

CARING FOR OUR SENIORS

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Introduction

The Ulster County Office for the Aging is pleased to provide this guide to services for our elderly. It is an attempt to consolidate in a single document a listing of available resources and programs for those who are living in our community and in good health, progressing through the moving into a setting which can provide services to meet their needs, in community-based home health care, assisted living, nursing homes, and hospice care.

This publication, *Caring for Our Seniors: A Guide to Programs and Services for Senior Care*, is a first step in compiling a comprehensive data base of services available to senior citizens in Ulster County.

It begins with a discussion of services and programs for Ulster County Senior Citizens who are living in the community who require minimal service to maintain their well-being, and progresses through home care, adult homes, assisted living, nursing homes to hospice care, either in home or in a hospital setting.

It is a living guide, subject to change as programs and services are added or removed. It is our hope that it will serve as a starting point for those of you who either need assistance for yourself or for a loved one.

The information in this guide has been carefully checked, and was current at the time of publication. However, since programs are often dependent on the funding stream, as well as volunteers and paid staff to implement them, it is recommended that you check with the program to determine if it still exists in unchanged format. For this reason, telephone numbers and, where possible, addresses are provided with each listing.

The staff of the Ulster County Office for the Aging is available, weekdays, between 9 a.m. and 5 p.m. to provide further assistance or help you with any questions you may have. The office is closed for lunch between noon – 1pm. You may reach them by telephone at (845) 340-3456 (toll free 1-877-914-3456), or by coming in to the office, which is located at 1003 Development Court, Kingston, NY 12401.

Long Term Care Program – Ulster County New York Connects

Throughout the state, the New York State Office for Aging and the Department of Health are working with local Offices for the Aging, Social Services and Health Departments to empower individuals to make informed choices and to streamline access to long-term care services. Long-term care services refers to the wide range of in-home, community-based and institutional services and programs that are designed to help the elderly and individuals with disabilities of all ages.

In Ulster County, the Office for the Aging, the Department of Social Services and the Department of Health have been working towards that goal for several years, so that our elderly and disabled will be able to access the care they need with one central point of entry for all of the services they require.

The vision of the program is to provide an accessible, coordinated and person-centered long term care system that: supports self-determination and promotes personal responsibility; provides services that meet consumer needs; provides quality care, and provides efficiency and affordability.

There are multiple benefits of implementing a system that supports self-determination and promotes personal responsibility. It will:

- empower and create opportunities for consumers and their caregivers to make informed choices about their long-term care that balance cost, access and quality;
- be easy for consumers and their caregivers to understand and use;
- respect consumer choice by providing consumers and their caregivers with unbiased comprehensive information about available long-term care options and provider performance;
- be sensitive to consumer preferences and their willingness to assume personal risk; and,
- involve consumers and their caregivers in the planning, evaluation and decision making for long-term care, so that supports are guided at all levels by consumer needs and preferences.

The Point of Entry System is designed to provide services that meet consumer needs:

- supports social and physical wellness by keeping people functional and connected with their communities;
- makes comprehensive and coordinated service options available in a wide variety of settings;
- supports all persons to live as independently as possible as long as they desire and are able to do so; and,
- supports innovation through new delivery and flexible financing models, and through the use of technology.

Section A: Services and Programs Provided by the Office for the Aging

Ulster County Office for the Aging

1003 Development Court

Kingston NY 12401

Telephone: (845) 340-3456

Toll Free: 1-877-914-3456

Fax: (845) 340-3583

Website: <http://www.co.ulster.ny.us/aging/>

ANNE L. CARDINALE, RN, GCNS-BC, DIRECTOR

The Ulster County Office for the Aging, a branch of Ulster County government since 1975, is part of a statewide network of local offices for the aging, and shares the same mission statement as the New York State Office for The Aging Agency:

It is the mission of the Ulster County Office for the Aging to Assist older New Yorkers to be as independent as possible through advocacy, development and delivery of person centered, consumer-oriented, and cost-effective policies, programs and services which support and empower the elderly and their families, in partnership with the network of public and private organizations which serve them.

The Ulster County Office for the Aging is an umbrella agency, concerned with the physical, mental, emotional, financial and social well-being of county residents aged 60 and over.

OFA offers a wide range of services and programs, either directly, contractually, or through referral and/or recommendation to assist seniors as they progress along the continuum of care.

This guide has been designed to provide a comprehensive overview of those services which are available locally.

Many of the listings discuss services and programs which allow senior citizens to remain in their homes, living independently, or semi-independently, as long as possible.

When the need for care becomes greater than can be fulfilled at home, other alternatives are explored.

Caring for Our Seniors explains programs which the agency itself provides, and assists seniors, their families and caregivers to learn about other services available within

the county. As you go through, you will find cross-references to other, related services which are also described in the guide. We encourage you to use the index, as well.

Staff at Ulster County Office for the Aging is available Monday through Friday from 9 a.m. until 5 p.m. to provide additional help, and you are welcome to call or visit. The office is closed from noon – 1pm for lunch except for appointments.

Please note: all listings are current and available at the time of publication. However, services, locations and times are subject to change, and you are encouraged to call to ensure that the program information is still correct.

Service category: Case Management

Case Management is a comprehensive program which looks at the many facets of seniors' needs and problems, then works with the clients to set up a care plan to address the issues.

Ulster County Office for the Aging can provide case management to senior citizens (age 60 and over).

These services include the Expanded in-Home Services for the Elderly Program, a uniform program of case management, non-medical in-home services, non-institutional respite and ancillary services, such as lifeline and safe return bracelets, for the elderly who need long term care, but are not eligible for Medicaid.

How the process works: Case managers meet with clients in their homes to discuss their desires, strengths and needs, and together, they set up a plan for action.

This includes incorporation of Office for the Aging direct services including home delivered meals, subsidized day care, personal care, home care or Lifeline.

The case manager assists the client to apply for entitlements such as SSI, Medicaid, Food Stamps, HEAP (Home Energy Assistance Program) funds if they have no one to assist them.

The case manager assesses the client's housing. If needed, the case manager assists the client to apply for or obtain home modification through the Resource Center for Accessible Living (RCAL) or applying for Senior Housing, if that is necessary.

The case manager works with families and caregivers to help incorporate them into the plan of care and prevent burnout. This includes Caregiver Support Groups facilitated by OFA.

The case manager assists clients either directly or through referral to obtain services from other agencies such as the Department of Social Services, Veterans' Administration, Lighthouse for the Blind and Visually Impaired and the Alzheimer's Association.

As the client needs a more protective environment, the case manager, assists the individual to obtain placement in an assisted living facility or nursing home. The case manager will also assist the client to apply for chronic care Medicaid, and to assist with the PRI (Patient Review Instrument) required for placement in most facilities if they have no one to assist them. For more information, call (845) 334-5125.

Service category: Financial Counseling and Tax Preparation

Appointments are available for free tax counseling and tax preparation for Ulster County residents who are disabled or age 60 and over.

The program is administered by the AARP (American Association of Retired Persons) volunteers who have been trained in basic, intermediate and advanced tax preparation.

The program is designed to assist persons with low and medium income, and volunteers are able to prepare both non-itemized and itemized tax forms, including Schedules A, B and D. They are also able to file returns electronically.

This program is held at several locations throughout Ulster County, on an appointment only basis. The service is available from February 1 through mid-April of each year. For information about sites or to make appointments, call (845) 802-7190.

Service category: Health Screenings and Physical Well-being

Healthy Ulster Seniors (Care-A-Van)

The Ulster County Office for the Aging provides a regular schedule of free health screening and education programs throughout the county.

The purpose of **Healthy Ulster Seniors** is to promote good health, prevent health-related problems through education, provide early detection and to inform/connect seniors with available community services. This outreach does not replace regular visits to your own physician.

The following early detection and screening tests are provided free of charge to all Ulster County residents aged 60 and over:

- Blood Glucose (diabetes)
- Health Inventory (height, weight and medical inventory)
- Hemoglobin (blood test to measure iron/anemia)
- Urine Screening

So, look for us doing our traditional screenings, health assessments, services referrals and presentations at health fairs, meal sites, community centers, senior meetings and senior housing units.

The schedule of dates and locations is available on the Ulster County Office for the Aging website, <http://www.co.ulster.ny.us/aging/careavan.htm>, in the S.C.A.N. (the free county-wide newspaper for seniors), the Senior Gazette, local newspapers and senior clubs. Appointments are not necessary.

Physical activity programs:

Each year, the Ulster County Office for the Aging partners with several agencies to sponsor the senior games which are held in May.

Service category: Home Care

For those seniors who are able to remain at home, but require help to do so, the Ulster County Office for the Aging maintains a registry of Nursing and Homemaker Service Providers.

Services are provided to those people with temporary or chronic needs who cannot perform day to day tasks, and range from assistance in shopping, meal preparation, laundry and other household tasks, as well as bathing and grooming.

They all charge a set hourly fee. For more information about the specific services provided by an agency, call the agency directly.

The following agencies which serve Ulster County are licensed and or/certified by the New York State Department of Health.

- Any-Time Home Care, Inc.
686 Aaron Ct.
Kingston NY 12401
(845) 340-0100

- Bermac Home Aides, Inc.
2 Grove St.
New Paltz, NY 12561
(845) 255-4200, or 1-800-281-2182, or
8 Trinity Ct.
Saugerties NY 12477
(845) 246-5000, or 1- 800-281-2182

- Home Health Care & Companion Agency, Inc.
366 Albany Ave.
Kingston NY 12401
(845) 331-1966

- Mid-Hudson Managed Home Care

243 Route 17K.
Newburgh NY 12550
(845) 567-3022

- Always There
918 Ulster Ave.
Kingston NY 12401
(845) 339-3666

- Unlimited Care Inc.
138 Pine Street.
Kingston NY 12401
(845) 331-0114

- WillCare
15 Joys Lane
Kingston NY 12401
(845) 331-5064

- A & T
101 Hurley Avenue
Kingston, NY 12401
(845) 331-7868

Service category: Home Heating Services/Weatherization Assistance

For senior citizens on fixed incomes, the cost of paying heating bills and maintaining safe, affordable energy-efficient homes can be daunting. The Ulster County Office for the Aging may be able to assist with the following two programs.

- **Home Energy Assistance Program (HEAP):** The Home Energy Assistance Program provides funding to help pay heating bills for low-income individuals age 60 and over.

Eligibility – Applicants must pay for heat directly, or pay for heat in their rent payment, live in a HEAP-eligible residence, is US citizens or Qualified Aliens. Tenants of government-subsidized housing where heat is included in the rent, or residents of congregate care facilities, dormitories, group homes or institutions are not eligible.

Income Limits – Recipients of public assistance, food stamps or SSI are incomeeligible for HEAP. All other applicants must meet the gross monthly income test

based on household size. These limits are set each heating season. Call the Office for the Aging at (845) 340-3006 to see if you qualify.

Applying – You can begin applying for a HEAP grant in October or November

each year. HEAP provides grants on a first-come, first-served basis until the funds provided for each heating season run out. If you received HEAP in the past year from the Ulster County Office for the Aging, you will automatically receive a HEAP application for the present year.

- **Weatherization Referral and Packaging Program (WRAP):** WRAP offers a variety of services and resources to low income, vulnerable elderly to assist them in maintaining safe, affordable, energy-efficient homes

Eligibility – Applicants must be full-time Ulster County residents over the age of 60, and be responsible for their own heating costs.

Call the Office for the Aging at (845) 340-3006 for more information.

Service category: Legal Services

Legal counseling on civil matters is available to Ulster County residents aged 60 and over, provided by an attorney admitted to the practice of law in New York State by appointment only. Counseling on criminal matters is not available through the Ulster County Office for the Aging. Among the services available are:

- Drawing of wills
- Landlord and tenant problems
- Powers of attorney
- Preparation of health care proxies and living wills
- Asset protection counseling
- Preparation of deeds
- Consultations regarding guardianships
- Review of leases
- Consultations regarding elder law issues
- Property disputes

Appointments are limited to ½ hour, and appointments must be made in advance. Call (845) 340-3456 to make an appointment. Appointments are both in Kingston and Ellenville. Contributions are accepted, but not required.

Service category: Long-Term Care Ombudsman Program

The Long Term Care Ombudsman Program is a federal advocacy and education program dedicated to protecting people living in long term care facilities. In Ulster County, the program is a partnership of the New York State Office for the Aging and Hands On! The Hudson Valley 845-229-4680.

A certified Long Term Care Ombudsman is a professionally trained and certified advocate who resolves issues with long term care facilities on behalf of residents and their families.

The purpose of the Ombudsman Program is to educate the community and residents about residents' rights, and to improve the quality of life and care for residents of residential health facilities and nursing homes by confidentially receiving, investigating and resolving residents' problems and complaints.

The obligations of the Ombudsmen include:

- confidential complaint receipt and resolution,
- protection of resident rights
- identification of adverse conditions affecting residents
- providing information, and
- making referrals on behalf of residents and their families.

In Ulster County, the facilities served by the Ombudsman Program include the following:

Residential Facilities

- Hudson Valley Rehabilitation & Extended Care Center, Highland (845) 691-7201
- The Mountain View Nursing Home, New Paltz (845) 255-0830
- Ten Broeck Commons, Lake Katrine (845) 336-6666
- Golden Hill Care Center, Kingston (845) 340-3390
- Wingate at Ulster, Highland (845) 691-6800
- Northeast Center for Special Care, Lake Katrine (845) 336-3500

Adult Homes

- Culinarian Home Foundation, New Paltz (845) 255-7010
- Hudson Valley Senior Residence, Kingston (845) 331-0630
- Moran Rest Home, Gardiner (845) 883-7115
- Mountain Valley Manor (845) 331-1254

Assisted Living

- Highland Assisted Living Center, Highland (845) 691-8399
- Valley Vista, Highland (845) 691-7400
- Home Sweet Home, Catskill, (518) 943-5701

Ombudsmen visit each facility at least once every week, although, in Ulster County, they generally visit two or three times a week. Every facility has signs prominently posted with the New York State Ombudsmen Hot Line telephone if immediate attention to a problem is required.

Service category: Medical Insurance and Medicare Counseling

There have been sweeping changes to the Medicare program, which now provides coverage for prescription drugs under Medicare Part D. Within Ulster County, senior citizens may choose from many different plans, all of which provide different coverage, and each of which has its own monthly premium.

Selecting the right plan requires a great deal of thoughtful consideration of the various available options.

The Ulster County Office for the Aging offers individualized information and guidance about plans available in the area through HIICAP (the Health Insurance Information, Counseling and Assistance Program).

Local counselors have received structured training which covers all aspects of Medicare, Medicare Part D, Medicaid, Social Security/Medicare and Medigap Insurance and EPIC. Their assistance is available at no charge to any Ulster County senior citizen. It requires an appointment which will last at least one hour. Because of the complexity of the service, appointments are necessary.

Those wishing to make an appointment (both in Kingston and Ellenville) with the Ulster County Office for the Aging may do so by calling 845-340-3456 or toll free: 1-877-914-3456.

Prior to your appointment, you will need to gather the following information:

1. Any papers received in the past year from Social Security
2. Your Medicare Card
3. Your EPIC card, if you have one
4. Your Medicaid card, if you have one
5. Your private insurance card, if you have one
6. a list of every prescription medication you take, including exact prescription information regarding name of medication, dosage and frequency of use.

It is extremely important for you to provide this information, because the Office For the Aging does not have access to any personal information about you through the Social Security website. Your information is totally confidential.

An Ulster County Office for the Aging counselor will use the information you provide, along with the Social Security Medicare website to find several possible choices based on the individual's needs. The information will include the monthly premium, restrictions, which medications are covered, and which local pharmacies accept the plans, as well as an estimated yearly cost, based on the number of prescription medications used.

See also: *Health Insurance in Section B of this guide*

Service category: 911 Senior Safety Cell Phones

Cell phones which have been donated by community members to the Office for the Aging are programmed for 911 only service. These phones are distributed to any Ulster County resident aged 60 and over who request one. They are free, and there is no service or maintenance cost. To request a cell phone, please call the Office at (845) 340-3456, or

stop in to at 1003 Development Court, Kingston, NY.

Service category: Nutrition Programs

Senior Dining Sites: Office for the Aging operates five Senior Dining Sites throughout the county, which offer nutritious, hot meals from 11 a.m. until noon. Check for specific days that sites are open.

They also provide an opportunity to socialize with others who have similar interests.

Locations: You may attend any site which is convenient for you.

- | | |
|--|---|
| • Trudy Resnick Farber Building Satellite Centers:
50 Center St. Reservoir United Methodist Church,
Ellenville NY Ashokan (2 nd & 4 th Tuesdays)
(845) 647-1605 | <u>Satellite Centers:</u>
Town of New Paltz Community Center
Every Thursday 255-3631 |
| • Kingston Mid-town Neighborhood Center
467 Broadway
Kingston NY
(845) 339-4934
Open Monday, Wednesday & Friday | Reservoir United Methodist Church
Ashokan (2 nd & 4 th Tuesdays)
845-336-7112

Town of Ulster (1 st & 3 rd Tuesdays)
Senior Center
845-336-7112 |
| • Rosendale Recreation Center
Route 32
Rosendale NY
(845) 658-8110 | |
| • Saugerties Senior Center
207 Market St.
Saugerties NY
(845) 246-6491 | |

Guidelines: Please call the site between 10 a.m. and noon the day before you plan to attend in order to be sure there are enough meals for everyone. A sign-up sheet is also available at the site to reserve your meal for the next day. If you have reserved your meal, but cannot attend, please call the prior to the day of the lunch you wish to cancel.

Eligibility: You must be an Ulster County resident aged 60 or over.

Cost: There is no set cost, but a suggested daily donation of \$3.00 is requested to help defray the cost of the program. Cash, checks or money orders are accepted. Envelopes are available at the site.

See also: *Congregate Meal Sites in Section B of this guide.*

Home Delivered Meals: The Office for the Aging can provide Home Delivered Meals to homebound residents of Ulster County aged 60 and over if they are unable to prepare their own meals or have meals prepared for them.

Hours of Operation: Meals are generally delivered between the hours of 10:30 and 1 p.m., Monday through Friday. No delivery on holidays or during adverse weather conditions. Shelf-stable meals are provided in advance for use on such occasions.

To Apply: Anyone may make a referral by calling the OFA Central Intake number, (845) 334-5125 and giving essential information such as address, telephone number, medical contact and reason for requesting meals. A home visit by the Office for the Aging or the Department of Social Services caseworker is required before the start of delivered meals.

Cost: A donation of \$3.00 is requested. Self addressed postage paid envelopes are available.

See also: *Home Delivered Meals in Section B of this guide*

Nutrition Counseling: Nutrition counseling and assistance with meeting the needs of a special diet is available at the dining sites or in your home by a Registered Dietician. For information, call the Office for the Aging at (845) 340-3456 or toll free: 1-877-914-3456

Service category: Transportation Services

Once week subsidized transportation is available to Ulster County Seniors aged 60 and over. Medical transportation is also available by appointment Monday through Friday. For more information, and to schedule appointments, please call (845) 340-3333.

Also available is the Kingston Paratransit Bus 845-331-3725 for information

Section B: Services and Programs Available Within Ulster County

Service category: Medical Insurance and Medicare Counseling

Program Name: Medicare HIICAP

Telephone number: 1- 800 MEDICARE (633-4227)

845-340-3456

Medicare is a Health Insurance Program for;

- □ People 65 years of age and older
- Some people with disabilities under the age of 65
- People with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant).

Medicare has traditionally had two parts, and has recently added an expanded program which covers prescription drugs:

- Part A (Hospital Insurance) Most people do not have to pay for Part A
- Part B (Medical Insurance) Most people pay for Part B
- Part D (Prescription Drug Coverage) Most people pay for Part D

Part A: (Hospital Insurance)

Helps pay for: care in hospitals as an in-patient, critical access hospitals (small facilities that give limited outpatient and inpatient services to people in rural areas), skilled nursing facilities, hospice care, and some home health care.

Cost: Most people get Part A coverage automatically when they turn age 65. They do not have to pay a monthly premium for Part A because they or a spouse paid Medicare taxes while they were working.

If you (or your spouse) did not pay Medicare taxes while you worked and you are age 65 or older, you still may be able to buy Part A coverage. If you are not sure you have Part A, look on your red, white and blue Medicare card. It will show “Hospital Part A” on the lower section of the card. You can also call the Social Security Administration toll free at 1-800-772-1213, or call or visit your local Social Security office for more information about buying Part A. If you get benefits from the Railroad Retirement Board, call your local RRB or 1-800-808-0772.

Part B (Medical Insurance)

Helps pay for: Doctors’ services, outpatient hospital care, laboratory tests and other diagnostic procedures, and some other medical services that Part A does not cover, such as the service of physical and occupational therapists, and some home health care. Part B helps pay for those covered services and supplies when they are medically necessary.

Cost: You pay the Medicare Part B premium.

In some cases, this amount may be higher if you did not choose Part B when you first became eligible at age 65. The cost of Part B may go up 10% for each 12-month period that you were eligible for Part B and did not sign up for it, except in special cases. You will have to pay this extra 10% for the rest of your life. If your annual income is \$85,000 per year or higher, the Part B premium will also be higher.

Enrolling in Part B is your choice. You can sign up for Part B any time beginning 3 months before you turn 65 until 3 months after – a total of seven months. Please call the Social Security Administration at 1-800-772-1213 or your local Social Security office. If you get benefits from the Railroad Retirement Board, call Social Security, Railroad Retirement or Civil Service Retirement for benefits enrollment. If you are not eligible for any of the above programs, Medicare will send you a bill for your Part B premium every 3 months. You should get your Medicare premium bill by the 10th of the month. If you do not get your bill by the 10th, call the Social Security Administration at 1-800-772-1213 or your local Social Security office. If you get benefits from the Railroad Retirement Board, call your local RRB or 1-800-808-0772.

Eligibility: Generally, you are eligible for Medicare if you or your spouse worked for at least 10 years in Medicare-covered employment and you are 65 years old and a citizen or permanent resident of the United States. You might also qualify for coverage if you are a younger person with a disability or with End-Stage Renal disease (permanent kidney failure requiring dialysis or transplant).

Options: In addition to original Medicare as described above, a senior may select a Medicare Advantage Plan or Part C. These are HMO or PPO type network healthcare systems that are designed to manage the client's healthcare needs. Information about plans available in Ulster County and assistance in identifying the most suitable plan is available at the Ulster County Office for the Aging as described below.

Part D (Prescription Drug Coverage): There have been sweeping changes to the Medicare program, which now provides coverage for prescription drugs. Within Ulster County, senior citizens may choose from many different plans, all of which provide different coverage, and each of which has its own monthly premium.

Selecting the right plan requires a great deal of thoughtful consideration of the various available options. The plans are not income-based; however, some seniors whose income is very low, may be eligible for assistance in paying for Part B and/or Part D premiums.

There are several ways to obtain information about the Part D plans and Advantage programs or Part C.

- **Ulster County Office for the Aging:** The agency offers individualized information and guidance through HIICAP (the Health Insurance Information, Counseling and Assistance Program) about the plans available in Ulster County. Local counselors have received structured training which covers all aspects of Medicare, Social Security/Medicare and Medigap Insurance. Their assistance is available at no charge to any Ulster County Senior Citizen. It requires an appointment which can take an hour or more to complete. Because of the complexity of the service, and the availability of counselors, walk-in's are not encouraged and may have to come back at another time for an appointment. Those wishing to make an appointment with the Ulster County Office for the Aging may do so by calling (845) 340-3456.

Prior to your appointment, you will need to gather the following information:

1. Any papers received in the past year from Social Security
2. Your Medicare Card
3. Your EPIC card, if you have one
4. Your Medicaid card, if you have one
5. Your private insurance card, if you have one
6. A list of every prescription medication you take, including exact prescription information regarding name of medication, dosage and frequency of use.

It is extremely important for you to provide this information because the Office for the Aging does not have access to any personal information about you through any source such as Social Security or Medicare.

Your information is totally confidential.

An Ulster County Office for the Aging counselor will use the information you provide, along with the CMS Medicare website to find the several best possible choices based on the individual's needs. The information will include the monthly premium, restrictions, what medications are covered, and what local pharmacies accept the plans, as well as an estimated yearly cost, based on the number of prescription medications used. Comparisons can be made between Original Medicare with a stand-alone Part D plan versus a Medicare Advantage plan with drug coverage.

- **CMS, the Center for Medicare and Medicaid Services**, has published a guidebook about the programs, maintains a website, an automated telephone line, and has local representatives who can assist you. CMS is the official source of information about the plans available.

1. *Medicare and You* is updated and reprinted each year. It is mailed to everyone enrolled in Medicare at the time. If, however, you did not receive a copy or have misplaced your copy, you can obtain a replacement. If the guide is revised during the year, the revised and/or updated information is available on the Medicare website, by calling 1-800-Medicare and through the Ulster County Office for the Aging *Health Insurance Information, Counseling and Assistance Program (HIICAP)*.

2. The official CMS/ Medicare website at www.medicare.gov has a comprehensive overview of Medicare A, B, C (Medicare Advantage), and D (Part D is the prescription drug plan coverage program).

3. Call Medicare at 1 (800) 633-4227. This is a programmed, voice-activated system, which is available 24 hours a day.

4. You can arrange to visit your local Office for Aging HIICAP office located at 1003 Development Court in Kingston or at the Trudy Farber Building in Ellenville by calling (845) 340-3456 or toll free 1-877-914-3456 for an appointment.

- **Insurance Plans which provide coverage in New York State:** all of the companies have computer websites, send out mailings, provide information through pharmacies and advertise in newspapers and magazines, particularly those of interest to senior citizens. They are prohibited from calling directly or going door-to-door to sell their plans.
- **Pharmacies** can provide you with both written information and guidance from a pharmacist about the prescription plans which they cover. Not all pharmacies are covered by all plans.
- **AARP (American Association of Retired Persons):** This Senior Citizen organization has produced brochures and advertisements with information about the Medicare Part D plan, and devotes a significant amount of its internet resources to providing more detailed information. AARP has a prescription drug plan of its own.

Program Name: EPIC (Elderly Pharmaceutical Insurance Coverage Program)

Telephone number: **1-800-332-3742**

For many years, New York State has maintained a program for residents aged 65 or older which assists seniors in paying for prescription drugs. It is an income-based program. Single people with annual incomes under \$35,000, or married persons with combined incomes of \$50,000 are eligible to join.

The plan covers almost all prescription drugs, insulin and insulin syringes.

Most New York State pharmacies accept EPIC.

There are two EPIC plans:

- The annual **Fee Plan** for single seniors with annual incomes of \$20,000 or less; married couples with joint incomes no higher than \$26,000. The annual fee schedule is enclosed in a chart which accompanies the application form. In addition to the annual fee, enrollees pay a co-pay for each prescription which ranges from \$3 to \$20, depending on the total cost of the prescription.
- The **Deductible Plan** is for single seniors with annual incomes between \$20,000 and \$35,000; married couples with joint incomes between \$26,000 and \$50,000. This plan has no annual fee. Enrollees pay full price for their prescriptions until they meet their annual deductible; once

that is met, they pay a co-payment that ranges from \$3 to \$20. The annual deductible is based on income. Enclosed with the Plan's enrollment application is a chart detailing the Deductible Schedule.

- Since the advent of Medicare Part D drug plans, EPIC has evolved into a system for “wrapping around” private drug plan coverage, thus optimizing benefits provided to NY seniors. EPIC application forms and additional information about the EPIC plan are available by calling 1-800-332-3742, or from the Ulster County Office for the Aging.

The Medicare prescription plan coverage took effect in January 2006. Dual enrollment in both EPIC and a Medicare Part D plan can provide additional assistance with paying for the cost of prescription medications.

Program name: Extra Help

Telephone number: 1-800-772-1213

If your income is below a certain level (\$12,920 for single persons; \$17,321 for married couples), and your resources are limited, you may qualify for the Extra Help program. With this program, you will not pay a premium or deductible for your Medicare drug coverage, and will only pay a co-payment of \$2 for generic drugs and \$5 for brand name drugs.

Social Security mailed applications for Help with Medicare Prescription Drug Plan Costs to persons who may be eligible. If you did not receive this application, or have misplaced it, you can get another copy by calling Social Security at 1-800-772-1213, or from the Ulster County Office for the Aging. For assistance in completing the Low Income Assistance (as this help is called) contact the Social Security Office. Social Security representatives can input your information into the computer immediately and the waiting time to receive your approval information is usually shorter.

Program Name: Medicare Savings Program

Telephone number: 1-800-633-4227 (Medicare); 1-888-795-4627 (Medicare Rights Center); or 1-845-340-3456 (Office for the Aging—HIICAP)

To get help paying for Medicare in New York, just follow these 3 steps:

1. Check to see if you meet the income and asset (savings) guidelines for the government programs.
2. If you meet the income and asset limits in New York State, the Medicare Rights Center can help you apply for a Medicare Savings Program. Call 1-888-795-4627 for more information or to apply. You may also call your local Medicaid office and ask for a copy of the application to mail in, or go there to apply in person.

Call 1-800-541-2831 for the number or look up your local Department of Social Services in the blue government pages of the phonebook.

3. Along with the original, signed application, copies of the following documents may be necessary to process your application:
 - o Letter from Social Security documenting income
 - o Medicare card/proof of citizenship
 - o Proof of employment, or other source of income
 - o Proof of address and rent/mortgage

Program Name: Medicaid

Telephone number: (845) 334-5175

What is Medicaid? Medicaid is a program for New Yorkers who can't afford to pay for medical care.

Who qualifies for Medicaid? You may be covered by Medicaid if:

- You have high medical bills
- You receive Supplemental Security Income (SSI)
- You meet certain income, resource, age, or disability requirements.

Income and resource requirements are subject to yearly adjustments. You may also own a home, a car and personal property, and still be eligible.

In order to determine if you qualify, please call the Ulster County Department of Social Services Medicaid telephone number at (845) 334-5045 to set up an appointment. If you are home-bound, call Ulster County Department of Social Service to find out how you can apply without visiting the office. Senior citizens may also call the Ulster County Office for the Aging at (845) 340-3456 to receive help with application and eligibility.

What does Medicaid cover: In general, the following services are paid for by Medicaid, but some may not be covered for you because of your age, financial circumstances, family situation, transfer of resource requirements, or living arrangements. Some services have small co-payments. These services may be provided using your Medicaid card or through your managed care plan if you are enrolled in managed care. You will not have a co-pay if you are in a managed care plan.

- smoking cessation agents
- treatment and preventive health and dental care (doctors and dentists)
- hospital inpatient and outpatient services
- laboratory and X-ray services
- care in a nursing home
- care through home health agencies and personal care
- treatment in psychiatric hospitals (for persons under 21 or those 65 and older), mental health facilities, and facilities for the mentally retarded or

- the developmentally disabled
- medicine, supplies, medical equipment and appliances (wheelchairs, etc.)
Under new federal legislation, effective January 1, 2006, Medicare, not Medicaid, will be the primary payer of prescription drugs for dual eligible recipients (persons who qualify for both Medicare and Medicaid).
- clinic services
- transportation to medical appointments, including public transportation and car mileage
- emergency ambulance transportation to a hospital
- some insurance and Medicare premiums
- other health services

If you are eligible for Medicaid, you will receive a Benefit Identification Card which must be used when you need medical services. There may be limitations on certain services.

For you to use your Benefit Identification Card for certain medical supplies, equipment or services (for example, wheelchair, orthopedic shoes, transportation) you or the person or facility that will provide the service must receive approval before the service can be provided (prior approval).

Types of Medicaid programs available: Ulster County provides two comprehensive Medicaid programs:

- Fee-for-service Medicaid, in which some services require a small copayment; and
- Managed Care Medicaid. Enrollment in a Medicaid managed care program through a Health Maintenance Organization (HMO) is an Ulster County option.

When you join a managed care program, you will choose a personal doctor who will be responsible for making sure all your health care needs are met. The doctor will send you to someone else if you need more help than he or she can provide.

Managed care covers most of the benefits recipients will use, including all preventive and primary care, inpatient care and eye care. People in managed care plans use their Medicaid benefit card to get these services that the plan does not cover.

Information about keeping assets if you are in a nursing home or intermediate care facility: Medicaid allows a recipient to keep a small amount of income for personal needs. You can also keep some of your income for your family if they are dependent on you. A spouse who remains in the community may also keep resources and income above the allowable income levels. You may call the Ulster County Medicaid Division at (845) 334-5170 for additional information or clarification.)

Will there be a legal claim (lien) placed on my estate (assets) when I die? If you receive medical services paid for by Medicaid on or after your 55th birthday, or when permanently residing in a medical institution, Medicaid may recover the amount of the

cost of these services from the assets in your estate upon your death.

Service category: Vision and Eyeglasses

Generally, Medicare does not cover routine eye care and most eyeglasses or contact lenses. You are required to pay 100% of the cost of routine eye care or eyeglasses. However, the cost of one pair of eyeglasses with standard frames after cataract surgery that includes implanting an intraocular lens is covered.

However, following cataract surgery with an intraocular lens, Medicare helps pay for cataract glasses, contact lenses, or intraocular lenses provided by an ophthalmologist. Services provided by an optometrist may be covered, if the optometrist is licensed to provide this service in New York state.

- Only standard frames are covered
- Lenses are covered even if you had the surgery before you had Medicare
- Payment may be made for lenses for both eyes, even though cataract surgery involved only one eye.

Cost to you: You pay 20% of Medicare-approved amounts for one pair of eyeglasses or contact lenses after each cataract surgery with an intraocular lens. You pay any additional cost for upgraded frames.

Important notes:

- You must pay an annual \$124 (in 2006) deductible for Part B services and supplies before Medicare begins to pay its share.
- Actual amounts you must pay may be higher if a doctor, health care provider, or supplier does not accept assignment.
- If you choose to purchase “upgraded frames,” your supplier should ask you to sign an Advance Beneficiary Notice (ABN) informing you that you will be required to pay the difference in the cost for the “upgraded frames” and the Medicare-approved amount for “standard frames.”
- If you choose to purchase “upgraded frames,” your supplier is required to submit claims to Medicare, indicating the purchase of the “upgraded frames” as two separate line items on the claim. The supplier will use code V2020 for the cost of the “standard frames” (the Medicare-approved amount) and code V2025 for the difference between the charges for the “deluxe frames” and the “standard frames” (the amount you are required to pay). These codes will appear on the Medicare Summary Notice (MSN) you receive. Code V2025 will appear on your MSN as a non-covered charge.

There are programs and services available within Ulster County which can help you with the cost of eye examinations, surgery, eyeglasses, adaptive equipment and learning to adjust to loss of vision.

Program Name: Lions Eye Institute and Other Vision-Related Programs

Address: Ed Blodgett, Secretary
PO Box 57
Hyde Park NY 12538

Telephone number: (845) 229-5561

Service(s) offered: Lions have a special interest in assisting the blind. There are several Lions' Clubs within Ulster County, and each serves the community within its particular territory. To find out which Club can assist you with obtaining eyeglasses or other adaptive devices, such as 'talking watches,' contact Chairman Blodgett, who can direct you to the appropriate club. Lions Clubs also support the Eye Institute in Albany, an internationally-recognized hospital which treats those with vision problems.

Hours of operation: Please call and leave a message.

Cost: Lions' Clubs may be able to provide full or partial funding for the service you require.

How accessed: No appointment or referrals are required.

Mid-Hudson Valley Low Vision Network

Contact: CBVH

914-993-5370 for information and/or referral

See also: *New York Lighthouse Vision Rehabilitation Services*

Service category: Speech and Hearing

Medicare does not cover routine hearing examinations or hearing aids. You are required to pay 100% of the cost of routine hearing exams or hearing aids.

In some cases, diagnostic hearing exams are covered by Part B. You will pay 20% of Medicare-approved amount for diagnostic hearing exams. In 2006, you must pay an annual \$124 deductible for Part B services and supplies before Medicare begins to pay its share. It is important for you to understand that the actual amount you must pay can be higher than 20% if a doctor, health care provider or supplier does not accept Medicare assignment.

There are two programs within Ulster County that may be able to help you with the cost of hearing examinations and/or hearing aids, as well as adaptive equipment (for example, an alarm clock that operates by flashing lights, rather than sound to awaken you).

Program Name: Lions' Clubs Hearing Council

Address: William Brooks, Chairman
PO Box 441
Rosendale NY 12472

Telephone number: (845) 658-9649

Service(s) offered:

Lions' Clubs have a special interest in assisting those with hearing problems. There are several Lions' Clubs within Ulster County, and each serves the community within its particular territory. To find out which Club can assist you with hearing tests, adaptive equipment and hearing aids, contact Chairman Brooks, who can direct you to the appropriate club.

Hours of operation: Please call and leave a message.

Cost: Lions' Clubs may be able to provide full or partial funding for the service you require.

How accessed: No appointment or referrals are required.

See also: *Speech and Hearing Center at SUNY New Paltz*

Program Name: Speech and Hearing Center at SUNY New Paltz

Address: State University at New Paltz
New Paltz NY 12561

Telephone number: (845) 257-3600

Service(s) offered: The State University at New Paltz offers a program which prepares students for a career in speech pathology and audiology. As one component of the course, students, under the supervision of licensed and certified doctors of audiology, provide hearing evaluations at significantly reduced fees. The audiologists (certified and licensed doctors) also provide assistive hearing devices at costs which are, on average ½ the cost of the general market price.

Hours of operation: The lab is open 12 hours a week, and it is necessary to call for an appointment. If the lab is not open, please leave a message, and be sure to provide your telephone number.

Cost: Cost depends on the service provided. There is no income level test.

How accessed: No referrals are required.

See also: *Lions' Clubs*

Service category: Medical Equipment Loan Closet

Program Name: Resource Center for Accessible Living Loan Closet

Address: 727 Ulster Ave.
Kingston NY 12401

Telephone number: (845) 331-0541

Service(s) offered: The Resource Center for Accessible has a variety of medical equipment to take out on loan for a term of up to 3 months, but extensions are possible. Loan equipment includes:

- canes/crutches
- walkers
- commodes with buckets/shower chairs
- bath transfer chairs
- wheelchairs, including electric wheelchairs
- Hoyer lift (if available)
- hospital bed (if available)
- bed rails/guards
- other small medical items are sometimes donated and available. Some of these items are in short supply, and may not always be available.

Hours of operation: Open weekdays from 8:30 a.m. – 4:30 p.m.

Cost: \$5 for small equipment, and \$25 for larger equipment for a three month period. Loan can be extended for an additional three month period at the same rate. Fee can be waived if there is financial need.

How accessed: Call the office or stop in.

Service category: Senior Citizen Housing

Within Ulster County, there are several rental housing units for Senior Citizens. Some are exclusively for Seniors, while others also have a number of apartments for handicapped persons of any age. It is important to know that Senior Citizen Housing is not necessarily handicapped-accessible, so if you have special needs, please inquire.

This guide lists only sites which have some sort of government subsidy, under the

general term of “affordable housing.” Because the complexes were given approval under various programs, the subsidies and the terminology vary from one to another, so you will need to check the eligibility guidelines for each.

They include no supportive services or staffing to address the special needs of aging residents. This housing is not licensed by a government agency, but subsidized housing may be supervised by a government housing agency.

Generally speaking, these apartments have waiting lists, and it is a good idea to apply ahead of time if you are thinking of moving into an apartment. They are arranged alphabetically by the name of the apartments, not by geographic location.

Program Name: The Birches at Chambers

Address: 3000 Maple Lane
Kingston, NY 12401
www.TheBirchesatChambers.com

Telephone number: (845) 338-7571

Number of Units: 66

Service(s) offered: Community room with full kitchen, media room, fitness suite, storage units and on sight Nurse for wellness education and screenings

Cost: Affordable senior housing

How accessed: Stop at the office, or download your application from the website:
TheBirchesatChambers.com

Program Name: The Birches at Esopus

Address: 35 Dick Williams Lane
Ulster Park, NY 12487
www.TheBirchesatEsopus.com

Telephone number: (845) 338-6173

Number of Units: 80

Service(s) offered: Community room with full kitchen, exercise room, media room, crafts room, library and storage units

Cost: Affordable senior housing

How accessed: Call or stop by for an application or go to
www.TheBirchesatEsopus.com

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Program Name: The Birches at Saugerties

Address: 700 The Birches, Route 9W)

Saugerties NY 12477

www.TheBirchesatSaugerties.com

Telephone number: (845) 246-7568

Number of Units: 60 apartments, 1 and 2 bedroom; 2 of the one-bedroom and 1 of the two-bedroom apartments are handicapped accessible.

The Birchez are totally smoke-free, both inside the buildings and on the grounds

Service(s) offered: Community room for programs and meetings

Cost: The complex provides rentals for persons with low and moderate income aged 55 and over

How accessed: Call for application, or pick up an application at the Birchez rental office. You can also go to www.TheBirchesatSaugerties.com

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Program Name: Brigham Apartments

Address: 101 – 109 O’Neil St.

Kingston NY 12401

Telephone number: (845) 338-4856

Number of Units: 40 for Senior Citizens and handicapped persons of all ages. 6 units are handicapped accessible.

Service(s) offered: Community room for activities, meetings.

Cost: Affordable housing

How accessed: Call for application.

Pets allowed: Dogs under 20 pounds, must be spayed/neutered; indoor cats

Program Name: Chambers Court

Address: c/o The Birches@ Chambers

3000 Maple Lane

Kingston NY 12401

www.ChambersCourt.com

Telephone number: (845) 338-7571

Number of Units: 72, all handicapped adaptable; 4 are wheelchair-accessible

Service(s) offered: Community room for programs, meetings

Cost: Affordable housing

How accessed: Call for application or go to www.ChambersCourt.com

Program Name: Colonial Gardens

Address: 202 Flatbush Ave.
Kingston NY 12401

Telephone number: (845) 338-4856

Number of Units: 98 total units; 10 one bedroom units are set aside for Senior Citizens.

Service(s) offered: Community room for activities, meetings.

Cost: Affordable housing

How accessed: Call for application.

Pets allowed: Dogs under 20 pounds, must be spayed/neutered; indoor cats

Program Name: Colonial Gardens Addition

Address: 212 Flatbush Ave.
Kingston NY 12401

Telephone number: (845) 338-4856

Number of Units: 32 total. All are specifically for Senior Citizens and handicapped persons of all ages

Service(s) offered: Community room for activities, meetings

Cost: Affordable housing

How accessed: Call for application

Pets allowed: Dogs under 20 pounds, must be spayed/neutered; indoor cats

Program Name: Ellenville Senior Housing

Address: 199 Canal St.
Ellenville NY 12428

Telephone number: (845) 647-8686

Number of Units: 30 total. Specifically for Senior Citizens and handicapped persons over the age of 40

Service(s) offered: Community room for meetings, programs

Cost: Affordable housing

How accessed: Call for application

Pets allowed: No pets allowed

Program Name: Elsie's Meadow

Address: 189 Third St.
Wallkill NY 12489

Telephone number: (845) 895- 3262

Number of Units: 24 total. All are specifically for Senior Citizens aged 55 and over. Two are fully handicapped-accessible units.

Service(s) offered: Community room for meetings, activities

Cost: Affordable housing

How accessed: Call for application

Pets allowed: 1 dog under 25 pounds, or one cat, per unit.

Program Name: Glusker Gardens

Address: 93 Center St.
Ellenville NY 12428

Telephone number: (845) 210-1481

Number of Units: 32 total. All are specifically for Senior Citizens aged 62 and over or handicapped persons of any age. Two apartments are handicapped accessible.

Service(s) offered: Community room for meeting and activities

Cost: Affordable housing
How accessed: Call for application
Pets allowed: Yes; must weigh under 20 pounds, be spayed or neutered, and have all shots. 1 pet per household.

Program Name: Governor Clinton Apartments

Address: 1 Albany Ave.
Kingston NY 12401

Telephone number: (845) 338-2700

Number of Units: 92 total. All are specifically designated for Senior Citizens.

Service(s) offered: Community room for activities, meetings.

Cost: Affordable housing

How accessed: Call for application

Pets allowed: Small pets under 40 pounds.

Program Name: Huguenot Park Apartments

Address: 45 North Chestnut St.
New Paltz NY 12561

Telephone number: (845) 255-5305

Number of Units: 24; all specifically designated for Senior Citizens

Service(s) offered: Community room for meetings and programs

Cost: Affordable housing

How accessed: Call for application

Pets allowed: Dogs under 20 pounds, must be spayed/neutered; indoor cats

Program Name: Jenny's Garden

Address: Gerentine Way
Marlboro, NY 12542

Telephone number: (845) 236-2604

Number of Units: 66 total. All specifically designated for Senior Citizens and disabled persons over the age of 40

Service(s) offered: Community room for activities, meetings.

Cost: Affordable housing

How accessed: Call for application

Pets allowed: 1 pet per apartment; dogs 25 pound or less; renter must sign pet lease agreement, which includes designated individual who will be responsible for pet in case of emergency

Program Name: The Mill

Address: 55 East Bridge St.
Saugerties NY 12477

Telephone number: (845) 247-8763

Number of Units: 89 total. All are specifically for Senior Citizens aged 55 and over. Approximately 8 are handicapped accessible

Service(s) offered: Community room for meetings and programs

Cost: Affordable housing

How accessed: Call for application

Pets allowed: One pet per household: dog under 25 pounds, cat or bird

Program Name: Park Heights

Address: 1033 Rt. 32
Rosendale NY 12472

Telephone number: (845) 331-2140

Number of Units: 40 total. All are designated for Senior Citizens and disabled persons over the age of 40

Service(s) offered: Community room for activities, meetings.

Cost: Affordable housing

How accessed: Call for application

Pets allowed: 1 pet per apartment; dogs 25 pound or less; renter must sign pet lease agreement, which includes designated individual who will be responsible for pet in case of emergency

Program Name: Rondout Gardens

Address: 132 Rondout Drive
Kingston NY 12401

Telephone number: (845) 338-4856

Number of Units: 131 total. Of this number, some one bedroom apartments are specifically set aside for Senior Citizens

Service(s) offered: Community room for activities, meetings.

Cost: Affordable housing

How accessed: Call for application

Pets allowed: Dogs under 20 pounds, must be spayed/neutered; indoor cats

Program Name: Saugerties Senior Housing

Address: 155 Main St.
Saugerties NY 12477

Telephone number: (845) 247-0612

Number of Units: 62 units, all specifically designated for Senior Citizens; 6 are fully handicapped accessible

Service(s) offered: Community room for activities and meetings

Cost: Affordable housing

How accessed: Call for application

Pets allowed: 1 pet per unit, weighing under 35 pounds

Program Name: Seven Greens

Address: 120 Lawrenceville St.
Kingston NY 12401

Telephone number: (845) 331-2410

Number of Units: 125

Service(s) offered: Community room for meetings and programs, with a beauty salon which is open on Wednesdays.

Cost: Affordable housing

How accessed: Call for application

Pets allowed: 1 dog up to 75 pounds; 2 indoor cats

Program Name: Shandaken Village Apartments

Address: Ave Maria Drive
Phoenicia NY 12464

Telephone number: (845) 688-2024

Number of Units: 24 total. All are designated for Senior Citizens aged 62 and over, and disabled persons of all ages

Service(s) offered: Community room and smaller activity room

Cost: Affordable housing

How accessed: Call for application

Pets allowed: 1 small pet, under 30 pounds, per unit

Program Name: Stuyvesant Charter Apartments

Address: 16 Sheehan Court
Kingston NY 12401

Telephone number: (845) 338-4856

Number of Units: 120 total. Of these, 32 one bedroom apartments are specifically set aside for Senior Citizens

Service(s) offered: Community room for meetings and activities

Cost: Affordable housing

How accessed: Call for application

Pets allowed: Dogs under 20 pounds, must be spayed/neutered; indoor cats

Program Name: Tongore Pines Senior Housing

Address: 21-25 Fox Lane
Olivebridge, NY 12461

Telephone number: (845) 688-5777

Number of Units: 19 total. Four are handicapped accessible, but are not left vacant

Service(s) offered: 2 community rooms for programs and meetings

Cost: Affordable housing

How accessed: Call for application

Pets allowed: 1 pet per household

Program Name: Wiltwyck Gardens

Address: 195 Albany Ave.
Kingston NY 12401

Telephone number: (845) 331-1955

Number of Units: 60 total. All are designated for Senior Citizens and disabled of any age

Service(s) offered: Community room for activities, meetings.

Cost: Affordable housing

How accessed: Call for application

Pets allowed: Dogs under 20 pounds, must be spayed/neutered; indoor cats

Program Name: Woodstock Meadows

Address: 100 Woodstock Meadows Drive
Woodstock NY 12498

Telephone number: (845) 679-0370

Number of Units: 24 total

Service(s) offered: Community room for meetings, programs

Cost: Affordable housing

How accessed: Call for application

Pets allowed: Small indoor cats or dogs; one per dwelling

Program Name: Yosman Tower Apartments

Address: 295 Broadway
Kingston NY 12401

Telephone number: (845) 338-2700

Number of Units: 104 total. All are designated for Senior Citizens, and disabled persons of all ages. 7 apartments are handicapped equipped and accessible

Service(s) offered: Community room for meetings and activities

Cost: Affordable housing

How accessed: Call for application

Pets allowed: Small pets under 40 pounds

See also: *Ulster County Health Related Facility, Nursing Homes, Senior Residences*

Service category: Senior Dining Sites

The Ulster County Office for the Aging operates senior dining sites which provide nutritious meals at nominal cost at several locations throughout the county.

Seniors may lunch at any of these sites. Because food is prepared by a caterer off-site and brought to the locations, advance reservations are required to ensure that there will be the correct number of meals brought to each facility.

Office for the Aging requests that you sign up or call for reservations between the hours of 10 a.m. and 2 p.m. on the business day prior to the day you plan to attend. The telephone numbers are listed within each site description.

These sites do not operate on holidays and may be closed during inclement weather; please check with the sites regarding their policies.

Program Name: Ulster County Office for the Aging Meal Site: Ellenville

Address: Trudy Resnick Farber Center
50 Center St.
Ellenville NY

Telephone number: 845-647-1605

Service(s) offered: Nutritious hot meals and social contact with other seniors

Hours of Operation: Monday – Friday, 11 – noon

Restrictions: Open to Ulster County residents aged 60 years and over.

Cost: A suggested donation of \$3.00 is requested

How accessed: Call for reservations between 10 a.m. and 2 p.m. the day before, because meals are not prepared on site.

Program Name: Ulster County Office for the Aging Meal Site: Kingston

Address: Kingston Mid-town Neighborhood Center
467 Broadway
Kingston NY 12401

Telephone number: 845-339-4934

Service(s) offered: Nutritious hot meals and social contact with other seniors

Hours of Operation: Monday – Wednesday – Friday **only**, 11 – noon

Restrictions: Open to Ulster County residents aged 60 years and over

Cost: A suggested donation of \$3.00 is requested

How accessed: Call for reservations between 10 a.m. and 2 p.m. the day before, because meals are not prepared on site.

Program Name: Ulster County Office for the Aging Meal Site: Rosendale

Address: Rosendale Recreation Center
Route 32
Rosendale NY

Telephone number: 845-658-8110

Service(s) offered: Nutritious hot meals and social contact with other seniors

Hours of Operation: Monday – Friday, 11 – noon

Restrictions: Open to Ulster County residents aged 60 years and over.

Cost: A suggested donation of \$3.00 is requested

How accessed: Call for reservations between 10 a.m. and 2 p.m. the day before, because meals are not prepared on site.

Program Name: Ulster County Office for the Aging Meal Site: Saugerties

Address: Saugerties Senior Center
207 Market St.
Saugerties, NY 12477

Telephone number: 845-246-9987

Service(s) offered: Nutritious hot meals and social contact with other seniors

Hours of Operation: Monday – Friday, 11 – noon

Restrictions: Open to Ulster County residents aged 60 years and over.

Cost: A suggested donation of \$3.00 is requested

How accessed: Call for reservations between 10 a.m. and 2 p.m. the day before, because meals are not prepared on site.

Program Name: Ulster County Office for the Aging Meal Site: Shokan

Address: Reservoir United Methodist Church
3056 Route 25
Ashokan, NY 12481

Telephone number: 845-336-7112

Service(s) offered: Nutritious hot meals and social contact with other seniors

Hours of Operation: Second and Fourth Tuesdays, 11 – noon

Restrictions: Open to Ulster County residents aged 60 years and over.

Cost: A suggested donation of \$3.00 is requested

How accessed: Call for reservations between 10 a.m. and 2 p.m. the day before, because meals are not prepared on site.

Program Name: Ulster County Office for the Aging Meal Site: New Platz

Address: Town of New Paltz Community Center
3 Veterans Drive
New Paltz, NY 12561

Telephone number: 845-255-3631

Service(s) offered: Nutritious hot meals and social contact with other seniors

Hours of Operation: Every Thursday

Restrictions: Open to Ulster County residents aged 60 years and over.

Cost: A suggested donation of \$3.00 is requested

How accessed: Call for reservations between 10 a.m. and 2 p.m. the day before, because meals are not prepared on site.

Program Name: Ulster County Office for the Aging Meal Site: Town of Ulster

***Tentative Opening Date April 2011 – please call for confirmation ***

Address: Town of Ulster Senior Center
1 Town Hall Drive
Lake Katrine, NY 12449

Telephone number: 845-336-7112

Service(s) offered: Nutritious hot meals and social contact with other seniors

Hours of Operation: First and Third Tuesdays

Restrictions: Open to Ulster County residents aged 60 years and over.

Cost: A suggested donation of \$3.00 is requested

How accessed: Call for reservations between 10 a.m. and 2 p.m. the day before, because meals are not prepared on site.

See also: *Home-Delivered Meals, Food Pantries, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Service category: Free Congregate Meal Sites

There are several free congregate meal sites located throughout Ulster County.

They are open to all who have the need, regardless of age, and provide nutritious meals. Reservations are not required.

Please check the listings carefully to determine when a particular site is open. Many of these sites do not operate on holidays or during heavy snowstorms; it is important to check with the sites regarding their policies.

Program Name: Shiloh Baptist Church Soup Kitchen: Ellenville

Address: Shiloh Baptist Church
Berme Road
Ellenville NY 12428

Telephone number: 845-647-8662

Service(s) offered: Lunch program

Hours of Operation: Wednesday, 12 noon – 2 p.m.

Restrictions: None

Program Name: Caring Hands: Kingston

Address: Clinton Ave. Methodist Church
122 Clinton Ave.
Kingston NY 12401

Telephone number: 845- 331-7188

Service(s) offered: Hot lunch for all in need

Hours of Operation: Monday – Friday, 11:45 – 12:30

Restrictions: None

Program Name: God-Given Bread Lunch Program: Saugerties

Address: Atonement Lutheran Church
100 Market St.
Saugerties, NY 12477

Telephone number: 845-246-8322

Service(s) offered: Lunch program

Hours of Operation: Tuesday and Thursday, noon

Restrictions: Saugerties area

Program Name: Daily Bread Soup Kitchen: Woodstock

Address: Christ Lutheran Church
26 Mill Hill Road
Woodstock NY 12498

Telephone number: 845-679-2336

Service(s) offered: Soup and sandwich dinner

Hours of Operation: Monday, Wednesday and Friday, 4 – 6 p.m.

Restrictions: Located on second floor of church; not wheelchair accessible

Program Name: Queen's Galley

Address: 254 Washington Ave
Kingston, NY 12401

Telephone number: (845) 338-3468

Service(s) offered: Soup Kitchen

Hours of Operation: 7 days/week, 365 days/year
Breakfast: 7:30AM – 9:00 AM
Lunch 11:30 AM- 1:00 PM
Dinner: 4:30PM – 6:00PM

Restrictions:

See also: *Office for the Aging Senior Dining Sites, Home-Delivered Meals, Food Pantries, Special Needs Food Pantries, Soap Closets, Food Stamps*

Service category: Home-Delivered Meals

Ulster County Office for the Aging provides home-delivered meals throughout the county to homebound senior citizens aged 60 and over who meet the program guidelines.

Within the town of Woodstock, a program called Meals on Wheels provides home-delivered meals at a moderate cost to residents of all ages who are unable to cook for themselves.

Details of each program are listed below. Please call the telephone numbers provided for further information and applications.

Program Name: Ulster County Office for the Aging Home Delivered Meals

Address: Ulster County Office for the Aging
1003 Development Court
Kingston NY 12401

Telephone number: (845) 334-5125

Service(s) offered: Hot, nutritious home delivered meals

Hours of Operation: Meals are delivered between the hours of 10:30 and 1 p.m., Monday through Friday. No deliveries on holidays or during severe snow storms. Office for the Aging provides participants with shelf-stable meals or frozen meals in advance for use on snow days.

Cost: A donation of \$3.00 is requested. Postage paid envelopes provided.

Restrictions: You must be 60 years of age or over, homebound, and a resident of Ulster County unable to prepare your own meals or have anyone in the home to prepare meals.

How accessed: Anyone may make a referral or request by calling Office for the Aging at (845) 334-5125, and giving essential information such as address, telephone number, medical contact and reason for requesting meals. A home visit by an Office for the Aging or the Department of Social Services caseworker is required before the start of delivery of meals.

Program Name: Meals on Wheels: Woodstock

Address: Kitchen located in the Woodstock Reformed Church
Tinker St.
Woodstock NY 12498

Telephone number: (845) 679-4656

Service(s) offered: Hot, nutritious home delivered meals

Hours of Operation: Meals are delivered between the hours of 11 a.m. and noon, Monday through Friday. Upon request, meals for Saturday and Sunday can also be delivered on Friday, which will need to be

reheated.

Cost: \$3.50; fee can be waived in extenuating circumstances.

Restrictions: You must live within the geographic area served by the program. In bad weather, delivery may not be possible.

How accessed: Call for information.

See also: *Ulster County Office for the Aging Senior Dining Sites, Emergency Food Pantries, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Service category: Emergency Food Pantries, Kingston Area

Program Name: Catholic Charities Homeless and Hungry Office

Address: St. Joseph's Mission Church, Conifer Lane
Hurley NY 12443

Telephone number: (845) 338-7121

Service(s) offered: Emergency food supply for those in need

Hours of Operation: Monday, Tuesday, Wednesday, 11 a.m. – 2 p.m.

Restrictions: Serves people in need from anywhere in the county. Call if the weather is inclement.

How accessed: Self referral; no appointment needed.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Happy to Help Food Pantry

St. James United Methodist Church

Address: 29 Pearl Street
Kingston, NY 12401

Telephone number: (845) 331-3030

Services offered: Emergency food pantry

Hours of Operation: Sundays 2-4 p.m. (except closed 1st Sunday of each month)

Program Name: People's Place

Address: 620 Broadway
Kingston NY 12401

Telephone number: (845) 338-4030

Service(s) offered: Emergency food pantry

Hours of Operation: Monday – Friday, 10 a.m. – 1 p.m.

Restrictions: Serves the greater Kingston area. Generally limited to receiving food once each month

How accessed: Self referral; no appointment needed.

See also: Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps

Program Name: Salvation Army

Address: 35 Cedar St.
Kingston NY 12401

Telephone number: (845) 331-1803

Service(s) offered: Emergency food supply

Hours of Operation: Monday – Friday, 9 a.m. – 11:30 a.m.

Restrictions: Serves the immediate Kingston area. Limited to once every 90 Days

How accessed: Self referral; no appointment needed.

See also: Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps

Program Name: Pointe of Praise Family Life Center

Address: 243 Hurley Ave.
Kingston NY 12401

Telephone number: (845) 339-4615

Service(s) offered: Emergency food supply for those who are in need

Hours of Operation: Monday, Wednesday, Friday from 9 a.m. – 3 p.m. Saturday from 1p.m. – 4p.m.

Restrictions: None

How accessed: Self referral; no appointment needed.

See also: Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps

Bread of Life (A community based food pantry affiliated with King’s Fire International Church)

Address: 865 Neighborhood Road
Lake Katrine, NY 12449

Telephone number: (845) 339-4019

Service(s) offered: Supplemental food and emergency food assistance to local families Who are in need.

Hours of Operation: 1st & 3rd Friday of the month from 12:00-2:00 p.m.
Every Sunday 12:30-2:00 p.m. Our email address is Bread-of-life@kingsfire.org

Restrictions: Serves local families who are in need.

How accessed: Self-referral; no appointment needed.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Service category: Emergency Food Pantries; Highland Area

Program Name: Family Outreach Food Pantry

Address: 57 Vineyard Ave. (Rts. 44-55)
Highland NY 12528

Telephone number: (845) 380-8799

Service(s) offered: Emergency food supply for those who are eligible for Medicare and/or Medicaid

Hours of Operation: Second and fourth Wednesdays of each month; also available on

an emergency basis

Restrictions: None

How accessed: Self referral; no appointment needed.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Program Name: Highland Community Action

Address: 15 Church St.
Highland NY 12528

Telephone number: (845) 691-8722

Service(s) offered: Emergency food supply for those who are eligible for Medicare and/or Medicaid

Hours of Operation: Monday thru Friday, 8:30 a.m. – 3p.m.; closed from 12p.m. -1p.m. for lunch. Closed on holidays.

Restrictions: Serves the geographical area of Marlboro, Clintondale, New Paltz and Plattekill, and Esopus to the edge of Port Ewen. Limited to once every 90 days

How accessed: Self referral; no appointment needed.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Service category: Emergency Food Pantries; Marlboro Area

Program Name: St. Mary's Church

Address: St. Mary's Rectory
Grand St.
Marlboro, NY

Telephone number: (845) 236-4340

Service(s) offered: Emergency food supply for those who are eligible for Medicare and/or Medicaid

Hours of Operation: Monday, 1 p.m. – 4 p.m.; Wednesday, 12 noon – 3 p.m.; Friday, 10

a.m. – 1 p.m.

Restrictions: Serves the Marlboro area. May access food pantry once a month.

How accessed: Self referral; no appointment needed.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Program Name: St. Vincent de Paul Society Food Pantry

Address: St. James Roman Catholic Church
North Road
Milton, NY 12547

Telephone number: (845) 795-5430

Service(s) offered: Emergency food supply

Hours of Operation: Flexible

Restrictions: Limited to once a month

How accessed: Self referral; no appointment needed

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Program Name: St. Joseph's Church Food Pantry

Address: St. Joseph's Church
34 South Chestnut St.
New Paltz NY 12561

Telephone number: (845) 255-5635

Service(s) offered: Emergency food supply for those who are in need

Hours of Operation: Monday, Tuesday, Wednesday and Friday; 11 a.m. – noon

Restrictions: No residency restrictions; must show identification; limited to once a month.

How accessed: Self referral; no appointment needed.

See also: Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps

Program Name: Family of New Paltz Food Pantry

Address: 51 North Chestnut St.
New Paltz NY 12561

Telephone number: (845) 255-8801

Service(s) offered: Emergency food supply for those in need

Hours of Operation: Monday – Thursday, 10 a.m. – 5 p.m.; Friday, 10a.m. – 4 p.m.

Restrictions: Limited to once every 30 days

How accessed: Self referral; no appointment needed.

See also: Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps

Service category: Emergency Food Pantries, Rondout Valley

Program Name: Rondout Valley Food Pantry

Address: Christ the King Episcopal Church
Rt. 213
Stone Ridge NY 12484

Telephone number: (845) 687-4013

Service(s) offered: Emergency food supply for those who are in need

Hours of Operation: Must call answering machine and leave name and phone number; someone will get back to discuss needs. Pick up of food on Tuesday and Thursday mornings between 8 to 10.

Restrictions: Mandatory 8 week waiting period between requests. Serves the areas of Kerhonkson, Rosendale, Accord, Marbletown.

How accessed: Self referral; must call to make arrangements to pick up food.

Program Name: Rochester Food Pantry

Address: Accord Fire House
22 Main St.
Accord NY 12404

Telephone number: (845) 626-7501

Service(s) offered: Four day emergency food supply for those who are in need. Pantry has freezers and refrigerator; can supply perishable food.

Hours of Operation: Call to arrange appointment (626-7501); answering machine is monitored daily except Sunday.

Restrictions: Service is limited to those living within the town of Rochester and hamlet of Kerhonkson; and may be accessed once every month.

How accessed: Self referral; must call to arrange for pick up of food.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Program Name: Rosendale Food Pantry

Address: Rosendale Recreation Center Property
James St, off of Route 32
Rosendale NY 12472

Telephone number: (845) 658-9385

Service(s) offered: Emergency food supply for those who are in need

Hours of Operation: Mondays from 9 a.m. – 1 p.m. Saturdays 10 a.m. – 12 p.m.

Restrictions: Once every four weeks

How accessed: Self referral; no appointment needed.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Service category: Emergency Food Pantries, Saugerties Area

Program Name: God Given Bread Food Pantry

Address: 100 Market St.
Saugerties NY 12477

Telephone number: (845) 246-8322

Service(s) offered: Emergency food supply for those who are in need

Hours of Operation: Tuesday, Wednesday, Thursday, Friday -- 9 a.m. – 1 p.m.

Restrictions: Saugerties residents

How accessed: Self referral; no appointment needed.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Program Name: St. John the Evangelist Church Food Pantry

Address: St. John the Evangelist Church
915 Rt. 212
Saugerties NY 12477

Telephone number: (845) 246-9581

Service(s) offered: Emergency food supply for those who are on Social Security or Food Stamps.

Hours of Operation: Wednesday and Friday, from 10 a.m. – noon

Restrictions: Serves community residents residing within the boundaries of St. John the Evangelist Church parish (Saugerties residents west of the Thruway). May obtain food once each month.

How accessed: Self referral; no appointment needed.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Program Name: Saugerties Food Pantry, sponsored by Saugerties Council of Churches

Address: 44 Livingston St.

Saugerties, NY 12477

Telephone number: (845) 246-6885

Service(s) offered: Emergency food supply for persons on Medicare, Medicaid or food stamps

Hours of Operation: Monday and Thursday, 10 a.m. – noon; Tuesday, 7 p.m. – 8 p.m.

Restrictions: Must live in the town of Saugerties; can obtain food once each month

How accessed: Self referral; no appointment needed.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Service category: Emergency Food Pantries, Wallkill Area

Program Name: Loaves and Fishes Food Pantry

Address: Wallkill Reformed Church
Bridge St. and Church St.
Wallkill NY 12589

Telephone number: (845) 895-2181

Service(s) offered: Emergency food supply for those who are in need.

Hours of Operation: Thursdays, from 6 p.m. – 7:30 p.m.; Fridays, from 11 a.m. – noon.

Restrictions: Must reside within the Wallkill School District; please bring proof of address.

How accessed: Self referral, no appointment necessary.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Program Name: His Love Unveiled Food Pantry

Address: Mid-Hudson Christian Church
2393 Route 300
Wallkill, NY 12589

Telephone number: (845) 895-3006

Service(s) offered: Emergency food supply for those who are in need.

Hours of Operation: Tuesday, noon – 2 p.m.; Friday, 6:30 p.m. – 7:30 p.m.

Restrictions: Serves Ulster County residents. Must provide proof of residence, proof of income, and identification for all family members.

How accessed: Self referral, no appointment necessary.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Service category: Emergency Food Pantries, Wawarsing/Ellenville Area

Program Name: Town of Wawarsing Home Relief Office

Address: Town Hall, 108 Canal St.
Ellenville NY 12428

Telephone number: (845) 647-4770, ext. 104

Service(s) offered: Distribution of day-old bread and pastries from local stores, as well as occasional supplies of canned goods.

Hours of Operation: Weekdays, beginning at 10 a.m., until supply is gone.

Restrictions: None

How accessed: Self referral, no appointments are necessary.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Program Name: Ellenville United Methodist Church

Address: 83 Canal St.
Ellenville NY 12428

Telephone number: (845) 647-7094

Service(s) offered: Emergency food supply for those who are financially eligible.

Hours of Operation: Wednesday, 9:00 – 10:30 a.m.

Restrictions: Must bring photo identification or bill with applicant's name and street address

How accessed: Self referral; always call first at 9 a.m. on Wednesday to ensure that pantry is open.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Program Name: Family of Ellenville Food Pantry

Address: Family of Ellenville
221 Canal St.
Ellenville NY 12428

Telephone number: (845) 647-2443

Service(s) offered: Emergency food supply for those who are in need

Hours of Operation: Monday – Friday, 9 a.m. – 4:30 p.m. Wednesday 9 a.m. – 6 p.m.

Restrictions: Limited to once each month. Must present proof of identity.

How accessed: Self referral, no appointment required.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Program Name: Hosanna Assembly of God Food Pantry

Address: Hosanna Assembly of God Church
178 Canal St.
Ellenville NY 12428

Telephone number: (845) 647-4341

Service(s) offered: Emergency food supply for those who are in need

Hours of Operation: Every second Friday of the month, from 5 – 7 p.m.

Restrictions: None

How accessed: Self referral; no appointment required.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Program Name: Seventh Day Adventist Church Food Pantry

Address: Seventh Day Adventist Church
Clinton and Center St.
Ellenville NY 12428

Telephone number: (845) 647-5998

Service(s) offered: Emergency food supply for those who are eligible for Medicare, Medicaid, disability or unemployment.

Hours of Operation: The last Monday and Tuesday of each month from February through December (closed in January); hours are 1 p.m. – 4 p.m.

Restrictions: Serves residents of the town of Wawarsing.

How accessed: Self referral, no appointment necessary. Must bring proof of identification including Social Security card, and/or Medicaid/Medicare card.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Program Name: Community Action Food Pantry

Address: Community Action
85 Center St.
Ellenville, NY 12428

Telephone number: (845) 647-6061

Service(s) offered: Emergency food supply for those who are in need

Hours of Operation: Monday – Friday, 8:30 a.m. – noon; 1 p.m. – 4 p.m.

Restrictions: Requires income verification and proof of family size. Serves the Rondout Valley; primarily, towns of Rochester and Wawarsing.

Once every 60 days.

How accessed: Self referral, no appointment necessary.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Program Name: St. Mary's and St. Andrew's Food Pantry

Address: St. Mary's and St. Andrew's Roman Catholic Church
137 S. Main St.
Ellenville NY 12428

Telephone number: (845) 647-6080

Service(s) offered: Emergency food supply for those who are in need

Hours of Operation: Please call the hot line listed above (647-4771) to arrange for food pick up on Thursdays.

Restrictions: None

How accessed: Self referral; must call to make arrangements to receive food.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Service category: Emergency Food Pantries; Woodstock Area

Program Name: Family of Woodstock Food Pantry

Address: Family of Woodstock
16 Rock City Road
Woodstock, NY 12498

Telephone number: (845) 679-2485

Service(s) offered: Emergency food supply for those who are in need

Hours of Operation: Weekdays, from 9:30 a.m. – 9 p.m.

Restrictions: Serves Woodstock and western portion of Ulster County. Limited to once a month.

How accessed: Self referral, no appointment needed.

See also: *Ulster County Office for the Aging Senior Dining Sites, Home Delivered Meals, Special Needs Food Pantries, Congregate Meal Sites, Food Stamps*

Program Name: Good Neighbors' Food Pantry, sponsored by the Woodstock Council of Churches

Address: Dutch Reformed Church
18 Tinker St.
Woodstock NY 12498

Telephone number: (845) 679-6610

Service(s) offered: Emergency food supply for those who are in need

Hours of Operation: Thursdays, 9 a.m. – 11 a.m.

Restrictions: Primarily serves Woodstock area, but will serve anyone in need.

How accessed: Self referral, no appointment needed.

See also: *Home-Delivered Meals, Special Needs Food Pantries, Personal Care Items Pantries, Senior Dining Sites, Congregate Meal Sites, Food Stamps*

Service category: Special Needs Food Pantry

Program Name: Catholic Charities Special Needs Food Pantry

Address: 59 Pearl St.
Kingston NY 12401

Telephone number: (845) 340-9170

Service(s) offered: This food pantry provides emergency food supplies to persons with chronic illness who have special dietary requirements, such as diabetics, cardiac and cancer patients. It is available to persons of all ages, with the following restrictions: applicants must have a physician's order stating that they have special dietary needs. They must be at or below poverty level. Serves persons residing anywhere in the county.

Hours of operation: Thursdays and Fridays, 11 a.m. – 2 p.m.

Cost: Free

How accessed: Call to ensure that the pantry is open and that special foods will be ready for you. First-time users will need a physician's order and proof of income-eligibility. May obtain food two times each month.

Program Name: People's Place

Address: 773 Broadway
Kingston NY 12401

Telephone number: (845) 338-4030

Service(s) offered: Limited supply of food supplies to persons with chronic illness who have special dietary requirements, such as diabetics, cardiac and cancer patients.

Hours of Operation: Monday – Friday, 10 a.m. – 1 p.m.

Restrictions: Serves the greater Kingston area.

How accessed: First-time users should have a physician's order describing dietary restrictions.

See also: *Emergency Food Pantries, Soap Closets, Congregate Meal Sites, Home Delivered Meals, Food Stamps*

Service category: Personal Care Items

Program Name: Holy Cross Soap Closet

Address: 30 Pine Grove Ave.
Kingston NY 12401

Telephone number: (845) 331-6796

Service(s) offered: The Soap Closet provides cleaning products and personal care items only such as soap, detergent, shampoo. (These are items which cannot be purchased with food stamps, and are not always available at food pantries.) Serves persons residing anywhere in the county.

Hours of operation: Open only Tuesday, Wednesday and Thursday of the last full week of each month at the following times: Tuesday and Thursday, from 10 a.m. to noon; Wednesday from 1 p.m. – 3 p.m.

Cost: No charge

How accessed: No appointment or referrals are required.

Program Name: People's Place

Address: 773 Broadway
Kingston NY 12401

Telephone number: (845) 338-4030

Service(s) offered: Limited supplies of personal care items are available.

Hours of Operation: Monday – Friday, 10 a.m. – 1 p.m.

Restrictions: Serves the greater Kingston area. Can use service once each month

How accessed: Self referral; no appointment needed.

Service category: Food Stamp Program/Supplemental Nutrition Assistance Program

Program Definition: The Food Stamp Program is a state-administered federal nutrition assistance program, It is designed to be a supplement to the household budget in order to provide a healthy diet, which is an essential component of well-being for persons of all ages, including senior citizens. Assistance is available to those who meet financial eligibility guidelines.

Although the program is still called 'Food Stamps,' it does not use coupons or food stamp books. Since December of 2000, the system has been changed to an electronic one, called the Electronic Benefit Transfer (EBT). Benefits are authorized in an account that is accessed by the recipient at participating retail stores through the use of a benefit card and personal identification number (PIN).

It works much the same way a bank debit card does. Each month, an amount of credit is placed in the account, and the recipient can spend up to that amount for food.

Address: Ulster County Department of Social Services
1051 Development Court
Kingston NY 12401

Telephone: (845) 334-5200

Service Offered: Monthly financial assistance to be used specifically for the

purchase of food.

Applications: You may apply online at www.mybenefits.ny.gov or telephone

Restrictions: Although the program is income-based, the criteria for senior citizens is less restrictive. It is based on net income – income after allowable medical costs and shelter deductions are deducted. Allowable medical costs of more than \$35 per month which are excluded from income include:

- Most medical costs, such as doctor bills, prescription drugs and over-the-counter medication when approved by a doctor, dentures, inpatient and outpatient hospital expenses and nursing care. Other medically-related expenses, such as certain transportation costs, attendant care and health insurance premiums are also included.

How Accessed: Call the Department of Social Services for further information

See also: *Ulster County Office for the Aging Senior Dining Sites, Home-Delivered Meals, Congregate Meals, Food Pantries, Special Needs Food Pantries, Personal Care Items*

Service category: Support Groups

There are several support groups located within Ulster County which may be helpful to senior citizens and/or to their caregivers.

Basically, there are two kinds of groups. Some of them are lead by experts in the field, and may have regular programs of guest speakers offering information about specific aspects of the topic. Others are essentially support groups of people who share the same concerns and find that getting together provides them with the opportunity to discuss issues with like-minded people.

Telephone numbers are provided. It is recommended that you call before attending your first meeting for two reasons.

- Sometimes, groups cease to exist, change their meeting times, dates and locations.
- You can ask what the program and design of the support group is, in order to determine if it best suits your needs.

The support groups named in this guide were existing at the time of publication, but are subject to change.

Program Name: Empowerment Counseling for Grandparents: New Paltz

Meeting address: BOCES Center, Route 32, New Paltz

Telephone number: (845) 338-2980

Service(s) offered: Support and information for those who are caregivers for grandchildren.

Meeting Time: Empowerment Counseling for Grandparents is an Eight-Session Workshop starting April 26, 2010 to June 21, 2010 from 6 p.m. to 7:30 p.m.

Program Name: Empowerment Counseling for Grandparents: Kingston

Meeting address: Business Resource Center – Development Court, Kingston

Telephone number: (845) 338-2980

Service(s) offered: Support and information for those who are caregivers for grandchildren.

Meeting Time: Every other Wednesday noon – 1:15pm

Program Name: Alzheimer’s Caregivers Support Group: Kingston

Meeting address: Always There
918 Ulster Ave.
Kingston, NY 12401

Telephone number: (800) 872-0994. Please call ahead to register.

Service(s) offered: Support and information for those who care for persons with Alzheimer’s Disease. Free and open to the public, but pre-registration is required. Free respite care is offered during the group.

Meeting Time: 2nd Wednesday of each month, 2:30 p.m.

Program Name: Alzheimer’s Caregivers Support Group: Woodstock

Meeting address: Christ Lutheran Church

Telephone number: (800) 872-0994 or 845-471-2655

Service(s) offered: Support and information for those who care for persons with Alzheimer’s Disease. Free and open to the public, but pre-registration is required.

Meeting Time: 3rd Tuesday of each month, 2 p.m.

Program Name: Diabetes Support Group: Kingston

Meeting address: Kingston Hospital Diabetes Center
37 Albany Ave.
Kingston NY 12401

Telephone number: (845) 334-4249

Service(s) offered: Education and support for diabetics and their caregivers/family members.

Meeting Time: Every 3rd Wednesday 4:30 – 5:30 p.m.

Program Name: Family and Caregivers of Cancer Patients Support Group

Meeting address: Oncology Support Office, Room 3629
Benedictine Hospital
105 Marys Ave.
Kingston NY 12401

Telephone number: (845) 334-3171

Service(s) offered: Education and support for family members and caregivers of cancer patients.

Meeting Time: 1st Monday of each month, 7 p.m. – 8:30 p.m.

Program Name: Traumatic Brain Injury Support Group: town of Ulster

Meeting address: Resource Center for Accessible Living
727 Ulster Ave.
Kingston NY 12401

Telephone number: 845 331-0541

Service(s) offered: Support and information for those with traumatic brain injury and their caregivers.

Meeting Time: 2nd Monday of each month, 3:30 p.m.

Service category: Home Based Family Support Services

Program Name: Ulster County Office for the Aging Case Management

Address: 1003 Development Court
Kingston NY 12401

Telephone number: (845) 340-3456

Service(s) offered: Case Management is a comprehensive program which looks at the many facets of seniors' needs and problems, then works with the clients to set up a care plan to address the issues.

Ulster County Office for the Aging can provide case management to those senior citizens with physical and financial need. These services include the Expanded in-Home Services for the Elderly Program, a uniform program of case management, non-medical in-home services, non institutional respite and ancillary services, such as lifeline and safe return bracelets, for the elderly who need long term care, but are not eligible for Medicaid.

Process : Case managers meet with clients and family members in their homes to discuss their desires, strengths and needs, and together, they set up a plan for action.

This includes incorporation of Office for the Aging direct services including home delivered meals, subsidized day care, personal care, home care or Lifeline.

The case manager assists the client to apply for entitlements such as SSI, Medicaid, Food Stamps, HEAP (Home Energy Assistance Program) funds if they have no one to assist them.

The case manager assesses the client's housing. If needed, the case manager assists the client to apply for or obtain home modification through the Resource Center for Accessible Living (RCAL) or applying for Senior Housing, if that is necessary.

The case manager works with families and caregivers to help incorporate them into the plan of care and prevent burnout. This includes Caregiver Support Groups facilitated by OFA.

The case manager assists clients either directly or through referral to obtain services from other agencies such as the Department of Social Services, Veterans' Administration, Lighthouse for the Blind and Visually Impaired and the Alzheimer's Association.

As the client needs a more protective environment, the case manager, assists the individual to obtain placement in an assisted living facility or nursing home. The case manager will also assist the client to apply for chronic care Medicaid, and to obtain the PRI (Patient Review Instrument) required for placement in most facilities if they have no one to assist them.

Cost: Case management provided by the Ulster County Office for the Aging is offered at no charge. Some of the programs to which the client may be referred have fees for service, and the client will be informed of this at the initial meeting.

How accessed: Call or visit the office

Program Name: Jewish Family Services

Address: 280 Wall Street
Kingston NY 12401

Telephone number: (845) 338-2980

Service(s) offered: Short-term program designed for homebound elders and their family caregivers. It focuses on providing counseling and support to both the caregiver and the recipient. It is staffed by professional social workers, who go into clients' homes to meet with the family on an on-going basis.

- Short-term counseling and support
- Problem-solving skills and techniques
- Information and referrals to other programs and services within the community.

Cost: Sliding scale fee

How accessed: Call or visit the office

Service category: Adult Day Care Centers

There are two types of adult day care centers as defined by the New York State Department of Health: the medical model which provides medical monitoring, counseling, therapy and activities; and the social model, which provides socialization, supervision and activities. It offers respite to family members and caregivers, as well as providing a supervised setting when caregivers are at work or away during the day time.

Within Ulster County, there are currently one medical model day care programs (Ten Broeck Commons in Lake Katrine) and three social model day care programs (Canal Lodge Adult Day Care Center in Ellenville, Greenkill Avenue Day Care Center in Kingston, and Multi-County Community Development Adult Day Services in Highland). More detailed information about each program follows.

Program Name: Ten Broeck Commons (medical model program)

Address: One Commons Drive
Lake Katrine, NY 12449

Telephone number: (845) 336-6666

Service(s) offered: Day care services providing medical monitoring, counseling, therapy and activities. Physical, occupational and speech therapy are provided, as directed by individual's physician. As needed, blood work, X-rays, dental care and eye care can be provided.

Continental breakfast, hot lunch and afternoon snack are included in the program.

Restrictions: Wheelchair-bound and/or incontinent individuals can register for the program. Patients must demonstrate medical necessity for admission.

Hours of operation: Program operates from 9 – 4, Monday through Friday. Transportation is not provided.

How Accessed: Physician's written orders are required for admission to program.

Cost: Medicaid, Private pay.

Program Name: Always There (social model program)

Address: 918 Ulster Ave.
Kingston NY 12401

Telephone number: (845) 339-3679

Service(s) offered: Breakfast, hot lunch and afternoon snack are included in the program. Activities include a regular schedule of activities, socialization, light exercise, entertainment programs. There is computer access for internet and email, and there is a magnifying reader for low vision. Group trips are also scheduled, and the cost is underwritten

by fundraising activities. Personal care is provided, patient's medications can be pre-poured, and special dietary needs can be met. Wheelchair-bound, incontinent, Alzheimer's and/or dementia patients may be accommodated.

Restrictions: Individuals requiring medical care or physical therapy are not appropriate for this program.

Hours of operation: Program operates from 7:30 – 5:30, Monday through Friday. Individuals can attend as many days each week as they wish on along or short-term basis. Transportation can be provided.

How Accessed: Call to discuss application and fees.

Cost: Private pay. Participants may be eligible for placement paid for by a long-term home health care agency.

Program Name: Multi-County Community Development Adult Day Care Center (social model program)

Address: 11 Milton Ave.
Highland NY 12528

Telephone number: (845) 691-7419

Service(s) offered: Lunch, morning and afternoon snacks are included in the program. Activities include a regular schedule of arts and crafts, board games, cognitive stimulation activities, bowling, dining out, visits to historic sites, trips to the theater and shopping trips.

Personal care is provided; patient's medications can be pre-poured; special dietary needs can be met.

Recently-discharged hospital patients, Alzheimer's and/or dementia patients, those with Parkinson's disease, recovering stroke victims, the mobility restricted, developmentally disabled adults or accident victims who cannot be left unattended during the day, any individual in need of socialization and/or supervision can be accommodated.

Restrictions: Individuals requiring medical care or physical therapy are not appropriate for this program.

Hours of operation: Program operates from 8:30 – 4:30, Monday through Friday. Individuals can attend as many days each week as they wish on a

long or short-term basis. Transportation can be provided.

How Accessed: Call to discuss application and fees.

Cost: Private pay. Participants may be eligible for placement paid for by a long-term home health care agency.

Service category: Home Care, Long and Short Term

For many seniors whose health is beginning to decline, living at home is a viable and less costly alternative than moving into a nursing home. It does, however, require the assistance and support of programs and services to ensure that needs are being met.

Within Ulster County, there are several programs that can help. Care can range from household tasks to skilled nursing services. This guide will discuss those which the Ulster County Office for the Aging has contracts, and maintains a record of licensure and inspections by state agencies. Each listing will describe the services available through the specific agency. Not all agencies provide every service. For this reason, it is often advisable to work through the Office for the Aging or a Certified Home Health Agency, which can coordinate a care plan and make the appropriate arrangements. (Programs of the Office for the Aging and Certified Home Health Agencies are described more fully in this chapter of the guide.)

Definition of terms used:

Case management – coordination of a client/patient’s health care services to ensure appropriate, quality care as their health care and social needs change.

Certified home health aide – paraprofessional caregivers through New York State approved programs provide hands-on personal care, expanded health related tasks when trained and supervised by a Registered Nurse, and light home-making tasks.

Companion aide – provides companionship for a client/patient and assistance with tasks such as homemaking, meal planning and preparation, shopping and transportation.

Homemaker – provides assistance with domestic tasks such as light housekeeping, laundry, shopping and meal preparation.

Licensed practical nurse – provides a broad range of nursing services, including administration of prescription medicines, insulin injections and monitoring of vital signs.

Nutrition educator – provides nutritional services to the client/patient as prescribed by the physician, including nutrition assessment, and counseling to meet normal and therapeutic needs.

Occupational therapist (OT)– performs diagnostic tests, measurements and evaluations,

such as mobility of joints, strength and endurance of muscles. Initiates and applies appropriate prevention, therapeutic and rehabilitative occupational therapy procedures and techniques.

Personal care aide (PCA) – trained paraprofessional assists sick or disabled individuals with personal care and homemaking tasks.

Physical therapist (PT) – performs diagnostic tests and evaluations such as joint mobility, stability and appearance of walking, strength and muscle endurance.

Registered nurse (RN) – performs all nursing functions including the most highly technical procedures, such as caring for clients/patients on ventilators or providing home infusion therapy. Performs client/patient assessments, initiates nursing services and makes appropriate referrals. Takes the role of case manager in a certified agency.

Respiratory therapist (RT) – employs specific testing techniques to assist in diagnosis, monitoring and treatment of those with respiratory problems. Provides respiratory rehabilitation, appropriate instruction and supportive counseling for the client/patient and family.

Speech therapist – assesses and evaluates client/patient’s needs for speech, language and/or auditory services. Initiates and applies appropriate preventive, therapeutic and rehabilitative procedures and techniques.

Service category: Nursing and Homemaking Service Providers

For those seniors who are able to remain at home, but require help to do so, there are several local Nursing and Homemaker Service Providers. Services are provided to those people with temporary or chronic needs who cannot perform day to day tasks, and range from assistance in shopping, meal preparation, laundry and other household tasks, as well as bathing and grooming. Not all agencies provide all services. It is important that, before you select a provider, you know exactly what services are required and determine if a single agency can accommodate all of these needs.

For more information about the specific services provided by an agency, call the Office for the Aging at (845) 334-5125, or call the agency directly.

They all charge a set hourly fee, and that fee may vary, depending upon both the agency and the services required.

The following agencies which serve Ulster County are licensed and or/certified by the New York State Department of Health.

- A & T
101 Hurley Avenue
Kingston, NY 12401
(845) 331-7868

- Any-Time Home Care, Inc.
652 Aaron Ct.
Kingston NY 12401
(945) 340-0100

- Bermac Home Aides, Inc.
2 Grove St.
New Paltz, NY 12561
(845) 255-4200, or 1-800-281-2182; or
8 Trinity Court
Saugerties NY 12477
(845) 246-5000, or 1-800- 281-2182

- Home Health Care & Companion Agency, Inc.
366 Albany Ave.
Kingston NY 12401
(845) 331-1966

- Mid-Hudson Managed Home Care
243 Route 17K
Newburgh NY 12550
(845) 567-3022

- Always There
918 Ulster Ave.
Kingston NY 12401
(845) 339-6683

- Unlimited Care Inc.
138 Pine St.
Kingston NY 12401
(845) 331-0114

- WillCare
15 Joys Lane, Suite 2
Kingston NY 12401
(845) 331-5064

There are other services listed in local telephone books and newspaper advertisements. For your own security and peace of mind, you should check to determine if they are licensed and certified before you engage them.

Service category: Certified Home Health Agencies

Program definition: Certified Home Health Agencies (CHHAs) provide part-time, intermittent health care and support services to individuals who need intermediate and skilled health care. CHHAs can also provide long-term nursing and home health aide services, can help patients determine the level of services they need, and can either provide or arrange for other services including physical, occupational and speech therapy, medical supplies and equipment, and social worker and nutrition services.

Eligibility: Services provided by CHHAs may be reimbursed by Medicare, Medicaid, private payment and some health insurers.

How accessed: Referrals to CHHAs may come from sources including physicians or hospital discharge planners, or the patient can look for visiting nurse providers in the telephone book. This guide provides information about the three Ulster County based Certified Home Health Agencies. The Ulster County Department of Social Services contracts with these agencies to provide services.

Services: Please check carefully with each agency, because not all of them provide all services.

Oversight: *The New York State Department of Health* licenses Certified Home Health Agencies, and has in place regulations to ensure that staff are appropriately qualified, trained and supervised. Unannounced surveys by the state assess CHHAs' compliance standards governing the quality and scope of services. The following agencies, all of which are New York State Department of Health certified, provide service to residents of Ulster County.

Always There

Address: 918 Ulster Ave.
Kingston NY 12401

Telephone: (845) 339-6683

Services: Skilled nursing and professional home care services to residents of Ulster County. This service is available to those whose insurance companies require that such care be provided by a certified agency.

- Eligibility:** Any Ulster County resident, as well as to residents of neighboring counties by this multi-county licensed agency.
- Application:** Services must be ordered by a physician, and coordinated by a community health nurse; services must be provided in accordance with regulations established by the New York State Department of Health.
- Payment:** Medicaid, Blue Cross/Blue Shield and many other insurance companies may pay for home health care that is medically necessary. Home care services can also be paid for directly by patients and families. Care provided at home is short term, intermittent in nature, and in lieu of hospitalization.

WILLCARE Certified Home Health Care Program

- Address:** 15 Joys Lane
Kingston NY 12401
- Telephone:** (845) 331-3970
- Services:** Skilled nursing and professional home care services to residents of Ulster County.
- Eligibility:** Ulster County residents, as well as to residents of other counties by this multi-county licensed agency.
- Application:** Referrals may be made by a physician, hospital discharge planner or family member. Care is provided under the physician’s written orders.
- Payment:** Medicaid, Blue Cross/Blue Shield and many other insurance companies may pay for home health care that is medically necessary. Home care services can also be paid for directly by patients and families. Care provided at home is short term, intermittent in nature, and in lieu of hospitalization.

See also: Long-Term Home Health Care, Adult Day Care (especially Medical Model Adult Day Care), Assisted Living Adult Homes, Licensed Adult Homes, and Nursing Homes, as well as the first section of this guide: the Ulster County Office for the Aging for more helpful information.

Service category: Community-Based Long Term Care

Overview:

Long term care services may include the medical, social, housekeeping, or rehabilitation services a person needs over months or years in order to improve or maintain function or health. Such services are provided not only in nursing homes, but also in patients' homes or in community-based settings such as assisted-living facilities.

New York State has many services and programs as alternatives to nursing home care. Both medical and non-medical care may be received at home or in residential settings, and can range from simple (light housekeeping) to complex (nursing care or physical therapy) services.

These services may be accessed through private health insurance, a managed care agency, Medicaid or Medicare, depending on financial and medical eligibility, and meet the criteria of the service or program; or they can be assessed by those who are able to pay privately.

- However, while some services are available to persons who are eligible for Medicaid, have Medicare coverage, use their own funds ("private pay"), have private health or long term care insurance, some services are available *only* to persons who are eligible for Medicaid.

(This information has been provided by the New York State Department of Health.)
The following pages will provide more specific information about the various programs and services available to Ulster County residents aged 60 and over.

Service category: Long Term Home Health Care Program

Program definition: The Long Term Home Health Care Program is a coordinated plan of medical, nursing and rehabilitative care provided at home to disabled persons who are medically eligible for placement in a nursing home. It offers an alternative to institutionalization. The program offers a coordinated network of professional and supportive health and social services. The program is designed to enrich and reinforce the person's selfcare capabilities within his/her home environment.

Eligibility: This program is available to individuals who are medically eligible for placement in a nursing home and choose to receive services at home. These individuals must have care costs which are less than the nursing home cost in the county.

How accessed: Individuals can access this program through a referral from the Ulster County Office for the Aging, the hospital discharge planner, the Ulster County Department of Social Services, or a Long Term

Home Health Care Provider. The county determines eligibility for the program, and the Ulster County Department of Social Services authorizes all services that are provided.

Services: All regular Medicaid services are provided, and the following services may also be available:

- Case management by Registered Nurses (RNs)
- Home delivered or congregate meals
- Housing improvements and moving assistance
- Respiratory therapy
- Medical social services, nutrition and dietary services
- Respite care, social day care and social transportation.

Oversight: *The Ulster County Department of Social Services* is responsible for participating in the periodic reassessment of the services provided. *The provider agency* is responsible for obtaining physician orders and administering the assessment tools. *The New York State Department of Health* periodically surveys the providers to determine the quality and scope of the medical, nursing and rehabilitative care they deliver. There are two Long Term Home Health Care Programs which operate within Ulster County. Specific information about each is provided on the following pages.

Hudson Valley Long Term Home Health Care Program

Address: 266 Vineyard Ave.
Highland NY 12528

Telephone: (845) 691-9225

Services: Nursing
Physical Therapy
Speech Therapy
Nutritional Therapy
Respiratory Therapy
Aide services to help with personal care, meal preparation, shopping, laundry and light housekeeping.
Can also coordinate meals on wheels, a personal emergency response system and social day care.
Transportation to social day care and medical appointments can be arranged at no charge.

Eligibility: To be eligible for the program, a person needs to;

- Be under the care of a physician who agrees to sign orders for home care
- Have applied for Chronic Care Medicaid; or be willing to pay privately for long term home health services
- Be deemed ‘appropriate’ for homecare after a personal and home assessment.

“Appropriate” is defined as:

- A person who can manage to meet his/her health and safety needs independently when the home care staff is off; or
- A person who has a care-giver willing and able to meet health and safety needs when the home care staff is off service; and
- The home environment is equipped for, and can meet, all safety needs.

Application: To find out if you are eligible, or how to become eligible, call (845) 691-9225

Payment: Medicaid or private pay

WILLCARE Home Care Program

Address: 15 Joys Lane
Kingston NY 12401

Telephone: (845) 331-3970

Services: Health care and supportive services can include the following options, as needed:
 Comprehensive case management
 Professional nursing care
 Home health aide service
 Personal care aide service
 Homemaker service
 Physical, occupational, respiratory therapy
 Speech/language pathology service
 Medical social work service
 Nutrition counseling
 Medical supplies and equipment
 24-hour on-call service
 PRI and screen assessment
 Adult day care
 Home delivered meals
 Transportation
 Home maintenance program

- Eligibility:** To be eligible for the program, a person needs to meet the following criteria:
- Be under the care of a physician who agrees to sign orders for home care
 - Be Medicaid-eligible; or be willing to pay privately for long term home health services
 - Be deemed appropriate for homecare after a personal and home assessment.
- Application:** Referrals are accepted from patients, physicians, hospital personnel, community agencies, families and other concerned individuals.
- Payment:** Medicaid or private pay

Section C: When It Is No Longer Possible To Remain At Home

Senior Citizen Housing: Lease Termination

There are times when senior citizens find it necessary to move due to changes in their health or financial situations. They may have signed lease arrangements which they are reluctant to break because of penalties in those contracts. New York State has very specific laws regulating and permitting lease termination for senior citizens.

Section 227(a) of New York State Real Property Law spells out the rights of people aged 62 and over to terminate a residential lease or rental agreement before the specified time period ends, and Section 227(a) specifies the conditions under which the termination can take place.

Terminating a lease according to the stipulations of Section 227(a) is a legal termination and is not a lease violation.

This law applies to any type of building or property that the older person is occupying for dwelling purposes (is living there).

This law applies to any leaseholder (the person whose name is on the lease) who is aged 62 or older, or who will become aged 62 during the term of the lease or rental agreement. The law also applies to the leaseholder's husband or wife who is aged 62 or older or who will become aged 62 during the lease's term.

When the lease is terminated, the tenant no longer is responsible for making rent

payments to the landlord.

An older tenant can terminate the lease or rental agreement to move into any of the following types of living arrangements;

- Adult Care Facility (four types, commonly known as an Adult Home, Enriched Housing Program, Family Type Home or Residence for Adults);
- Nursing Home;
- Subsidized housing (senior housing or housing meant for tenants of all ages;
- Less expensive senior housing; or
- The home of a family member (after having been certified by a physician as (1) being no longer able, for medical reasons, to live independently, and (2) requiring assistance with instrumental or other activities of daily living).

An older tenant can terminate the lease and move into one of the above alternative living arrangements by notifying the landlord/owner/lessor. The notification must:

- Be made in writing and signed by the tenant (or tenant's legal representative);
- Delivered to the owner or the owner's agent; and,
- Include documentation showing he has been notified that he can now move into one of the alternatives above; or, if moving in with a family member, include a physician's certification that he meets the health-related requirements to live with a family member, as well as the family member's documentation that he/she is related to the tenant and that the tenant will live with them for at least six months.

The termination will take effect 30 days after the day upon which the next rental payment is due and payable.

(This information has been taken directly from the New York State Office for the Aging "Guide to Senior Housing.")

Section 227(a) of the Real Property Law also imposed the following penalties upon the landlord if he or she does not comply:

If anyone interferes with the removal of your property from the premises, they will be found guilty of a misdemeanor and will be either imprisoned for up to one year or fined up to \$1,000 or both.

Ulster County Adult Care Facilities: An Overview

The following information has been provided by the New York State Department of Health, which licenses and supervises adult care facilities that provide temporary or long-term, non-medical residential care services to adults who are substantially unable to live independently. Resident dependence may be the result of physical or other limitations associated with age, physical or mental disabilities or other factors.

- Residents of adult homes, enriched housing and assisted living programs are provided with personal care and services on a long-term basis.
- Residences for adults provide long-term residential care with supervision but without personal care.

Most residents of adult care facilities are in need of supervision and personal care services necessary to enable the resident to maintain good personal health and hygiene, to carry out the basic activities of daily living, and to participate in the ongoing activities of the facility.

Personal care includes direction and assistance with grooming (including care of hair and ordinary care of nails, teeth and mouth); dressing; bathing; walking and ordinary movement from bed to chair or wheelchair; eating; and assisting with self-administration of medications.

However, residents of adult care facilities must not require the continual medical or nursing services provided in acute care hospitals, in-patient psychiatric facilities, skilled nursing homes or health related facilities, since adult care facilities are not licensed to provide any nursing or medical care.

Under New York State law, no person or organization may operate an adult care facility without an operating certificate from the Department of Health. Operating certificates are issued only to operators who satisfactorily demonstrate good character, competency and the ability to operate facilities in compliance with law and regulations. Facilities are subject to periodic inspection by state staff to determine if the facility is being operated in a manner that protects the health, safety and well-being of the residents. Failure of an operator to comply with regulations may result in fines or action to revoke or suspend the operating certificate.

The following definitions will assist you to understand the kind of facility and the service it is licensed to provide.

AH – Adult Home: An Adult Home is established and operated for the purpose of providing long-term residential care, room, board, housekeeping, personal care and supervision to five or more adults unrelated to the operator. Adult homes may be operated by an individual, a partnership, a not-for-profit corporation, a public corporation, a non-publicly traded business corporation or a limited liability company.

ALP – Assisted Living Program: An Assisted Living Program, which is available in some Adult Homes and Enriched Housing Programs, combines residential and home care services. It is designed as an alternative to nursing home placement for individuals who historically have been admitted to nursing facilities for reasons that are primarily social, rather than medical in nature. The operator of the assisted living program is responsible for providing or arranging for resident services that must include room, board, housekeeping, supervision, personal care, case management and home health services.

EHP – Enriched Housing Program: An Enriched Housing Program is established and operated for the purpose of providing long-term residential care to five or more

adults, primarily persons sixty-five years of age or older, in community-integrated settings resembling independent housing units. The program provides or arranges for the provision of room, board, housekeeping, personal care and supervision. Enriched Housing Programs may be operated by an individual, a partnership, a not-for-profit corporation, a public corporation, a non-publicly traded business or a limited liability company.

NFP – Not For Profit: NFP is defined as a (Not For Profit) Adult Care Facility.

PPHA – Private Proprietary Home For Adults: PPHA is defined in state regulations as an adult care facility which is operated for compensation and profit.

RESIDENCE – Residence For Adults: A residence for adults is established and operated for the purpose of providing long-term residential care, room and board; housekeeping and supervision to five or more adults, unrelated to the operator.

Services for Nonresidents: Services for nonresidents in adult homes, residences for adults and enriched housing is an organized program of services which an operator is authorized to provide to residents of the above facilities but which are provided to nonresidents who are aged or disabled to enable such persons to remain in or return to the community. These services may include an organized social day care program, temporary residential care, or other services the facility is authorized to provide.

In this section of the *Guide*, there are four categories of facilities. You will be able to determine what level of care is provided in each of the categories. It is recommended that, if possible, you tour the facility in person prior to placement.

The first category is Licensed Adult Homes, which are suitable for those with minimal health care needs. These are generally private pay facilities.

Assisted Living facilities are able to provide more structured health care, and can accommodate persons who require support services. It is important to verify if the specific needs of the individual can be met. These facilities may be partially Medicaid funded.

Nursing Homes provide the most structured health care, and may be Medicaid, Medicare, Private Pay or third-party insurance funded.

Hospice Care, which can be provided either in the home, at a nursing home, or in a special unit at Benedictine Hospital, is a comprehensive care plan for the terminally ill. Most health insurance, including Medicare and Medicaid, cover the cost.

Service category: Licensed Adult Home

There are three adult homes located within Ulster County which are licensed by

the New York State Department of Health. Homes which accommodate fewer than five unrelated persons require no license, and are not listed in this guide.

Program Name: Culinaricians' Home

Address: 71 Old Tschirky Road
New Paltz, NY 12561

Telephone number: (845) 255-7010

Certificate Number: 740 -E – 002

Accommodations: 13 rooms

Service(s) offered: All meals, housekeeping, laundry, linens, personal services including medication management and bathing assistance. Rooms are furnished, but residents may bring small articles of furniture such as an easy chair and television. (Cable is provided.) Weekly shopping trips are offered; residents may go out on their own and may also have their own automobiles on site.

Cost: Varies, depending on type of accommodation selected.

How accessed: Call for application. Application procedure includes: completion of application form, pre-admission interview, and completion of medical evaluation at the time a room becomes available.

Restrictions: Residents must be ambulatory; walkers or canes may be used, but must not require wheelchairs. Must meet other physical and medical requirements as outlined in the medical evaluation. No nursing or medical services are offered.

See also: Senior Citizen Housing, Certified Home Health Agencies, Longterm Home Health Care, Assisted Living Homes, Nursing Homes, Hospice

Program Name: Hudson Valley Senior Residence

Address: 80 Washington Ave.
Kingston NY 12401

Telephone number: (845) 331-0630

Certificate Number: 740 - E – 006

Accommodations: Semi-private or private rooms, extra-large rooms or two room suites, all with private baths. Applicants may furnish their own

rooms, if desired.

Service(s) offered: All meals, housekeeping, laundry, linens, personal services including medication management and bathing assistance. Residents are welcome to have guests for meals. They may have their own automobiles on site.

Cost: Varies, depending on type of accommodation selected. Private pay.

How accessed: Call for brochure and application. Application procedure includes: completion of application form, pre-admission interview, and completion of medical evaluation by a psychiatrist if applicant is receiving mental health services.

Restrictions: Residents must be ambulatory or able to self transfer from wheelchair to commode, and meet other physical and medical requirements as outlined in the medical evaluation. No nursing or medical services are offered.

See also: Senior Citizen Housing, Certified Home Health Agencies, Longterm Home Health Care, Assisted Living Homes, Nursing Homes, Hospice

Program Name: Mountain Valley Manor

Address: 397 Wilbur Ave.
Kingston NY 12401

Telephone number: (845) 331-1254

Fax number: (845) 331-1255

Certificate Number: 740 – F – 078

Accommodations: 51 beds, private rooms with 4 couple suites included. All rooms have private, attached half baths. Residents may furnish their own rooms. Each room is independently heated and air conditioned, along with basic cable and private phone capability.

Service(s) offered: 24 hour care, 365 days a year. Respite services are available. Daily care includes: medication supervision, dietary monitoring, physical fitness, recreational activities, assistance with personal hygiene and dressing, along with housekeeping and security.

Cost: Varies for services requested (Seasonal, Residency or Respite) Private pay.

How accessed: You can call for an application, stop in for a walk-in tour, or visit the website at mountainvalleymanor.com

Restrictions: Residents must be able to ambulate to and from meals, perform their own daily living and be continent.

See also: Senior Citizen Housing, Certified Home Health Agencies, Longterm Home Health Care, Assisted Living Homes, Nursing Homes, Hospice

Program Name: Moran's Rest Home

Address: 1741 State Route 32
Modena NY 12548

Telephone number: (845) 883-7115

Certificate Number: 740-F-008

Accommodations: 31 beds, private and semi-private. Residents may bring items of furniture which will fit into the rooms. Rooms are equipped for cable television service; have telephone jacks (residents may have their own telephone lines and be billed directly).

Service(s) offered: All meals, housekeeping, laundry, linens, personal services including medication management and bathing assistance. 24 hour supervision. No nurse on staff.
Guests are welcomed for meals. Non-denominational religious services are held weekly, Catholic Eucharist ministers offer communion on Sundays. Social activities are regularly scheduled. Visits from pets who have had their rabies shots are welcomed.

Cost: Varies, depending on type of accommodation selected. Private pay, SSI.

How accessed: Call for application. Application procedure includes: completion of application form, completion of medical evaluation form, physical examination and PPD test within one month prior to admission.

Restrictions: Residents must be ambulatory, no wheelchairs. No nursing or medical services are offered. Patients are encouraged to have physician's standing orders for medications other than their regular prescriptions. If special dietary restrictions are required, this information should be provided.

See also: *Senior Citizen Housing, Certified Home Health Agencies, Longterm Home Health Care, Assisted Living Homes, Nursing Homes, Hospice*

Service category: Assisted Living Adult Homes

There are two Assisted Living Homes in Ulster County which are licensed by the New York State Department of Health.

Program Name: Highland Assisted Living Center

Address: 1 Grove St.
Highland NY 12528

Telephone number: (845) 691- 8399

Certificate Number: 740 – F – 054

Accommodations: 46 beds; 2 private and 44 semi-private rooms with private baths, intercom and emergency call system.

Service(s) offered: All meals, housekeeping, laundry, linens, personal services including medication management and bathing assistance. 24 hour supervision. Full schedule of daily activities.
Medically developed plan of care, supervision by registered nurse, medical management.
Support services for conditions including heart disease, pulmonary problems, stroke, cancer, dementia and Alzheimer’s disease.
Cost: Varies, depending on type of accommodation selected.
Nursing and personal care services are Medicaid reimbursable if eligible.
Private pay and SSI accepted.

How accessed: Call for brochure and application. Application procedure includes: completion of application form, completion of PRI (Patient Review Instrument) and staff review.

See also: *Senior Citizen Housing, Certified Home Health Agencies, Longterm Home Health Care Adult Homes, Nursing Homes, Hospice*

Program Name: Valley Vista

Address: 141 North Road
Highland NY 12528

Telephone number: (845) 691-7400

Accommodations: Semi-private or private furnished rooms with baths. Residents are encouraged to bring furniture and knick-knacks from home.

Service(s) offered: All meals, housekeeping, laundry, medication assistance, bathing assistance, daily activities and outings, on-site independent physician's office, and regular visits from other medical specialists.

Cost: Varies, depending on type of accommodation selected.

How accessed: Call for brochure and application. Application procedure includes: completion of application form, completion of PRI (Patient Review Instrument) and staff review.

See also: *Ulster County Health Related Facility, Nursing Homes, Adult Homes, Senior Citizen Housing*

Service category: Nursing Homes Overview

The New York State Department of Health has established the following requirements for Nursing Home Operating Certificates:

Baseline Services: Those services included in the daily rate. At the time of admission, a written copy of the following basic services must be made available to all residents:

- the daily, weekly or monthly rate
- board, including therapeutic or modified diets, as prescribed by a doctor.
- lodging – a clean, healthful, sheltered environment, properly outfitted.
- dietary services
- 24-hour-per-day nursing care
- pharmacy services
- diagnostic services
- the use of all equipment, medical supplies and modalities used in the care of nursing home residents, including but not limited to catheters, hypodermic syringes and needles, irrigation outfits, dressings and pads, etc.
- fresh bed linen, as required, changed at least twice weekly, including sufficient quantities of necessary bed linen or appropriate substitutes changed as often as required for incontinent residents
- hospital gowns or pajamas as required by the clinical condition of the resident, unless the resident, family member or designated representative elects to furnish them, and laundry services for these and other launderable personal clothing items
- general household medicine cabinet supplies, including but not limited to

nonprescription medications, materials for routine skin care, dental hygiene, care of hair, etc., except when specific items are medically indicated and prescribed for exceptional use for a specific resident

- assistance and/or supervision, when required, with activities of daily living, including but not limited to toileting, bathing, feeding and assistance with getting from place to place
- services, in the daily performance of their assigned duties by members of the nursing home staff assigned to resident care
- use of customarily stocked equipment, including but not limited to crutches, walkers, wheelchairs or other supportive equipment, including training in their use when necessary, unless such items are prescribed by a doctor for regular and sole use by a specific resident
- activities program, including but not limited to a planned schedule of recreational, motivational, social and other activities together with the necessary materials and supplies to make the resident's life more meaningful
- social services as needed
- physical therapy, occupational therapy, speech pathology services, audiology services and dental services, on either a staff or fee-for-services basis, as prescribed by a doctor, administered by, or under the direct supervision of a licensed and currently registered physical therapist, occupational therapist, speech pathologist, qualified audiologist or registered dentist.

Service category: Certified Ulster County Nursing Homes

There are six Nursing Homes located within Ulster County which are licensed by the New York State Department of Health and certified by Medicare and Medicaid. It is important to ensure that the facility chosen is best suited to the needs of the prospective resident. There are frequently waiting lists, so it is wise to consider the optional choices as well.

Facility name: Golden Hill Health Care Center

Address: 99 Golden Hill Drive
Kingston NY 12401

Telephone number: (845) 340-3390

Website: <http://co.ulster.ny.us/goldenhill/index.html>

Certificate Number: 5501309N

Certifications: Medicare Certified Medicaid Certified

Certified Beds: Residential Health Care – 280

Type of Ownership: Public – Ulster County

Amenities and Services: Semi-private and private rooms.

Alzheimer's Care/Dementia, Short term rehab

Wound Care, Hospice

Religious services; visits from Eucharistic Ministers.

Regular schedule of recreational opportunities, with scheduled transportation for outside activities.

Residents may schedule outside activities, although transportation is not provided.

Guests welcomed for visits and meals

Residents are encouraged to bring small household items such as a favorite chair or dresser, knickknacks and television sets

Admission process: Call for application. The following documentation is required:

Completed PRI (Patient Review Instrument)

Recent Medical Exam including chest X-ray and PPD test

Birth certificate, baptismal or naturalization papers

Copy of Social Security Card

Copy of Health Insurance, Medicare and/or Medicaid Card

Power of Attorney

Burial Fund Statement

Financial documentation supporting information provided on the application.

Methods of Payment: Medicaid/Medicare, private pay, third-party insurance

Facility name: Hudson Valley Rehabilitation and Extended Care Center

Address: 260 Vineyard Ave.

Highland NY 12528

Telephone number: (845) 691-7201

Certificate Number: 5556302N

Certifications: Medicare Certified Medicaid Certified

Certified Beds: Residential Health Care – 203

Type of Ownership: Proprietary – LLC

Amenities and Services: Private and semi-private rooms.

Medical, nursing, rehabilitative, social and recreational

services for the dependent elderly person, including those with Alzheimer's disease and dementia.
Religious services on premises
Scheduled transportation for outside activities
Guests welcomed for visits and meals
Residents are encouraged to bring small household items such as a favorite chair or dresser, knickknacks and television sets

Admission process: Call for admission packet and application. The following documentation is required:
Copy of Social Security card, Medicare card, third party insurance card (if applicable), Medicaid identification card (if applicable), Social Security check or award letter from Social Security, any other income checks, Power of Attorney, bank statement, Health Care Proxy (if available).
Completed PRI (Patient Review Instrument)
Recent medical history and examination, PPD test

Methods of Payment: Medicare/Medicaid, third party insurance, private pay.

Facility name: Northeast Center for Special Care

Address: 300 Grant Ave.
Lake Katrine NY 12449
Telephone number: (845) 336-3500
Website: <http://www.northeastcenter.com>
Certificate Number: 5501310N
Certifications: Medicare Certified Medicaid Certified
Certified Beds: Residential Health Care – 220
Traumatic Brain Injured -- 60
Type of Ownership: Proprietary -- Corporation
Amenities and Services: Private and semi-private rooms; all rooms have half or full baths.
Facility is specifically for those with brain injury, spinal cord injury, neurobehavioral disorders, neurological disease, pulmonary rehabilitation and stroke recovery.
It has a 40 bed ventilator unit.
Strong rehabilitation program.
Residents are encouraged to personalize their space with small pieces of furniture, knickknacks.
Each room has its own television, and computers with internet connection can also be provided for each resident.
Eucharistic ministers, Catholic mass, bible study and celebration of other religious holidays observed.
Regular schedule of recreational opportunities, with bus transportation arranged for outside activities

Guests welcomed for visits and meals

Admission process: Referrals can be made by family members, discharge planners, case managers, social workers, or physicians. Call for forms.

Methods of Payment: Medicare, Medicaid, third party insurance.

Facility name: Ten Broeck Commons

Address: 1 Commons Drive
Lake Katrine NY 12447

Telephone number: (845) 336-6666

Website: <http://www.tenbroeckcommons.com/>

Certificate Number: 5567301N

Certifications: Medicare Certified Medicaid Certified

Certified Beds: Residential Health Care – 258

Type of Ownership: Proprietary – Corporation

Amenities and Services: Facility provides multiple levels of care: long-term care, rehabilitation, post-hospital care and adult day care, Alzheimer's and dementia care.
Full-time medical director
Private and semi-private rooms with bathrooms
Beauty salon, pet therapy, gardening
Friends, family members and pet visits welcome
Family members welcomed for meals
Religious services
Regular schedule of recreational opportunities, with scheduled transportation for outside activities
Residents are encouraged to bring small household items such as a favorite chair or dresser, knickknacks and television sets.

Admission process: Application is available on the website or by calling. The following documentation is required:
Completed PRI (Patient Review Instrument)
Recent medical history and examination, PPD test
Social Security, Medicare, Medicaid and/or insurance identification numbers

Contact information for designated representative
Funeral arrangements information
Financial documentation supporting information provided
on the application.

Methods of Payment: Medicare/Medicaid, third party insurance, private pay.

Facility name: The Mountain View Nursing and Rehabilitation Centre

Address: 1 Jansen Road, PO Box 909
New Paltz NY 12561

Telephone number: (845) 255-0830

Website: <http://www.themountainview@clrhealth.com>

Certificate Number: 5522302N

Certifications: Medicare Certified Medicaid Certified

Certified Beds: Residential Health Care – 79

Type of Ownership: Proprietary – LLC

Amenities and Services: 65 private rooms, 3 semi-private rooms, 2 quad rooms; all
with own bathrooms.
Alzheimer's Care
Hospice
Long and short term rehabilitation program
IV therapy
Hemodialysis
Regular schedule of religious services
Regular schedule of recreational opportunities, including
some out of house
Guests welcomed for visits and meals
Residents are encouraged to bring small household items
such as a favorite chair or dresser, knickknacks and
television sets (facility has cable TV hookups in each
room)

Admission process: Completed PRI (patient review instrument), application
and facility determination that appropriate medical care
can be provided

Methods of Payment: Medicare, Medicaid, many private insurance plans, private
pay.

Facility name: Wingate of Ulster

Address: 1 Wingate Way
Highland NY 12528

Telephone number: (845) 691-6800

Website: <http://www.wingatehealthcare.com>

Certificate Number: 5556301N

Certifications: Medicare Certified Medicaid Certified

Certified Beds: Residential Health Care – 120

Type of Ownership: Proprietary – Corporation

Amenities and Services: Private rooms with baths, and semi-private rooms.
Wingate does not have a separate Alzheimer/s Unit; care for wheelchair-bound patients with Alzheimer's is determined on a case-by-case basis.
Hospice
Short-term stroke program, ventilator program, rehabilitation program.
Scheduled religious services are provided.
Regular schedule of recreational opportunities, with occasional scheduled transportation for outside activities.
Guests welcomed for visits and meals
Residents are encouraged to bring small household items such as a favorite chair or knickknacks.
Patients in short-term rehabilitation program have television and telephone installed in every room; long-term residents' rooms are equipped for television cable and telephone connection; patients may contract for TV and phone services, providing their own television and/or telephone.

Admission process: Initial assessment by Wingate staff, completed PRI (patient review instrument), verification of medicaid/medicare or private insurance status, and determination that patient can be appropriately treated at facility.

Methods of Payment: Medicare, Medicaid, private insurance, managed care, private insurance

Service category: Hospice Services

Program Name: Hospice, Inc.

Telephone number: (845) 338-2273, (845) 485-2273, 1-888-696-2273

Oversight: The program is licensed by the federal government and the New York State Department of Health, and is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

Service(s) offered: Hospice is a comprehensive healthcare program for people with terminal illnesses and their families. It serves Ulster and Dutchess county residents living at home, in a nursing home or in the hospital.
Individual care plans are developed, reviewed and updated by the medical director, the patient's physician and members of the clinical-care team.
Services provided to the patient may include (as needed): medical director consultations; board-certified Hospice nurses; pain and symptom management; medical social workers; pastoral care; music therapists; home health aides; illness-related medications; medical supplies and equipment; physical, occupational and speech therapy consults; dietary counseling; bereavement counseling and volunteer assistance.
Services to the family may include instruction on caring for the patient, emotional support, assistance with physical care, help with filling out paper work and counseling.

Cost: Most health insurance, including Medicare and Medicaid, have Hospice coverage. Some have deductibles and co-payments that apply, but this information will be provided to the patient and/or family at the time of application. Hospice will handle all of the billing and paperwork.

How accessed: The patient, family member, physician, member of the nursing home staff, hospital social worker or discharge planner can contact Hospice directly. The agency will then contact the physician to discuss the patient's medical condition.

Program Name: Benedictine Hospital Palliative Care And Hospice

Address: 105 Mary's Ave.
Kingston NY 12401

Telephone number: (845) 334-3151

Oversight: The program is licensed by the federal government and the New York State Department of Health, and is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

Service(s) offered: Benedictine Hospital has created a four-bed unit located in the Cancer Center of the hospital. It provides service to persons with the following serious illnesses: Parkinson's disease, dementia, advanced cardiac or pulmonary disease and cancer. The family-oriented unit is designed to improve the quality of life through reduced pain while end-of-life care is provided through a multi-disciplinary, complementary and supportive team of palliative care specialists.

Caregivers include physicians, advanced practice nurses, pharmacists, social workers and chaplains.

The following services are provided:

- Pain management
- Symptom management
- Assistance with end-of-life decision-making
- Case management
- Information and counseling on Advanced Directives and end-of life decisions
- Emotional and spiritual counseling
- Referrals for complementary therapies

The unit has a meeting room, full kitchen and lounge area for family members and visitors.

Cost: Most health insurance, including Medicare and Medicaid, have hospice coverage. Some have deductibles and co-payments that apply, but this information will be provided to the patient and/or family at the time of application. Benedictine Hospital will handle the billing and paperwork.

How accessed: Physician's referral. The patient, family member, nursing home staff member, hospital social worker or discharge planner can contact the Unit directly. The unit will then contact the physician to discuss the patient's medical condition.

While the Ulster County Office for the Aging (UCOFA) makes every effort to include accurate and reliable information in the *Resource Manual*, we do not guarantee or warrant that the information is complete, accurate, or up-to-date. UCOFA assume no responsibility for the use or application of any material included in the *Caring for our Seniors Resource Manual*.