

# CAREGIVING TIMES

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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, 1-718-667-3162 Fax 1-718-667-8063 or contact us on the web at [www.seniorcitizenhelp.org](http://www.seniorcitizenhelp.org) Email: [seniorhelp@aol.com](mailto:seniorhelp@aol.com)

This is the nineteenth 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 80 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 for whom you are caring.

## 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  
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 the 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 para-professional 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 must keep accurate notes on the patient.

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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 1-518-463-1118 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 the 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 the 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.

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**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.)
- 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 Community Agency for Senior Citizens (CASC) for a copy of the Health Care Directory published by the S.I. Inter-Agency Council for Aging. 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 is Medicaid.

# Medicaid Home and Community Based (Waiver) Services

Regional Resource Development Center

Visiting Nurse Association of Staten Island

400 Lake Avenue, Staten Island, NY 10303. Tel: **718-816-3555**

Barrington Burke-Green, Executive Director

The Medicaid Home and Community Based Services (HCBS) is authorized in §1915(c) of the Social Security Act. The program permits a State to furnish an array of home and community based services that assist Medicaid beneficiaries to live in the community and avoid institutionalization. Waiver services complement and/or supplement the services that are available to participants through the Medicaid State plan and other Federal, State and Local public programs, as well as the support that families and communities provide.

The Visiting Nurse Association of Staten Island, under contract to the New York State Department of Health, operates the Regional Resource Development Center (RRDC) for the New York City Region. The RRDC administers two (2) Home and Community Based Waiver Programs.

- 1. The Nursing Home Transition and Diversion (NHTD) Medicaid Waiver Program** was created to offer New Yorkers with disabilities and Senior Citizens a way to live in the community. The NHTD program offers a wide range of special services that will help people in their daily lives. These services include re-teaching basic skills, building ramps to allow access to homes, and safety monitoring.
- 2. The Traumatic Brain Injury (TBI) Medicaid Waiver Program** was designed for individuals with Traumatic Brain Injury. It is one component of a comprehensive strategy developed by the New York State Department of Health to assure that New Yorkers with Traumatic Brain Injury receive community based services within New York in the least restrictive setting.

**For further information, contact the RRDC at 718-816-3555**

## **CASE MANAGERS ARE AVAILABLE TO ASSIST**

The program's case managers help elders and their families decide what help is needed and arrange for services that may include non-medical in-home services, non-institutional respite, and other services available in the community. A case manager provides services for individuals or families to help them deal with complex circumstances. Case managers work toward a goal of helping people live the highest quality of life possible. To do so, case managers work

**closely with clients to identify their goals and needs. They use available resources, or find the necessary resources, to meet those goals while getting the most value for the client.**

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

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

**MID ISLAND AND SOUTH SHORE (Community Boards 2 and 3)  
Jewish Community Center (JCC) 1-718-508-3890.**

**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, 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. A person can receive both Medicare and Medicaid, with Medicare remaining the primary insurance. A person can receive Medicaid if they are over the income level, called a surplus or spend down which allows those who meet the criteria but have a higher income to receive Medicaid benefits. People can also set up a pooled income trust which allows them to move their surplus to pay bills. 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 1-718-981-6226, 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.

### **ARCHCARE SENIOR LIFE**

#### **THE PACE PROGRAM AT CARMEL RICHMOND HEALTHCARE & REHABILITATION CENTER**

**Archcare's PACE Program  
at Carmel Richmond  
88 Old Town Road  
Staten Island, NY 10304-4299  
718-407-2916**

**James A. Williams  
PACE Director**

Archcare Senior Life's **PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY (PACE)** is specially designed for people who need nursing home level of care, but prefer to receive it in familiar surroundings; their home and community. Complete care coordination including medical, dental, nursing care, home health care, diagnostic and laboratory tests, all therapies, prescriptions, nutrition and transportation are provided by our caring PACE staff.

The **PACE Center** features a Social Day Center at Carmel Richmond providing breakfast and lunch, daily activities such as bingo, exercise and movies. Parties and entertainment occur weekly. The center is staffed with experienced CNA's and Nurses. Participants can attend from 1 to 5 days per week. Health and preventive care services are provided in our new state of the art clinic across the hall from the Day

Center staffed by a physician, nurse and therapists. The program is available to those 55 years and older. PACE is covered by Medicaid and Medicare or can be private pay. Please call for a tour and more information.

## **CARMEL RICHMOND DAY HEALTH CENTER**

**Carmel Richmond Day Health Center**

**88 Old Town Road**

**Staten Island, NY 10304-4299**

**718-407-2916**

The **Day Health Center**, at Carmel Richmond, a **SOCIAL MODEL**, is designed to provide a safe environment for the chronically ill, disabled or those with mild dementia. Caretakers can leave their loved ones in the care of trained RN's and CNA's who provide interaction and socialization along with spiritual care. Breakfast and lunch are served and transportation can be provided. Daily activities include memory games, bingo, walks, exercise, movies and the beauty club. Trips and parties with live entertainment are an expected part of every week. Participants can come 2 or 3 days per week and is private pay. Cost may be covered by some managed long term care plans. Volunteers are welcome! Please call for a tour and more information.

## **SEA VIEW HOSPITAL REHABILITATION CENTER & HOME PROGRAM: SEA VIEW ADULT DAY HEALTH CARE CENTER**

**460 Brielle Avenue**

**Staten Island, New York 10314**

**Theresa A. Rafferty, MBA, Director**

**Angelo Mascia, Executive Director**

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

**Fax: 1-718-317-3285**

**Theresa.Rafferty@seaviewsi.nychhc.org**

**Please inquire about our Veteran Services:**

**Assistant Director, Raffat Fazal, MS, LMHC call her @ 1-718-317-3641**

**E-mail Raffat.Fazal@seaviewsinychhr.org**

Sea View's Adult Day Health Care program is a **MEDICAL MODEL** program that serves people over 21 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 receive medical, nursing treatment, social services while enjoying socialization.

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. Approximately fourteen Clinics including but not limited to Dental, Physical Therapy, Occupation, Speech & Swallow Evaluation, Podiatry, Ophthalmology, Optometry, Psychiatry, EKG and other fine clinics are available. Pharmacy services are also available.

ADHC also provides for an exciting, therapeutic, structured program for the many seniors who suffer from advanced memory loss. 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 is also included in the program. Memory 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. There is a Licensed Beautician and free, no cost services are provided including but not limited to: cuts, perms, nails, and shaves.

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. There is also a RN nurse present during meals.

The program is open **Monday through Saturday** from 9:30 AM to 2:30 PM. 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** is through Medicaid, Medicaid Managed Care, Managed Long-term Care Insurance, Long-term Health Care Insurance, Veteran Administration Payment & Private Pay based on a “Sliding Scale Fee”. No other fees or contributions are scheduled or charged. Our ADHC program is the only **Veteran Administration (VA)** medical day program approved on SI. They will pay for a Veteran to attend two days per week.

Sea View's ADHC is “**The Only Saturday Adult Day Health Care Program on Staten Island**”. Come and Join us. All of our buses have Certified Nurses Aides to assist the clients. Enjoy peace and contentment knowing your loved one is safe and happy and "Close to Home"

**JCC Social Adult Group Respite Program/Avis/South Shore**  
**1297 Arthur Kill Rd. SI 10312**  
**Contact – Shelly Lader 1-718-475-5280**

The Social Adult Group Respite Program is a social model program tailored for senior adults age 60 and over who have been diagnosed with Alzheimer’s Disease, related dementia or traumatic brain injury (TBI). The program provides socialization, exercise and activities led by a trained and caring staff. Activities are simple, short, flexible and geared toward the interest of the participants. All activities are “failure free” in order to enhance the participant’s self-esteem. Programs include: Music therapy, Pet therapy, Art therapy, computer based mind-wellness programs, reminiscent games and more. Respite program provides the family member with a break while also providing the participant with socialization. A nutritious hot kosher lunch and snack are provided on daily basis. Transportation is offered upon availability.

For more information about the Social Adult Group Respite services, please contact 718-475-5280.

## **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 1-718-289-7900 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**

**1-718-979-1800**

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 single rooms with private bathrooms, a television and phone. In addition to the skilled nursing services, Short Term Stay patients at Eger enjoy 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. 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 1-718-979-1800, ext. 3066.

## **Staten Island Care Center**

**200 Lafayette Avenue**

**Staten Island, New York 10301**

**1-718 - 448-9000, Fax 1-718-981-2941**

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 \$350.00 for a semi-private room and \$375.00 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.

## Visiting Nurse Service of New York Hospice Care

1150 South Avenue, 3<sup>rd</sup> Fl.

Staten Island, NY 10314

1-718-876-1022

1-718-876-1803

Email [Jill.Rosenberg@VNSNY.org](mailto:Jill.Rosenberg@VNSNY.org)

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

## University Hospice

78 Meisner Avenue

Staten Island, NY 10306

1-718-226-6450 – phone

1-718-226-6607 - fax

[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 Bard Avenue Campus at 355 Bard Avenue.

Comprehensive Psychiatric emergency services can be access by dialing 911, contracting our 24 hour hot-line at 1-718-818-6300. Inpatient child and adolescent services are available at RUMC Bard Avenue. Walk-in to our CPEP at our Bard Avenue 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 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.

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 Bayley Seton Campus. The CDT program offers ongoing evaluation and diagnostic services, crisis intervention, psychopharmacology and group, 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 1-718-818-5309 or 718-818-5302.

## Integrity Senior Services

**718-494-2858**

ISS provides counseling to older adults and caregivers. ISS works with families and long-term care professionals to provide the help and support that best suits each individual. ISS serves older adults wherever they live; private homes, adult homes, assisted living facilities, senior residences and nursing homes. ISS helps with the development of coping skills necessary to function at one's maximum ability and to find enjoyment in life. All ISS counselors are experienced licensed Social Workers, Psychologist, Clinical Nurse Specialist and other graduate and post graduate professionals. The ISS Counselor conducts a comprehensive assessment of the older adult's needs. Treatment plans may include individual, couples, group, and/or family counseling.

## NAMI – National Alliance on Mental Illness

**930 Willowbrook Road, Building 41A**

**Staten Island, New York 10314**

**718-477-1700**

**namistatenisland@aol.com**

Does someone you love have a mental illness such as major depression, schizophrenia, bi-polar disorder, obsessive-compulsive disorder, post-traumatic stress disorder, panic disorder or borderline personality disorder? WE CAN HELP!

## Staten Island University Hospital

**Inpatient Services : 718-226-2473**

**Outpatient Services (North): 718-226-8910**

**Outpatient Mental Health (South) 718-226-2274**

**Outpatient Chemical Dependency Program 718-226-2752**

**Partial Hospital Program 718-226-6559**

Staten Island University Hospital offers a comprehensive range of mental health services, provided by experienced and qualified health professionals. We strive to provide treatment in a timely manner, with sensitivity, discretion, and attention to the unique needs of every person who seeks our help. Our mission is to serve the needs of our community, and to be responsive to all who seek our assistance.

Our inpatient psychiatric services are available for emergencies, when someone cannot be cared for effectively or safely in the community. Our two units, one located at each of our two campuses, care for a range of disorders, though our South campus site contains a discrete unit for mature adults. That unit is so designed to be able to provide for the special needs of that population.

Our general aim, however, like that of all skilled mental health practitioners, is to provide care before serious symptoms emerge. For that reason, we also have a range of outpatient services, including an outpatient mental health clinic; a partial hospital; and a chemical dependency outpatient program.

The Outpatient Mental Health Services at Staten Island University Hospital provide a comprehensive and integrated network of psychiatric services to individuals and families. Our team of experienced mental health professionals deliver care with sensitivity and discretion to persons of all ages, in an environment that is non judgmental and non discriminatory.

Our assessment process is comprehensive and consists of an evaluation by a licensed social worker, as well as a psychiatrist. We strive to respond to the individual's or family's needs promptly and thoughtfully so that needed care is not unnecessarily delayed.

Upon completion of the intake assessment you maybe assigned to a primary therapist for treatment in one of our many treatment modalities. In addition, coordination of services is provided for any individual who may need a referral to an alternative resource within our department and/or hospital.

Our North Site Clinic is located at 450 Seaview Avenue, directly across from the Main Hospital. Convenient parking is available in front of the building. The Mental Health Clinic is located on the second floor.

Our South Site Clinic is located at 392 Seguine Avenue, directly across from Staten Island University Hospital South. Convenient parking is located behind the building.

The Chemical Dependency Program operates much like our Outpatient Mental Health Clinic, and is located at our South Campus Site. Individuals who seek treatment there are seen by an Addiction Psychiatrist, as well as mental health professionals – a team of experienced licensed clinical social workers and certified alcoholism and substance abuse counselors – who work collaboratively to address both the mental health and unique chemical dependency symptoms with which they present.

The Partial Hospital Program is located at our North Campus. It is an intensive, group treatment-based model of care, with an average length of stay of 2-3 weeks, and a maximum length of stay of six weeks. The program provides psychiatric care in a less restrictive environment than an inpatient unit, yet is equipped to manage individuals whose symptoms are acute and require more treatment than typically available in an outpatient treatment program. A person who is acutely symptomatic, but who is not a danger to themselves or others, may be able to be helped to remain at home, and out of the hospital, through treatment provided in the Partial Hospital Program.

Individuals receiving their treatment there work with a multidisciplinary team including a psychiatrist, registered professional nurses, and licensed certified social workers. Utilizing a supportive milieu, educational approaches, and assistance in negotiating acute life stressors, individuals are helped to restore balance in their lives, and return quickly to work or to other regular activities and responsibilities. The Partial Hospital Program operates 5 days a week (Monday – Friday), from 9:00 AM to 5:00 PM.

All individuals enrolled in our programs are able to access an on-call psychiatrist for emergencies after-hours or on weekends.

## CASC Elder Abuse Program

Each year, hundreds of thousands of older New Yorkers are abused, neglected and exploited – 141 out of 1,000 New York State seniors have experienced one older abuse event since turning 60. Many seniors do not report incidents of mistreatment or neglect because those inflicting the abuse may be a family member or significant other. Only 1 in 24 cases are ever reported.

Elder Abuse, synonymous with the term “invisible crime” is often hidden...secrets behind closed doors. Elder Abuse takes many forms, some subtle. It usually escalates over time, may involve more than one form of abuse and involves a trusting relationship between the abuser and the abused. Elder Abuse harbors no prejudice.....reaching all races, religions, socio-economic status and genders.

The first step in prevention and intervention is defining and understanding the different types of abuse. Types of abuse include:

- Physical-The infliction of physical pain or injury
- Psychological/emotional- The infliction of mental pain, anguish or distress by threat, humiliation, intimidation or other abusive conduct.
- Financial-The illegal or unethical exploitation of funds, including coerced transfers of property or assets, forgery and fraudulent scams.
- Neglect-The refusal or failure to perform caregiving responsibilities causing harm to the dependent elder.

Understanding the signs/symptoms of Elder Abuse provides us with the knowledge to recognize and challenge this devastating crime.

Community Agency for Senior Citizens (CASC) provides Elder Abuse Services that offer Individual Counseling, Educational Presentations, Advocacy and Support, Lock Replacement, Support Groups, Transportation, Entitlements and Case Assistance. For further information and confidential assistance, please contact, Jeanne Zieff, MSW, Elder Abuse Program Coordinator at 718 981 6226 ext. 146.

## **PHYSICIAN HOME VISIT PROGRAM:**

### **Staten Island Medical Home Visit Program**

Staten Island University Hospital  
Donna Seminara, MD, Medical Director  
Adele McMahon, LCSW  
Renee Marchese, Coordinator

Office Tel: 1-718 226-6186  
Fax: 1-718 226-3995  
Office Hours: M - F 9 AM to 3 PM

This program provides hands-on high quality primary medical care by Geriatric/Internal Medicine Physicians to the frail, elderly or homebound. We offer diagnosis and treatment of various medical conditions, follow-up visits, assistance with obtaining durable medical equipment, ancillary testing such as X-Rays, Doppler studies, EKG's, blood tests, podiatry care, social service assessments including caregiver support to name a few. In addition to these services, we also work closely with the various nursing agencies for skilled nursing care, assessment for custodial care, wound care and other services. These agencies include North Shore LIJ Visiting Nurse Service, Visiting Nurse Association, Metropolitan Jewish and Hospice Care.

Our multidisciplinary staff includes physicians, medical coordinator, licensed clinical social worker and office staff. All clinical staff have experience in internal medicine, geriatrics and palliative care. We have a 24 hour on-call physician for our enrolled patients.

We accept Medicare and Advantage Plans

**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

1-718-727-4435

1-718-727-2157 (fax)

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

Meals on Wheels of Staten Island, Inc. prepares food fresh each weekday in its own kitchen and delivers two meals daily, one hot meal meant for immediate consumption when delivered between 11am to 1pm, the other cold meal to be refrigerated and eaten later in the day. All meals are nutritionist approved and each of the two daily meals meet the 1/3 daily RDA (Recommended dietary allowance). Some meal recipients can receive weekend meals including three frozen meals delivered on Saturday morning. Primary funding is from the NYC Department for the Aging, the office of the Borough President and from City Council members. Meals are also provided through other contracts and agreements as well as through donations and fundraising events. Meals on Wheels is very proud it its 400 volunteers who assist with meal delivery across the entire borough and assist in various agency functions. Although meals can be initiated by Meals on Wheels, final authorization is required by the respective case management agencies on Staten Island. Through a sub-contract agreement, kosher and halal meals are also available.

## **Neighborhood Center Kosher Nutrition Program**

**Jodi Kornblum, Program Coordinator**

**Neighborhood Center at the Avis/South Shore JCC**

**Funded by NYC Dept for the Aging & NYS Office for the Aging**

**Mondays – Fridays 10:00 am – 2:00 pm**

The Avis/South Shore Neighborhood Senior Center is the place to be if you are a senior adult age 60 and above. For those who enjoy socializing, staying fit and sharing a Kosher meal with your peers, the neighborhood center offers all that and more. For those who are homebound and find it physically challenging to get to the “J,” our Case Management department is available to assist you by telephone or in person in managing your activities of daily living. For more information about how participation in our senior adult programs can enhance the quality of your life please visit our website or contact our intake department at 1-718-508-3890.

Our neighborhood center offers senior adults 60 and over a variety of recreational and social activities, including bingo, piano sing along, card playing, billiards, mah jongg, arts & crafts, painting and jewelry making.

The wellness component of our program includes many fitness classes such as yoga, tai chi, aerobics and sitercise. All fitness activities are geared toward the older active adult. Another component to the wellness program is discussion groups conducted by medical personnel on topics such as diabetes, healthy nutrition and sleep disorders.

Our program celebrates holidays and special events which include parties with DJ, special food and dancing! Join us as we highlight different countries and learn about their culture, food and music. A Kosher lunch is available for a suggest contribution of \$1.00. Limited door to door transportation is available with in a specified area with advance registration for a suggest contribution of \$1.00.

## **Case Management**

**Esther Edelstein Jacobson, LCSW, Director**

The JCC offers Case Management services to Staten Islands's older homebound adult community. If you reside in the Community Board 2 or 3 areas, the JCC can provide you with a case manager who will assess and evaluate eligibility for home delivered meals and a host of other benefits and entitlements designed for older adults to age in place. Case Management provides individuals and families with a personal case manager who can help navigate the maze of services to develop strength based individual care plans. For more information please call our intake center at 718.508.3890.

## **Volunteers of America's Case Management Program**

Volunteers of America's Case Management for Older Adults Program provides services to older adults if you reside in Community Board 1 on Staten Island.

Highly skilled, professional case managers will provide an in-home comprehensive assessment, engaging family members and natural supports when available. Case mangers will draw on client strengths and assist the individual to devise a plan of action to address any identified needs. Assistance may be provided regarding entitlements and benefits as well as linkages to home delivered meals, home care, medical resources and many other services that support an individuals goal of aging in place. We are open Monday through Friday from 9:00-5:00 and welcome your calls at 718-720-2070.

## **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.

# AGING SERVICES

## NYC DEPARTMENT FOR THE AGING

Alzheimer's & Caregiver Resource Center

2 Lafayette Street, 2nd floor, NY, NY 10007

1-212 442-3086

For information on the full array of services available for older adults and their caregivers throughout New York City, The Department for the Aging's Alzheimer's & Caregiver Resource Center is a valuable resource. Social work staff can assist in developing a plan of care to benefit the caregiver and care receiver, regardless of where they live. Information on appropriate neighborhood resources and payment options are provided.

## Caregiver Services

Megan Campbell-Orisino, LMSW, Program Director • 718-475-5287 • mcampbell@sijcc.com

Jessie Schwartz, Program Coordinator • 718-475-5279 • jschwartz@sijcc.com

Shelly Lader, Case Manager • 718-475-5280 • slader@sijcc.com

Vanessa Anselmo, Outreach Coordinator • 718-475-5281 • vanselmo@sijcc.com

Joy Condello, MSW, Social Worker-Grandparent Coordinator • 718-475-5287 • jcondello@sijcc.com

For adults who are caring for their elderly loved-ones, spouses or parents with physical or cognitive impairment, confusion and memory loss including Alzheimers and Dementia.

- *Individual Assessment and Care Plan*
- *Referral for Benefits and Entitlements*
- *Caregiver Support groups and individual counseling*
- *Educational in-services*
- *Yoga Stress management classes*
- *Individual respite (limited homecare)*
- *Group Respite*
- *Supplemental supplies offered on limited basis (including Personal Emergency Response Button)*

Caregiver Services, funded by the New York City Department for the Aging, is a unique support program serving the needs of the Caregiver. Trained and caring staff meet with each caregiver to tailor a care plan that will reduce the stress of providing 24/7 care by providing information, support through individual counseling and assessment, weekly support groups, lectures on legal, financial and medical topics, and Yoga/Stress management workshops to increase vitality and support.

## Grandparents as Caregivers

Available for caregivers who are grandparents age 55 and over having full custody of minor grandchildren age 18 and under. The program offers information, referrals, individual support, workshops and educational information on parenting grandchildren. The program also provides supplemental supplies to the grandparent and their grandchild, such as backpacks, formula and diapers on a limited time basis.

## 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:

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

**HEALTH WATCH – LIFELINE, INC.**  
**PROVIDERS OF: PHILIPS LIFELINE EMERGENCY RESPONSE**  
**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: 1-718-442-4357**

## HOME CARE GLOSSARY OF TERMS

<b>ADL:</b>	Activities of Daily Living
<b>CHHA:</b>	Certified Home Health Agency. Medicare Certified agency providing professional and paraprofessional services to patients in need of acute skilled services.
<b>DME:</b>	Durable Medical Equipment
<b>DNR:</b>	Do Not Resuscitate
<b>HCFA:</b>	Health Care Finance Administration
<b>HCP:</b>	Health Care Proxy
<b>HOMEBOUND:</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>HOSPICE:</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>HRA:</b>	Human Resources Administration
<b>HA:</b>	Home Attendant
<b>HHA:</b>	Home Health Aide
<b>LTHHCP:</b>	Long Term Home Health Care Program
<b>LHCSA:</b>	Licensed Home Care Service Agency
<b>PCW/PCA:</b>	Personal Care Worker/Personal Care Aide

## GLOSSARY: DEFINITION OF TERMS

**Accelerated Benefits** — An early payment of life insurance death benefits 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 – also [www.eldercare.gov](http://www.eldercare.gov).

**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 or Waiting Period** — The period of time (usually 30, 60 or 90 days) during which you need long-term care services, but before the policy benefits begin. You pay for 100% of the cost of services during this period. The longer the elimination period a policy designates, the lower the premium.

**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 voluntary and require payment of a monthly premium.

**Medicare Advantage** - Medicare program developed as a result of the Balanced Budget Act of 1997, which provides people with Medicare with many different health insurance options. Plans must cover all Medicare Part A and Part B health care. Some plans cover extras, like dental care, eyeglasses or hearing aids.

**Medicare Part D (Medicare Prescription Drug Coverage)** – Coverage for prescription drugs which is available through private stand-alone plans for people on Original Medicare or through Medicare Advantage plans for their members.

**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 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.

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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 \$13,800. 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, 1-800- 677-1116 (Washington DC-Elder Care Locator).

**NURSING HOMES:** A privately operated Web site [www.medicare.gov/nhcompare](http://www.medicare.gov/nhcompare) has advice to consumers and links to other sites..

**GOVERNMENT PROGRAMS:** Centers for Medicare & Medicaid Services (CMS), [www.medicare.gov](http://www.medicare.gov) & [www.cms.gov](http://www.cms.gov).

**ALZHEIMER’S DISEASE:** Alzheimer’s Association, 1-800-272-3900..

**CONSUMER INFORMATION:** The Assisted Living Federation of America, 1-703-894-1805, has a list of 50 questions to ask providers of care. The AARP offer a number of publications on long-term care, 1-888-OUR-AARP.

[www.aarp.org](http://www.aarp.org), [www.aarp.org/ny](http://www.aarp.org/ny)

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

(Cont’d next page)

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 information on alternative housing options, including family type homes for adults, contact the NYC Department for the Aging's Alzheimer's & Caregiver Resource Center at 212 442-3086. For information on public housing, contact the NYC Department for the Aging's Housing Department through 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 \$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.

**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 some NYCHA housing sites on Staten Island, contact the Staten Island Inter-Agency Council for Aging for a listing of all senior centers and friendship clubs on Staten Island.

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**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 1-718 667-3162 or contact us on the web at [www.seniorcitizenhelp.org](http://www.seniorcitizenhelp.org) Email: [Sisniorhelp@aol.com](mailto:Sisniorhelp@aol.com)**

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**COMMUNITY AGENCY FOR SENIOR CITIZENS, INC.**  
**56 Bay Street Staten Island NY (718) 981-6226**  
**SCAMS**

**The Green Dot Money Pac** – A fraudster calls and pretends to be a representative from the IRS, FBI or utility company. The victim is told that he is in default for back taxes or owes money on his utility bill and must pay immediately to avoid criminal prosecution or having the heat shut off. The victim is instructed to buy a Green Dot Money Pak card, place a specific amount of cash on it, then call back the phone number provided and supply the serial numbers from the card. **Call the police and provide the phone number given.**

**Utility Scam** – Thieves claiming to work for the water department or another utility company try to gain entry into your home by saying they need to check the meter, water pressure or gas leaks. They sometimes show some form of credentials and may even carry a walkie-talkie. **Don't let them in your home call 911.**

**Family Member in Distress Scam** – Scammers impersonate distressed family members in desperate need of money, then ask you to send the needed funds by Western Union or other means. **Don't send any money.**

**Telephone Fraud Involving Jury Duty** – Individuals identifying themselves as U.S. Court employees contact you by telephone and inform you that you missed your Grand Jury appearance or have been selected for jury duty. The caller requests verification - name, Social Security number, date of birth etc. If the request is refused, you are threatened with fines or prosecution for failing to comply with jury duty. **Don't give them any information.**

**Credit Card Number Theft** – You receive a call or email from someone impersonating a representative from a legitimate company. The perpetrator will try to convince you they need your credit card number to help protect your account. **Don't give them any information.**

**One-Ring Phone Scam** – auto-dialers target cell phone numbers across the country. You are called then the scammers hang up. When you call the number back you get charged for an international call. **Don't call them back.**

**Sweepstakes Scams** – you receive a check and are asked to cash it and send a portion back. The Check is not real. Or a phone call or email claiming you won a sweepstakes but are asked to send money to claim it. Never give you Credit Card number to claim a prize or wire money.

**Hotel Check-In Credit Card Scam** – After checking into a hotel you get a call from someone claiming to be from the front desk asking you to verify your Credit Card information again because of a problem. Go to the Front Desk personally don't give up your Credit Card numbers.

**ATM Skimming** – A criminal attaches a phony card reading device over the real card reader (usually with two sided tape) either at the entrance door or ATM machine. Before using these devices give them a tug. If it feels loose or out of place call the police. A criminal may also attach a device to the cash dispenser "trapping" the money and retrieving it after the customer leaves the ATM area.

**People posing as Licensed Contractors seeking jobs** – alleged contractors knock at your door looking for work. Don't let them in your home. If possible get their information and verify who they are. Call your local Precinct Crime Prevention Officer.

**Police calling for donations** – The Police Department & the Fire Dept. never call for donations. If you are being called BEWARE it is not the Police or Fire Depart. & none of the money donated goes to these Departments.

**E-Z PASS SCAM** - The MTA has issued a warning that an email which looks as though it was sent by the E-Z Pass service center asks customers to download an invoice with a list unpaid tolls. **Don't do it.**

## **SAFETY TIPS FOR SENIORS**

1. Never let a stranger enter your home without having an appointment and 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. **ALSO, SINCE YOUR SS# IS ON YOUR MEDICARE CARD MAKE A PHOTO COPY AND BLOCK OUT THE LAST FOUR NUMBERS AND CARRY IN YOUR PURSE AND/OR WALLET.**
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. 1-718-876-8505**

**122 Pct. 1-718-677-2266**

**121 Pct. 1-718-697-8758**

**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 311 or call the Staten Island Chamber of Commerce 1-718-727-1900.**