

**Staten Island Inter-Agency Council for Aging**  
**HEALTH SERVICES DIRECTORY**  
**FOR OLDER ADULTS**  
**ON STATEN ISLAND**

**2014 – 2015**



Updated 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@aol.com](mailto:Siseniorhelp@aol.com)  
Website: [www.seniorcitizenhelp.org](http://www.seniorcitizenhelp.org)

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

## TABLE OF CONTENTS

SKILLED NURSING HOME FACILITIES.....	1 - 2
HOSPITALS .....	2
HOME CARE/LONG TERM HOME HEALTH CARE.....	3 - 4
ADULT HOMES/ASSISTED LIVING .....	4 - 6
PHYSICIAN HOME VISIT PROGRAM.....	6
HOSPICE CARE .....	7
ADULT DAY CARE .....	7-8
RESPIRE CARE.....	8
MENTAL HEALTH SERVICES .....	9
PERSONAL EMERGENCY RESPONSE SYSTEMS.....	10 - 11
MEDICAL TRANSPORTATION .....	11 - 12
MEDICAL EQUIPMENT/ASSISTIVE DEVICES.....	12 - 13
WELLNESS CENTERS AND AGING SERVICES.....	13
SUPPORT GROUPS .....	14 - 15
PROGRAMS FOR ADULTS WITH MENTAL ILLNESS .....	15 - 18
MEDICAID .....	18 - 19
HOME DELIVERED MEALS .....	20 - 22
HOME CARE GLOSSARY OF TERMS .....	23
GLOSSARY: DEFINITION OF TERMS .....	24 - 27
OPTIONS FOR LONG TERM CARE PATIENTS .....	27- 28
GLOSSARY OF HOUSING TERMS.....	28 - 30
SCAMS.....	31
SAFETY TIPS FOR SENIORS .....	32

## NURSING HOMES

**Carmel Richmond Healthcare & Rehabilitation Center**

88 Old Town Road  
Staten Island, NY 10304  
718 979-5000

**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

**New Vanderbilt Rehab & Care Center**

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

**Richmond Care Center**

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

cont'd.

**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

**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**

**New York Harbor Health Care System (Veteran's Administration)**

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](http://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](http://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

### **Centerlight Healthcare**

1106 Bay Street  
Staten Island, NY 10305  
718 787 2310

### **Caring Living Companions**

774 Manor Road, Suite 204  
Staten Island, NY 10314  
718-494-0033

### **Elderplan**

6323 Seventh Avenue  
Brooklyn, NY 11220  
718-921-7979

### **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**

2153 Richmond Avenue  
Staten Island, NY 10314  
718-477-1266  
Fax: 718-477-1733  
E-mail: seniorcare4si@aol.com

### **Hope Home Care, Inc.**

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

### **Margaret Ultra Home Care, Inc.**

34 Beach Street  
Staten Island, NY 10304  
718- 815-8089

### **Metropolitan Jewish Home Care**

6323 Seventh Avenue  
Brooklyn, NY 11220  
718-921-8800

### **NorthShore-LIJ Home Care Network**

North Shore Home Care at Staten Island  
1200 South Avenue Suite 303  
Staten Island, NY 10314  
718-818-5400

### **Premier Home Care**

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

### **Richmond Home Need Services Inc.**

3155 Amboy Road  
Staten Island, NY 10306  
718-987-8400

cont'd.

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

**Visiting Nurse Association  
of Staten Island**  
400 Lake Avenue  
Staten Island, NY 10303  
718-816-3500

**SafeHarbor Healthcare Services**  
1477 Hylan Blvd.  
Staten Island, NY 10305  
718-979-6900

**Visiting Nurse Services of NY**  
1150 South Avenue, 3rd floor  
Staten Island, NY 10314  
718-477-4700

**Stella Orton Home Care Agency**  
3155 Amboy Road  
Staten Island, NY 10306  
718-987-4300

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

## ADULT HOMES

<b>HOUSING SITE</b>	<b>#OF UNITS</b>	<b>CONTACT</b>
<b>Harbor Terrace</b> 110 Henderson Avenue Staten Island, NY 10301	320 (includes 122 units of assisted living)	Harbor Terrace 718-727-8100
<b>Mariners Cove</b> 2099 Forest Avenue Staten Island, NY 10303	270	Proprietary 2099 Forest Avenue S.I., NY 10303 718-720-8800
<b>New Broadview Manor</b> 70 Father Capodanno Blvd. Staten Island, NY 10305	200 (includes 116 units of assisted living)	New Broadview Manor 718-273-8900
<b>Lakeside Manor Home for Adults</b> 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>
<b>Eger Harbor House</b> 110 Meisner Avenue Staten Island, NY 10306	75	Adrienne Liander, Administrator EgerAPL@eger.org 718-554-8700; 718-554-8701

**Eger Harbor House** is licensed by the NYS DOH as Enriched Housing with an Assisted Living Program. Eger Harbor House is located in the Greenbelt at the intersection of Meisner and Rockland Avenues. There are 75 single occupancy studio apartments. Each private apartment includes a living and sleeping area with some furnishings, closets, kitchenette with a refrigerator, sink, microwave and storage cabinets, as well as a private bathroom and shower. Eger Harbor House provides three nutritious meals a day in a congregate dining room, case management, assistance with self-administration of medications, housekeeping, maintenance, on-site laundry, recreational programs, and other services to assist each resident to live as independently as possible. Candidates for admission need to have community Medicaid.

<u>HOUSING SITE</u>	<u># OF UNITS</u>	<u>CONTACT</u>
<b>Sunrise Assisted Living of Staten Island</b> 801 Narrows Road North Staten Island, N.Y. 10304	78	AnnMarie Mannino Director of Community Relations (718) 727-8498 <a href="mailto:Statenisland.dcr@sunriseseniorliving.com">Statenisland.dcr@sunriseseniorliving.com</a>

Come visit Sunrise of Staten Island, a fully licensed assisted living community on the north shore of Staten Island, NY. Voted Top Assisted Living in NY. A private pay community. Hospice care is available here. Your pets are welcome here as well. Besides round-the-clock nursing care and restaurant-style dining, our cozy home offers daytime and evening programming seven days a week. Our activities focus on the mind, body and spirit, and three to five days a week many of our residents are out and about visiting local area attractions. Our daily conditioning club challenges residents to maintain or improve their strength and mobility, and our life enrichment programming in our Reminiscence Neighborhood offers stimulation and support to residents with memory loss in a secure environment. Our team of Designated Care Managers tailors programs to each resident's individual needs — whatever they may be. Residents can comfortably age in place and enjoy peace of mind knowing our family-oriented team will always be there for them. Our location to various parks, shopping and dining makes for fun outings for all to enjoy. Whether you were born and raised in the NYC area or have family living nearby, you'll love being able to access all the amenities of the boroughs that surround us from our assisted living community. Visit us today and see why our NYC-area assisted living residents are proud to call Sunrise of Staten Island home!

HOUSING SITE

Brielle at Seaview

CONTACT

Direct

The Brielle at Seaview is currently 65% completed; occupancy is scheduled for May of 2015. The Brielle will be licensed by the New York State Department of Health as an Assisted Living Residence (ALR). For more information please visit our website at <http://www.thebrielle.com/>. To receive information by mail, please call (917) 281-6810 to leave your name and address.

COMMUNITY RESIDENCE FOR MENTALLY ILL  
AGED (55 YEARS+)

HOUSING SITE

# OF UNITS

Tompkins Residence

24

1150 Castleton Avenue  
Staten Island, NY 10310  
Tel: 718-982-4740  
Fax: 718-273-5159

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.

### 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.

– LOCATED AT

**The Visiting Nurse Service of New York Hospice Care**  
1150 South Avenue, 3rd FL.  
Staten Island, NY 10314  
Tel. 718-876-1022  
Fax 718-976-1803  
Email [Jill.Rosenberg@VNSNY.org](mailto:Jill.Rosenberg@VNSNY.org)  
Web: [www.vnsnyhospicecare.org](http://www.vnsnyhospicecare.org)

**University Hospice**  
78 Meisner Avenue (on Eger Campus)  
Staten Island, NY 10305  
718-226-6450 Phone  
718-226-6607 Fax  
[www.universityhospice.org](http://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

**Social Adult Day Care**  
**Jewish Community Center of Staten Island**  
1297 Arthur Kill Road  
Staten Island, NY 10312  
718-475-5280

**Sea View Adult Day Health Care Program Services**  
460 Brielle Avenue  
Staten Island, NY 10314  
718-317-3249

### **RESPITE CARE**

**Clove Lakes Health Care & Rehabilitation Center Inc.**  
25 Fanning Street  
Staten Island, NY 10314  
718-289-7900 – 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

**Staten Island Care and Rehabilitation Center**  
200 Lafayette Avenue  
Staten Island, NY 10301  
718-448-9000

## MENTAL HEALTH SERVICES

**A Very Special Place, Inc.**  
49 Cedar Grove Avenue  
Staten Island, NY 10306  
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**  
355 Bard Avenue  
Staten Island, NY 10310  
718-818-6132

**Richmond University Medical Center  
For Crisis/24 Hour Walk-in Services**  
355 Bard Avenue  
Staten Island, NY 10310  
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.

### **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. 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

## **MEDICAL TRANSPORTATION**

### **AMBULANCE**

**Primary Care Ambulance Company**  
237 Woodward Avenue  
Staten Island, NY 10314  
718-975-0600

**Assist Ambulance Service Co.\***  
BLS and ALS transports  
940 Remsen Avenue  
Brooklyn, NY 11236  
718-927-2111

**Priority 1 Ambulance**  
Office: 718-371-8911  
Fax: 718-569-1910  
[www.priority1amb.com](http://www.priority1amb.com)

**North Shore Rescue Squad No. 1 Incorporated**  
228 Granite Avenue  
Staten Island, NY 10303  
718-720-4380

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

**Volunteer Heart Resuscitation Unit & Ambulance Corp.**

436 Brielle Avenue  
Staten Island, NY 10314  
718-979-5850

or mail: PO Box 060252  
Staten Island, NY 10306

**AMBULETTE ONLY**

**Mercy Care Ambulette**  
237 Woodward Avenue  
Staten Island, NY 10314  
718-266-3355

**ACT Ambulette, Inc.**  
9 Granite Avenue  
Staten Island, NY 10303  
718-556-5566

\* 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**

**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

**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

## **SUPPORT GROUPS/EDUCATION**

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

718-667-7110

### **Community Agency for Senior Citizens**

56 Bay Street

Staten Island, NY 10301

718 981-6226

### **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.**

## **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.

## 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 1-718-818-5302 or 818-5309.

## 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.

## **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  
Osbourne Malcolm, Program 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 supports 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.

### **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.

**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**

## **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.

## 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**

**Jodie Kornblum, Program Coordinator**

**Eileen, Gellerstein, Administrative Assistant**

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

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

**Mondays – Fridays 10:00 a.m. – 2:00 p.m.**

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 home-bound 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 ages 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 towards the older active adult. Another component to the welllness program is discussion groups conducted by medical personnel on topics such as diabetes, healthy nutrition and sleep disorders.

Our program celebrates hoidays 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 suggested contribution of \$1.00. Limited door to door transportation is available within a specified area with advance registration for a suggested contribution of \$1.00.

### **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.

**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 residing in Community Board 1 Staten Island. Highly skilled, professional case managers will provide an in-home comprehensive assessment, engaging family members and natural supports when available. Case managers 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 individual's 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.



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

### **Nursing home – levels of care**

- 1) **Skilled nursing** care is for persons who need intensive care, 24-hour-a-day supervision and treatment by a registered nurse, under the direction of a doctor and/or physical, occupational, or speech therapist.

(Cont'd next page)

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.

---

---

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

---

---



**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.