing.

**IN A HOSPITAL:** Care for acute illnesses; hospitals do not generally provide long-term care.

**AFTER THE HOSPITAL:** Skilled short-term nursing care in a center providing rehabilitation and other kinds of intensive therapy.

**IN A HOSPICE:** Care for those with six months or less to live.

### **MEDICAID**

Long-term care is generally covered by Medicaid but is limited to people with low incomes and assets of no more than about \$2,000 (not including house and car). People with more money often enter nursing homes and spend down their assets so they can qualify.

### **PRIVATE INSURANCE**

Long-term care policies are available but can cost thousands of dollars a year for those over age 65. For that reason, private insurance pays less than 1 percent of the cost of nursing home care in the United States.

### **FOR MORE INFORMATION**

A sampling of sources of information on long-term care:

**HOME CARE AND LONG-TERM CARE:** National association of Area Agencies on Aging, (800) 677-1116 (Washington DC-Elder Care Locator).

**NURSING HOMES:** A privately operated Web site [www.angelfire.com/tn/NursingHome/](http://www.angelfire.com/tn/NursingHome/) has advice to consumers and links to other sites.

**GOVERNMENT PROGRAMS:** The Health Care Financing Administration, which runs both Medicare and Medicaid, has a Web sites, [www.cms.hhs.gov](http://www.cms.hhs.gov) [www.medicare.gov](http://www.medicare.gov) [www.thehealthinsurance.com](http://www.thehealthinsurance.com)

**ALZHEIMER'S DISEASE:** Alzheimer's Association, (800) 272-3900.

**CONSUMER INFORMATION:** The Assisted Living Federation of America, (703) 691-8100, has a list of 50 questions to ask providers of care. The American Association of Retired Persons offer a number of publications on long-term care, (202) 434-6030.

**Source: The Assisted Living Federation of America**

## **GLOSSARY OF HOUSING TERMS**

**ADULT HOMES** - Also referred to as Residential Care or Adult Care Facilities. Adult Homes provide long-term residential care, room and board, housekeeping, personal care (which includes assistance with bathing and dressing), and supervision to a minimum of five dependent adults. Congregate meals are provided three times daily, and a full range of planned activities and outings are usually offered. Adult Homes do not generally provide on-site nursing or medical care, but a number of facilities contract with physicians and health care providers who visit residents when necessary. Many adult homes also provide care to younger, mentally ill or disabled adults. Rooms may be private or shared and adult homes in NYC range in size from 30 to 400 beds. It is recommended that one inquires about the percentage of residents who are older adults residing in the facility.

To be eligible for an adult home, an individual must be either ambulatory or able to transfer from a bed to a chair. They must be alert and continent.

Adult Homes are regulated by the New York City Department of Social Services and operators may be proprietary, public or not-for-profit agencies. Rates in private facilities vary. Approximately half of the homes in New York City accept Social Security (SSA), Social Security Disability (SSD) or Supplemental Security Income (SSI) as full payment.

continued

For additional general information contact: NYC Department for the Aging 311.  
For placement information in family type homes for adults contact 311.

**ASSISTED LIVING** - Can include both subsidized as well as market rate housing options in which health, nursing and supportive services are available to residents. Services to provide assistance for activities of daily living are intended to enable the frail or disabled older adult to live independently in this housing. In market rate assisted living sites monthly rates can range from a low of \$2000 to over \$4000 per month.

**COMMUNITY RESIDENCE FOR MENTALLY ILL AGED** - Congregate care facility for individuals diagnosed with a severe or persistent mental illness. The Community Residence provides residential services which support and assist the individual with their goal of integration into the community utilizing a rehabilitative focus.

**NEW YORK STATE HOUSING TRUST FUND HOUSING** - One of several New York State programs that combined with other public and private funds, helps to finance the construction or rehabilitation of affordable and low-income housing, including three senior housing sites on Staten Island.

**SECTION 202 HOUSING FOR ADULTS** - This federal program, Supportive Housing for the Elderly, provides new housing, which includes supportive services and rental assistance, for low-income elderly, including the frail and disabled. Prior to 1991, the program did not include funding for services, thus Section 202 sites may vary in the services that are provided. Most sites have a number of accessible units for disabled elderly. Residents pay no more than 30% of their income for rent, with federal subsidy covering the balance of the unit's fair market price.

**SECTION 8 HOUSING** - This program, no longer active, refers to projects built using funds provided through Section 8 of the U.S. Housing Act and includes both senior specific and general population housing. Residents pay no more than 30% of their income for rent, with federal subsidy covering the balance of the unit's fair market price.

**SHARED HOUSING AND SHARED LIVING RESIDENCE** - Residents, who are over age 60, share housing and are selected for their comparability and suitability to a shared living environment. Residents must be able to initiate and carry out their own personal care and activities. Participation in household functions is necessary to maintain a homelike atmosphere.

A Shared Living Residence Enriched Housing site includes a private unfurnished bedroom for each resident, furnished common living areas, all meals, laundry and household supplies, staffed by a Residence Manager and offering a family-like atmosphere.

**MARKET RATE SENIOR HOUSING** - Non subsidized housing, for purchase or rental, which is based upon the prevailing market rate for housing in the given community.

**NYC HOUSING AUTHORITY (NYCHA) PUBLIC HOUSING** - Housing built and managed by the New York City Housing Authority (NYCHA) for low and moderate income residents of New York City. Some NYCHA Housing has been built for and is occupied primarily by the elderly. It provides independent community living with referral for services as needed. Senior Centers are located at all NYCHA housing sites on Staten Island.

---

The Natural Supports Committee of the Staten Island Inter-Agency Council (IAC) hopes this Newsletter has been helpful to you as a caregiver. If you find that the specific needs that you and your family member have are not addressed in this issue, please don't toss this aside before calling the IAC office. If you really can't identify any needs, but only know that you are feeling overwhelmed or at a loss, please call us. The IAC can provide referrals to organizations which may be able to give you and your relative the support and assistance you need. CALL US AT 718 667-3162 or contact us on the web at

[www.seniorcitizenhelp.org](http://www.seniorcitizenhelp.org)

Email: [Siseniorhelp@verizon.net](mailto:Siseniorhelp@verizon.net)

---

### **SAFETY TIPS FOR SENIORS**

- 1. Never let a stranger enter your home without Photo Identification.**
- 2. Never give personal information to unknown individuals.**
- 3. Never buy anything from a stranger on the telephone. If the offer is too good to be true, then it is not true.**

4. **Never open your door to a stranger.**
5. **Never pay a contractor the total fee in advance; always pay by check and request a written proposal for the work to be done.**
6. **Never tell strangers that you will not be home or that you live alone.**
7. **Never follow the same routine when shopping or banking, and consider Direct Deposit for your financial needs.**
8. **Never place your wallet or purse in a shopping cart or on the seat of your vehicle.**
9. **Never disclose you Social Security Number unless absolutely necessary; nor carry your card in your wallet or purse.**
10. **Always lock your house and car doors, and in public be alert and aware of your surroundings.**
11. **Always have emergency telephone numbers within reach.**
12. **Always advise family or friends of your whereabouts.**
13. **Always shred or tear up mail with personal information.**
14. **Always park you car in a well lit area.**
15. **Always have fresh batteries on hand, a flashlight and a portable radio.**
16. **Travel with a friend or relative whenever possible.**
17. **Keep all pin and access numbers in a secure place.**

**For Free Crime Prevention Programs OR To Learn How To  
Safeguard Your Home & Property, Contact Your Crime Prevention  
Officer at:**

**120 Pct. 1-718-876-8510**

**122 Pct. 1-718-667-2266**

**123 Pct. 1-718-948-8876**

**Contact the Community Agency for Senior Citizens for Assistance  
Regarding Elder Abuse or to seek Crime Victim Counseling at:  
1-718-981-6226**

**To check on a Contractor contact the Better Business Bureau at  
1-212-533-6200 or the Department of Consumer Affairs at  
1-212-487-4444**

**Funded by the Department for the Aging , Office of the Borough President and the State Office For Aging**