

**HEALTH SERVICES DIRECTORY
FOR OLDER ADULTS
ON STATEN ISLAND**

2009

Updated and printed by the Staten Island Inter-Agency Council for Aging, Inc., c/o Sea View Hospital "Administration Building" 460 Brielle Avenue, Room 123, Staten Island, NY 10314, 718/667-3162 fax 718/667-8063 or Email:Siseniorhelp@verizon.net

Website: www.seniorcitizenhelp.org

(Originally compiled by the members of Community Board 2 Aging Committee)

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NURSING HOMES

Carmel Richmond Healthcare & Rehabilitation Center

88 Old Town Road
Staten Island, NY 10304
718 668-8520

Clove Lakes Health Care & Rehabilitation Center Inc.

25 Fanning Street
Staten Island, NY 10314
718 289-7900

Eger Health Care & Rehabilitation Center

140 Meisner Avenue
Staten Island, NY 10306
718 979-1800

Golden Gate Rehabilitation & Health Care Center

191 Bradley Avenue
Staten Island, NY 10314
718 698-8800

Lily Pond Nursing Home

150 Lily Pond Avenue
Staten Island, NY 10305
718 981-5300

New Vanderbilt Rehab & Care Center

135 Vanderbilt Avenue
Staten Island, NY 10304
718 447-0701

St. Elizabeth Ann's Healthcare & Rehabilitation Center

91 Tompkins Avenue
Staten Island, NY 10304
718 876-2255

Sea View Hospital Rehabilitation Center & Home

460 Brielle Avenue
Staten Island, NY 10314
Toll Free: 1-877-5-SEAVIEW
Admissions: 718 317-3000

Silver Lake Specialized Care Center

275 Castleton Avenue
Staten Island, NY 10301
718 447-7800

cont'd.

Staten Island Care Center & Rehabilitation

200 Lafayette Avenue
Staten Island, NY 10301
718 448-9000

Verrazano Nursing Home

100 Castleton Avenue
Staten Island, NY 10301
718 273-1300

HOSPITALS

NYHHS/Brooklyn Campus (formerly VA)

800 Poly Place
Brooklyn, NY 11209
718-836-6600

Richmond University Medical Center

355 Bard Avenue
Staten Island, NY 10310
718-818-1234
www.rumcsi.org

Staten Island University Hospital - North Site

475 Seaview Avenue
Staten Island, NY 10305
718-226-9000

Staten Island University Hospital - South Site

375 Seguine Avenue
Staten Island, NY 10309
718-226-2000
WWW.SIUH.ED

HOME CARE/LONG TERM HOME HEALTH CARE

Aides at Home Inc.

35 New Dorp Plaza
Staten Island, NY 10306
718-351-6543

Best Care Inc.

60 Bay Street
Staten Island, NY 10301
718-816-4242

Caring Living Companions

774 Manor Road, Suite 204
Staten Island, NY 10314
718-494-6571

Elderplan

6323 Seventh Avenue
Brooklyn, NY 11220
718-921-7990

Extended Home Care

900 South Avenue
Staten Island, NY 10314
718-982-1360
Fax: 718-982-1368

Home First

6323 Seventh Avenue
Brooklyn, NY 11220
718-759-4510

Home Instead Senior Care

12 Jefferson Boulevard
Staten Island, NY 10312
718-966-0626
Fax: 718-966-0627
E-mail: seniorcare4si@aol.com

Hope Home Care, Inc.

26 Dumont Avenue
Staten Island, NY 10305
718-667-8510

Margaret Ultra Home Care, Inc.

461 Jewett Avenue
Staten Island, NY 10302
718- 815-8089

Metropolitan Jewish Home Care

6323 Seventh Avenue
Brooklyn, NY 11220
718-921-8800
800-370-8317
544A Seaview Avenue
Staten Island, NY 10305
718-351-5161

Premier Home Care

1369 No. Railroad Ave.
Staten Island, NY 10306
718-980-2310

cont'd.

**Richmond Home Need
Services Inc.**

3155 Amboy Road
Staten Island, NY 10306
718-313-1477

**Visiting Nurse Association
of Staten Island**

400 Lake Avenue
Staten Island, NY 10303
718-816-3500

Richmond UniCare

3155 Amboy Road
Staten Island, NY 10306
718- 987-9090

Visiting Nurse Services of NY

1150 South Avenue, 3rd floor
Staten Island, NY 10314
718-477-4700

SafeHarbor Healthcare Services

1477 Hylan Blvd.
Staten Island, NY 10305
718-979-6900

VNS CHOICE

Long Term Care Program
1150 South Avenue, 3rd floor
Staten Island, NY 10314
718-477-4725
718-477-4724

Stella Orton Home Care Agency

3155 Amboy Road
Staten Island, NY 10306
718-987-4300

**St. Vincent Catholic Medical
Home Health Services**

1200 South Avenue, Suite 303
Staten Island, NY 10314
718-818-4500

ADULT HOMES

| HOUSING SITE | #OF UNITS | CONTACT |
|--|---|---|
| Anna Erika Home for Adults 110 Henderson Avenue Staten Island, NY 10301 | 320 (includes 122 units of assisted living) | Anna Erika Home 718-727-8100 x 3109 |
| Sts. Cosmas and Damian 2099 Forest Avenue Staten Island, NY 10303 | 270 | Orthodox Church of America 2099 Forest Avenue S.I., NY 10303 718-720-8800 |
| New Broadview Home for Adults 70 Father Capodanno Blvd. Staten Island, NY 10305 | 200 (includes 40 units of assisted living) | New Broadview Home 718-273-8900 |
| Lakeside Manor Home for Adults 797 Brighton Avenue Staten Island, NY 10301 | 200 | Proprietary 718-720-9600 |

ASSISTED LIVING

| <u>HOUSING SITE</u> | <u># OF UNITS</u> | <u>CONTACT</u> |
|---|-------------------|--|
| Eger Harbor House 110 Meisner Avenue Staten Island, NY 10306 | 75 | Maureen Guiry Assisted Living 718-554-8701 |

Eger Harbor House accommodates 75 persons in single living units. Personal care staff is available 24 hours, seven days a week to assist residents with their activities of daily living. Recreation staff offers a flexible program of group and individual activities as well as coordinate community based activities. An on-site Case Manager can assist each resident to secure services necessary to retain their ability to live as independently as possible. Candidates for admission must have community Medicaid

| <u>HOUSING SITE</u> | <u># OF UNITS</u> | <u>CONTACT</u> |
|--|-------------------|--|
| Sunrise Assisted Living of Staten Island 801 Narrows Road North Staten Island, N.Y. 10304 | 78 | AnnMarie Mannino Director of Community Relations (718) 727-8498 Statenisland.dcr@sunriseseniorliving.com And Jacqueline Sabatino |

Sunrise of Staten Island is a private pay community and can accommodate 50 people in our assisted living neighborhood and 50 people in our Reminiscence Neighborhood. Reminiscence Neighborhood is a secure environment for the memory impaired, with life skills in place. Personal care staff is available 24 hours a day, seven days a week to assist with all activities of daily living. Our activities coordinator offers a variety of activities that run throughout the day and into the evening hours. Staff assists the residents to live as independently as possible. Hospice Services and Visiting Nurse Services of New York are available to help residents remain here in their homes.

COMMUNITY RESIDENCE FOR MENTALLY ILL AGED (55 YEARS+)

| <u>HOUSING SITE</u> | <u># OF UNITS</u> | <u>CONTACT</u> |
|---|-------------------|---|
| Tompkins Residence 1150 Castleton Avenue Staten Island, NY 10310 718-876-2810 | 24 | St. Vincent Catholic Medical Centers Behavioral Health Services Residential Services Tel: 718-818-5055 Fax: 718-818-5203 |

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 of NY, Visiting Nurse Association of SI 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.

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 Hospice

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

ADULT DAY CARE

Carmel Richmond Healthcare & Rehabilitation Center Adult Day Healthcare Program

88 Old Town Road
Staten Island, NY 10304
718-668-8525

Eger Health Care Adult Social Day Care

140 Meisner Avenue
Staten Island, NY 10306
718-979-1800

Sea View Adult Day Health Care Program Services

460 Brielle Avenue
Staten Island, NY 10314
718-317-3249/3641

RESPIRE CARE

Alzheimer's Foundation of Staten Island

(DEPENDENT UPON FUNDING)
789 Post Avenue
Staten Island, NY 10310
718-667-7110

Clove Lakes Health Care & Rehabilitation Center Inc.

25 Fanning Street
Staten Island, NY 10314
718-289-7892 – Contact: Admissions Department

Eger Health Care and Rehabilitation Center

140 Meisner Avenue
Staten Island, NY 10306
718-979-1800

Jewish Community Center of Staten Island

1297 Arthur Kill Road
Staten Island, NY 10312
718-475-5279
Jennifer Stetson, Caregiver Director

Staten Island Care and Rehabilitation Center

200 Lafayette Avenue
Staten Island, NY 10301
718-448-9000

MENTAL HEALTH SERVICES

A Very Special Place, Inc.

1429 Hylan Boulevard
Staten Island, NY 10305
718-987-1234

Beacon of Hope House

90 Hancock Street
Staten Island, NY 10305
718-979-6241

Bridge Back to Life

1688 Victory Boulevard
Staten Island, NY 10314
718-447-5700

Mobile Outreach/Psychiatric Emergency Services/ Home Visits

718-818-6900
Fax: 718-818-6907

NAMI Staten Island

930 Willowbrook Road, Building 41 A
Staten Island, NY 10314
718-477-1700

Richmond University Medical Center

Bayley Seton Site

Behavioral Health Services - Evaluation and Referral

75 Vanderbilt Avenue
Staten Island, NY 10304
718-818-6132

Richmond University Medical Center

Bayley Seton Site

For Crisis/24 Hour Walk-in Services

75 Vanderbilt Avenue
Staten Island, NY 10304
718-818-6300

Staten Island University Hospital - North Site

Psychiatry Department - Outpatient

450 Seaview Avenue
Staten Island, NY 10305
718-226-8910

PERSONAL 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 that 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---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 below providers on Staten Island.

PHILIPS LIFE LINE EMERGENCY RESPONSE

800-572-1700

\$75 TO INSTALL \$44 PER MONTH
(MEDICAID WILL ASSIST)

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

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 loved 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 1-718-317-3243 or -718-317-3249.*

cont'd

HEALTH WATCH - LIFELINE
VISITING NURSE ASSOCIATION OF STATEN ISLAND
24HR MEDICAL ALERT & PERSONAL SECURITY SYSTEM
BARRINGTON BURKE-GREEN, Director
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 ONE

MEDICAL TRANSPORTATION

Assist Ambulance Service Co.*

BLS and ALS transports
940 Remsen Avenue
Brooklyn, NY 11236
718-927-2111

North Shore Rescue Squad No. 1 Incorporated

228 Granite Avenue
Staten Island, NY 10303
718-720-4380

Primary Care Ambulance Company

237 Woodward Avenue
Staten Island, NY 10314
718-975-0600

Richmond County Ambulance Service *

24/7 Ambulance
Schedule ahead for Ambulette
1355 Castleton Avenue
Staten Island, NY 10310
718-273-3555

cont'd

Volunteer Heart Resuscitation Unit & Ambulance Corp.

436 Brielle Avenue
Staten Island, NY 10314

or mail: PO Box 060252
Staten Island, NY 10306

AMBULETTE ONLY

ACT Ambulette, Inc.

9 Granite Avenue
Staten Island, NY 10303
Contact: Oleg Batuner, Vice President
718-556-5566

Mercy Care Ambulette

237 Woodward Avenue
Staten Island, NY 10314
718-266-3355

* Provides both Ambulance and Ambulette

Please Note: Some programs/services have their own transportation services available. Inquire with hospitals and community programs for specific information.

MEDICAL EQUIPMENT/ASSISTIVE DEVICES

Alzheimer's Foundation of S. I., Inc.

789 Post Avenue
Staten Island, NY 10310
718-667-7110

Americare Pharmaceutical

178 Industrial Loop
Staten Island, NY 10309
718-227-7016

Charles Pfeiffer, Inc.

1753 Victory Boulevard
Staten Island, NY 10314
718-447-6629

Hope Home Care, Inc.

26 Dumont Avenue
Staten Island, NY 10305
718-667-8510

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Ramps/Lifts for Better Living Inc.

84 Abingdon Avenue
Staten Island, NY 10308
718-605-2626
Fax: 718-967-2365
www.RampsforLiving.com
RampsForLiving@hotmail.com

Sansbury Medical

3976 Amboy Road
Staten Island, NY 10308
718-948-9755

The Staten Island Center for Independent Living

470 Castleton Avenue
Staten Island, NY 10301
718-720-9016 or 718-720-9870 (hearing impaired)

WELLNESS CENTERS AND SERVICES

**Staten Island University Hospital
Center for Complementary Medicine**

242 Mason Avenue
Staten Island, NY 10305
718-226-6125

YMCA (South Shore Center)

3939 Richmond Avenue
Staten Island, NY 10312
718-227-3200

AGING SERVICES

**NYC Department for the Aging
Alzheimer's & Caregiver Resource Center**

2 Lafayette Street, 2nd floor, NY, NY 10007
212-442-3086

SUPPORT GROUPS/EDUCATION

Alzheimer's Foundation of S. I., Inc.

789 Post Avenue
Staten Island, NY 10310
718-667-7110

cont'd

Community Agency for Senior Citizens

56 Bay Street
Staten Island, NY 10301
718 981-6226

Richmond University Medical Center

355 Bard Avenue
Staten Island, NY 10310
718-818-1234

Jewish Community Center

1297 Arthur Kill Road
Staten Island, NY 10312
(718) 475-5279

(offering support for individuals caring for parents or spouses with Alzheimers or Dementia)

Richmond University Medical Center

355 Bard Avenue
Staten Island, NY 10310
(718) 818-1234

Staten Island University Hospital (North Site)

475 Seaview Avenue
Staten Island, NY 10305
718-226-9000

**Call the above organizations for details regarding specific support groups, days and time.

**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.

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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.

HOME DELIVERED MEALS

Meals on Wheels of Staten Island, Inc.

304 Port Richmond Avenue
Staten Island, NY 10302
Joseph Tornello, LCSW, 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.

HOME CARE GLOSSARY OF TERMS

| | |
|-------------------|--|
| ADL: | Activities of Daily Living |
| CHHA: | Certified Home Health Agency. Medicare Certified agency providing professional and paraprofessional services to patients in need of acute skilled services. |
| DME: | Durable Medical Equipment |
| DNR: | Do Not Resuscitate |
| HCFA: | Health Care Finance Administration |
| HCP: | Health Care Proxy |
| HOMEBOUND: | 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. |
| HOSPICE: | Home-based program providing comprehensive professional services to meet the physical, emotional and spiritual needs of the terminally ill patient and their family. |
| HRA: | Human Resources Administration |
| HA: | Home Attendant |
| HHA: | Home Health Aide |
| LTHHCP: | Long Term Home Health Care Program |
| LHCSA: | Licensed Home Care Service Agency |
| PCW/PCA: | Personal Care Worker/Personal Care Aide |

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 coordinates 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 toward which it will not pay.

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 is volunteer and requires 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.

Nonforfeiture protection – This feature comes 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 require 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, e.g. 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/, 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 site, www.cms.hhs.gov, www.medicare.gov, 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.

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, house-keeping, 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.

For additional general information contact: NYC Department for the Aging, 311. For placement information in family type homes for adults contact: 212-971-2930. Also for NYC information, call the new 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 \$2500 to over \$5000 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.

cont'd

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 include 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.

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 your 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 your 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 and the Office of the Borough President James Molinaro
NYC Councilman James Oddo and the NYS Office for the Aging.**