

Companionship, Friendly Visiting and Telephone Reassurance Guide

NY Connects Niagara County

111 Main Street, Suite 101

Lockport, NY 14094

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www.niagaracounty.com/nyconnects.asp

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NY Connects Niagara County offers information and assistance, education and screening to individuals, their families and/or caregivers, as well as people employed in the helping service professions. It assists Niagara County residents in making informed choices regarding their long term care needs by letting residents know who provides those services nearest to them and how to get in touch with service providers.

The goal of NY Connects Niagara County is to assist Niagara County residents in identifying available long term care options for them or their loved ones by providing accessible, coordinated, unbiased and person-centered information and assistance services. By providing information and assistance about available services, it is also our goal to enable a person to remain in their home as long as possible.

Every effort has been made to ensure the information contained in this guide is accurate and current. For the most current version of this guide, please visit the NY Connects Niagara County website at www.niagaracounty.com. Please select NY Connects under the departments listing.

You can contact NY Connects Niagara County at (716) 438-3030, Monday through Friday, from 9:00 am to 4:00 pm with any questions you have regarding long term care services in Niagara County.

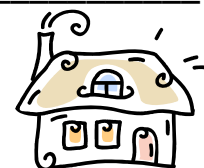


What is Long Term Care?

Traditionally, long term care only meant care provided in a nursing home. Today, long term care includes medical and non-medical services that are provided in a variety of settings. Long term care services include:

Activities of Daily Living Assessment	Insurance/Benefit Information & Counseling
Adult Care Homes	Interpreter Registries
Adult Day Care—Medical and Social	Legal Services
Advocacy	Mental Health Services
Assisted Living Facilities	Nutrition Assessment Services
Assistive Technology Equipment	Nutrition Education
Caregiver Training	Outreach Programs
Case/Care Management	Personal Care Services
Centers for Independent Living	Personal Emergency Response Systems
Child Care Provider Referrals	Personal Finances/Budget Counseling
Companionship	Private Duty Nursing
Condition Specific Rehabilitation Services	Property Tax Exemption Information
Congregate Meals/Nutrition Sites	Protective Services
Early Intervention Services for Children with Disabilities or Delays	Respite Care
Food Pantries	Senior Centers
Food Stamps	Services for People Living with Developmental Disabilities
Friendly Visiting	Skilled Nursing Facilities/Nursing Homes
Health Care Referrals	Soup Kitchens
Home Barrier Evaluation/Removal	Special Education Assessments
Home Delivered Meals	Substance Abuse Services
Home Health Care	Support Groups/Counseling
Home Maintenance & Minor Repair Services	Telephone Reassurance
Home Rehabilitation	Transportation
Hospice	Utility Bill Payment Assistance
Household Safety Education	Vocational Rehabilitation
Housing—Low Income, Subsidized and Non-Subsidized Rentals	Weatherization Programs
In-Home Attendants for People with Disabilities	Wellness Programs
	WIC
	Yard Work

Where are Long Term Care services provided?



Long Term Care services are provided in a variety of settings:

- In your home, such as home delivered meals or home health services;
- In the community where you live, such as a senior center or congregate dining site; or
- In a residential setting, such as an adult care home or skilled nursing facility.

Some agencies only perform services in one of the above settings while others may offer services in multiple settings. NY Connects Niagara County can provide you information about where various services are provided, based on your needs.

How do I determine my needs?

The type of care you need is determined by the amount of help you need with daily activities, such as:

- Bathing
- Dressing
- Eating
- Grooming
- Toileting
- Mobility/Transferring
- Housework
- Cleaning
- Preparing Meals
- Laundry
- Shopping/Errands
- Transportation



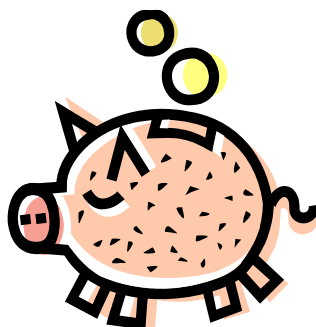
If you need help with one or more of these activities, you may need long term care services. Although it may be hard to decide what care and services you want, NY Connects Niagara County can connect you with the resources that can assist you.

How do I pay for Long Term Care services?

The following are common means of paying for long term care services:

- Long Term Care Insurance
- Medicare
- Medicaid
- Private resources, such as savings, pensions, or trust funds
- Veterans Benefits
- Health Insurance
- SSI/SSD

When your insurance does not cover the care you need, you may need to find a way to pay for your expenses.

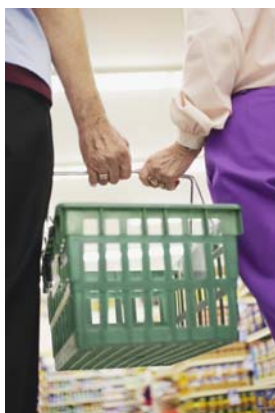
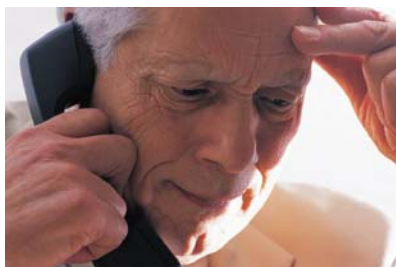


What are Companionship, Friendly Visiting and Telephone Reassurance Programs?

Companionship programs provide friendship and shared activities for individuals who suffer from a lack of company, loneliness or social isolation. These programs are also for individuals who may need emotional support from a “friend” to cope with a difficult life situation or who lack the companionship and guidance of an adult figure or peer role model.

Friendly Visiting programs use “friendly visitors” to call on people who are hospitalized or in another institution setting or who are socially isolated due to disability or age. The objective is to brighten their day and help them to maintain contact with the outside world by reading, talking, listening, writing letter or performing other similar tasks. Friendly visitors may be volunteers or paid companions.

Telephone Reassurance programs contact frail elderly individuals or people who have disabilities by telephone on a regular basis to ensure their good health and safety, and to reassure them that help is available if and when they need it.



Assisting Angels Senior Care

100 Laurel Lane
East Amherst, NY 14051
Phone: (716) 741-1330
Fax: (716) 639-7815

Also Known As:

Formerly Known As:

Mailing Address:

PO Box 445, Getzville, NY 14068

Other Site Addresses:

TDD/TYY Number:

Website Address:

<http://assistingangelsseniorcare.com>

Email Address:

info@assistingangelsseniorcare.com

Hours of Operation:

8:00 am to 5:00 pm, Monday through Friday.

Services Provided:

Senior living assistance and in-home care. Available services include in-home companion care, meal preparation, light housekeeping, laundry and linens washed, beds made, linens changed, prompting and supervision, transportation for medical appointments, shopping and personal appointments, medication reminders, respite care, hospital and nursing home visits and advocating, 24 hour care, and recreational activities.

Eligibility Requirements:

Documentation Required:

Geographic Area Served:

Niagara, Erie and Monroe Counties.

Public Transportation:

Application Process:

Please call (716) 741-1330 for a consultation.

Languages:

English.

Cost of Services:

Varies based on services. Please contact Assisting Angels Senior Care for more information.

Payment Methods:

Private pay (cash, check, money order), long term care insurance.

Christian Home Companions, Inc.

4800 Meyer Road
Pendleton, NY 14120
Phone: (716) 625-8100
Fax: (716) 625-8194

Also Known As:	CHC
Formerly Known As:	
Mailing Address:	4800 Meyer Road, Pendleton, NY 14120
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.christianhomecompanions.com
Email Address:	christianhomecompanions@gmail.com
Hours of Operation:	8:00 am to 5:00 pm, Monday through Friday. On call all hours and voice mail system.
Services Provided:	Short-term or long-term assistance during illness and rehabilitation, after injury or hospitalization, respite care, transportation and accompanying to medical appointments, light housekeeping, grocery and gift shopping, correspondence, meal preparation, socialization through emotional and spiritual support. Caregivers are trained and encouraged to engage clients in memory recall, current events conversations, and appropriate games for stimulation.
Eligibility Requirements:	Must be mobile for transportation services.
Documentation Required:	A representative will complete a no-charge, confidential, in-home assessment to determine appropriate services to best suit the client's needs. A service agreement outlining the services to be provided, the scheduled time of services, emergency information, payment arrangements and any other pertinent details will be written. The information is kept at the client's home in a folder for the caregiver along with progress notes.
Geographic Area Served:	Niagara County and northern Erie County.
Public Transportation:	
Application Process:	Please contact Christian Home Companions for application process.
Languages:	English.
Cost of Services:	Varies based on services. Please contact Christian Home Companions more information.
Payment Methods:	Private pay (cash, check, money order), long term care insurance, insurances, veterans benefits.

**The Dale Association, Inc.
CARE Telephone Reassurance Program**

33 Ontario Street
Lockport, NY 14094
Phone: (716) 433-1886
Fax: (716) 433-1223

<i>Also Known As:</i>	Call and Reassure Elders (CARE) Program
<i>Formerly Known As:</i>	
<i>Mailing Address:</i>	315 Bewley Building, Lockport, NY 14094
<i>Other Site Addresses:</i>	
<i>TDD/TYY Number:</i>	
<i>Website Address:</i>	www.daleassociation.com
<i>Email Address:</i>	marea.eggert@daleassociation.com
<i>Hours of Operation:</i>	8:30 am to 4:30 pm, Monday through Friday.
<i>Services Provided:</i>	Volunteers will place a phone call Monday through Friday to homebound seniors at a mutually agreed upon time. The purpose is to check in, ensure safety and provide social contact.
<i>Eligibility Requirements:</i>	Homebound adult seniors, age 60 or older and/or disabled homebound adults.
<i>Documentation Required:</i>	
<i>Geographic Area Served:</i>	Niagara County.
<i>Public Transportation:</i>	
<i>Application Process:</i>	Please contact The Dale Association CARE Telephone Reassurance Program for more information.
<i>Languages:</i>	English.
<i>Cost of Services:</i>	Free service.
<i>Payment Methods:</i>	

GoodCare Home Health Services, Inc.

1330 Niagara Falls Boulevard, Suite 202
Tonawanda, NY 14150
Phone: (716) 833-3445
Fax (716) 407-0625

Also Known As:	GoodCare Senior Services, Inc.
Formerly Known As:	
Mailing Address:	1330 Niagara Falls Boulevard, Suite 202, Tonawanda, NY 14150
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	
Email Address:	
Hours of Operation:	Office hours: 8:30 am to 4:30 pm, Monday through Friday. Answering service after hours.
Services Provided:	Home health aides and personal care aids that provide personal care, cooking, laundry, light housekeeping, medication reminders and errands for clients in their homes, nursing home and other facilities. Registered nurses and licensed practical nurses provide care to meet client's needs in the comfort of their own home. Companionship offers assistance with daily activities such as housekeeping, laundry and errands. Hospital sitters and respite care available from 2 to 24 hours a day.
Eligibility Requirements:	Please contact GoodCare Home Health Services, Inc. for more information.
Documentation Required:	
Geographic Area Served:	Niagara and Erie Counties.
Public Transportation:	
Application Process:	Please call the office to set up an appointment for transportation or to speak to the R.N. or Office Manager to discuss home care needs.
Languages:	English.
Cost of Services:	Varies according to services. Please contact GoodCare Home Health Services, Inc. for more information.
Payment Methods:	Private pay (cash, check, credit card, money order).

HART Interfaith, Inc.

505 Cayuga Street
Lewiston, NY 14092
Phone: (716) 754-8313
Fax: (716) 754-8783

Also Known As:

Formerly Known As:

Mailing Address: 505 Cayuga Street, Lewiston, NY 14092

Other Site Addresses:

TDD/TYY Number:

Website Address: www.hartinterfaith.org

Email Address: hartinterfaith@verizon.net

Hours of Operation: 8:00 am to 12:00 pm, Monday through Friday.

Services Provided: Referral service that puts clients in touch with individuals that provide skilled nursing care, health and personal care, companionship, transportation, shopping, housekeeping, respite service, home maintenance, yard work, and housecleaning services.

Eligibility Requirements: HART assists especially elderly and infirm persons who require some form of personal care, home assistance, or companionship in order to remain in their own homes.

Documentation Required:

Geographic Area Served: Mainly Niagara County and some adjacent counties.

Public Transportation:

Application Process: Contact the office at (716) 754-8313.

Languages: English.

Cost of Services: HART does not impose charges for its referral services. However, users of the referral service are invited to make voluntary contributions. HART suggests appropriate remuneration for various levels of work performed. Payment for work is made by the employer directly to the employee.

Payment Methods: Private pay (check or cash directly to the caregiver).

**Health Association of Niagara County, Inc.
Senior Companion Program**

1302 Main Street
Niagara Falls, NY 14301
Phone: (716) 285-8224
Fax: (716) 285-8232

Also Known As:	HANCI, Niagara Senior Companion Program, SCP, Senior Companion, Volunteer Center at HANCI
Formerly Known As:	
Mailing Address:	1302 Main Street, Niagara Falls, NY 14301
Other Site Addresses:	Bewley Building, Suite 419, Lockport, NY 14094 1465 Payne Avenue, North Tonawanda, NY 14120
TDD/TYY Number:	
Website Address:	www.hanci.com
Email Address:	volunteercenter@hanci.com
Hours of Operation:	8:30 am to 4:30 pm, Monday through Friday.
Services Provided:	Socialization, companionship, respite care and occasional transportation for frail, elderly clients. Services are provided by volunteers.
Eligibility Requirements:	Volunteers must be income-eligible to receive tax-free stipend and must be age 55 or older. Clients must be referred by the Niagara County Office for the Aging or other professional sources. Please contact HANCI for assistance.
Documentation Required:	Referral from community agencies.
Geographic Area Served:	Niagara County.
Public Transportation:	
Application Process:	Please contact the Senior Companion Program for application process.
Languages:	English.
Cost of Services:	Free service, based on needs.
Payment Methods:	Voluntary donations from clients are gladly accepted.

Home Helpers and Direct Link

7480 East Britton Drive
Niagara Falls, NY 14304
Phone: (716) 297-8585
Fax: (716) 297-3283

Also Known As:

Formerly Known As:

Mailing Address:

7480 East Britton Drive, Niagara Falls, NY 14304

Other Site Addresses:

TDD/TYY Number:

Website Address:

www.homehelpers.cc

Email Address:

homehelperscc@niagaradl.com

Hours of Operation:

9:00 am to 9:00 pm, Monday through Friday.

Services Provided:

In-home care, respite care and transportation services. Also offers Direct Link 24-Hour Emergency Monitoring Unit and Direct Link Medication Dispenser.

Eligibility Requirements:

Documentation Required:

Geographic Area Served:

Niagara County.

Public Transportation:

Application Process:

Home consultation.

Languages:

English.

Cost of Services:

Varies based on services. Please contact Home Helpers and Direct Link for more information.

Payment Methods:

Private pay (check, credit card, money order), long term care insurance.

Home Instead Senior Care

4140 Sheridan Drive, Suite 1
Williamsville, NY 14221
Phone: (716) 630-0657
Fax: (888) 467-4702

Also Known As:	Home Instead
Formerly Known As:	
Mailing Address:	4140 Sheridan Drive, Suite 1, Williamsville, NY 14221
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.homeinstead.com/575
Email Address:	homeinsteadbuffalo@verizon.net
Hours of Operation:	Office hours are 9:00 am to 5:00 pm, Monday through Friday. Phones are answered 24 hours a day, seven days a week.
Services Provided:	In-home non-medical services including companionship, light housekeeping, respite care, medication reminders, errands and incidental transportation. Services are available for as few as 3 consecutive hours and up to 24 hours a day, 7 days a week.
Eligibility Requirements:	Must be ambulatory, able to self transfer, continent or able to manage their toileting.
Documentation Required:	
Geographic Area Served:	Niagara County, Buffalo and all surrounding suburbs.
Public Transportation:	
Application Process:	Please telephone or email office to arrange for an appointment to learn about services offered.
Languages:	English.
Cost of Services:	Varies based on services. Please contact Home Instead Senior Care for more information.
Payment Methods:	Private pay (cash, check, money order), long term care insurance, veterans benefits.

Homewatch Caregivers/Pathways to Memory®

5500 Main Street, Suite 222
Williamsville, NY 14221
Phone: (716) 565-3103
Fax: (716) 565-3107

Also Known As:

Formerly Known As:

Mailing Address:

5500 Main Street, Suite 222, Williamsville, NY 14221

Other Site Addresses:

TDD/TYY Number:

Website Address:

www.homewatchcaregivers.com

Email Address:

wny@homewatchcaregivers.com

Hours of Operation:

8:00 am to 4:30 pm, Monday through Friday.

Services Provided:

Companion services, home health aide, personal care aide, nursing services and distributor of Lifeline equipment, including medication dispensing units. Also offers Pathways to Memory® Program.

Eligibility Requirements:

Private pay only.

Documentation Required:

Geographic Area Served:

Niagara, Wyoming, Cattaraugus, Chautauqua, Orleans and Genesee Counties.

Public Transportation:

Application Process:

Please contact Homewatch Caregivers/Pathways to Memory® for referral.

Languages:

English, Spanish.

Cost of Services:

Varies based on services. Please contact Homewatch Caregivers/Pathways to Memory® more information.

Payment Methods:

Private pay (cash, check), Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

Interim Healthcare

7703 Niagara Falls Boulevard
Niagara Falls, NY 14304
Phone: (716) 283-3828
Fax: (716) 283-3848

Also Known As:	HC Watson Corp. d.b.a. Interim Healthcare
Formerly Known As:	
Mailing Address:	7703 Niagara Falls Boulevard, Niagara Falls, NY 14304
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.interimhealthcare.com
Email Address:	Email agency via contact form on website.
Hours of Operation:	Office: 8:00 am to 4:00 pm, Monday through Friday. On call 24 hours a day, 7 days a week.
Services Provided:	Supplemental staffing, private duty in a facility, transitional aide, home care services, travel accompaniment, patient injection training service, Interim In-Touch, diagnostic testing, travel staff, Bed and Bath Program, wellness, preventive programs and patient teaching.
Eligibility Requirements:	Appropriate, safe environment for care, RN assessment, medical need, physician approval and ordered, financial ability to pay, order for services, i.e. insurance company or contract agency).
Documentation Required:	Physician orders, care plan, RN assessment, nursing notes, support records, financial agreement, and all other as required by contract or insurance company.
Geographic Area Served:	Niagara County
Public Transportation:	
Application Process:	Client/Rep orders services, service orders filled out, hours and provider availability determined, RN supervisor assessment done, financial and medical forms sent out, contractual paperwork done.
Languages:	English and Spanish, in-house and in-field. Others recruited as needed.
Cost of Services:	Varies based on services. Please contact Interim Healthcare for more information.
Payment Methods:	Insurances (contract reimbursement payment from governmental and other agencies/insurance companies), Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services), private pay (check, would consider credit card payment if absolutely necessary).

**The Leukemia & Lymphoma Society
Western & Central New York Chapter**

4053 Maple Road, Suite 110
Amherst, NY 14226
Phone: (716) 834-2578 or 1-800-784-2368
Fax: (716) 837-0335

Also Known As:	LLS
Formerly Known As:	
Mailing Address:	4053 Maple Road, Suite 110, Amherst, NY 14226
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.lls.org
Email Address:	Email agency via contact form on website.
Hours of Operation:	8:30 am to 4:40 pm, Monday through Friday.
Services Provided:	Local and telephone education programs on blood cancers. Free blood cancer educational materials. Peer to Peer support for blood cancer patients and their loved ones. Financial assistance for treatment related expenses, such as transportation, office copays, etc.
Eligibility Requirements:	Any patient or family member dealing with a blood cancer diagnosis.
Documentation Required:	Physician, nurse or social worker signature to verify diagnosis in order to receive financial assistance.
Geographic Area Served:	Western New York and Finger Lakes region including Niagara and Erie Counties.
Public Transportation:	
Application Process:	Please contact Patient Services Manager for application.
Languages:	English. Other languages available through the National Information Resource Center at 1-800-955-4572.
Cost of Services:	Free service.
Payment Methods:	

Maxim Healthcare Services

741 Delaware Avenue, Suite 110

Buffalo, NY 14209

Phone: (716) 881-2800

Fax: (716) 881-2900

Also Known As:	Maxim
Formerly Known As:	
Mailing Address:	741 Delaware Avenue, Suite 110, Buffalo, NY 14209
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.maxhealth.com
Email Address:	buffalo@maxhealth.com
Hours of Operation:	8:00 am to 6:00 pm, Monday through Friday. On call 24 hours a day, 7 days a week.
Services Provided:	Provides homecare, respite, companionship and private duty nursing for individuals with personal care or nursing needs on an hourly or intermittent basis. Also a provider for those enlisted in the New York State Traumatic Brain Injury Medicaid Waiver Program.
Eligibility Requirements:	Individuals must be covered by a non-Medicare insurance or state funded program and must have a primary physician who will sign orders to provide the service.
Documentation Required:	Physician's orders, homecare notes, admission packet, home chart and homecare agreement.
Geographic Area Served:	Niagara, Erie, Orleans, Genesee, Wyoming, Allegany, Cattaraugus, and Chautauqua counties.
Public Transportation:	Located on or near a bus route.
Application Process:	
Languages:	English.
Cost of Services:	Varies based on services. Please contact Maxim Healthcare Services for more information.
Payment Methods:	Private pay (cash, check, credit card), insurances, long term care insurance, VA hospital coverage through contract, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

Mercy Home Care

310 South Transit Street
Lockport, NY 14094
Phone: (716) 668-3511
Fax: (716) 668-7899

<i>Also Known As:</i>	Catholic Health Home Care, Niagara Homemakers, Catholic Charities
<i>Formerly Known As:</i>	
<i>Mailing Address:</i>	14 Appletree Business Park, Union and Bennett Roads Cheektowaga, NY 14227
<i>Other Site Addresses:</i>	1317 Main Street, Niagara Falls, NY 14301
<i>TDD/TYY Number:</i>	
<i>Website Address:</i>	www.chsbuffalo.org
<i>Email Address:</i>	
<i>Hours of Operation:</i>	Office: 7:00 am to 5:00 pm, Monday through Friday. On call 24 hours a day, 7 days a week.
<i>Services Provided:</i>	Nursing, home health aide, personal care aide, homemaker, companionship, private duty nursing and respite services.
<i>Eligibility Requirements:</i>	Adults in need of home care services.
<i>Documentation Required:</i>	Documentation varies with level of service. Please contact agency for more information.
<i>Geographic Area Served:</i>	Niagara and Erie counties.
<i>Public Transportation:</i>	
<i>Application Process:</i>	
<i>Languages:</i>	English.
<i>Cost of Services:</i>	Varies based on services. Please contact Mercy Home Care for more information.
<i>Payment Methods:</i>	Private pay (cash, check, credit card, money order), insurance, contractual agreements, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

Touched By An Angel

7336 Erica Lane
North Tonawanda, NY 14120
Phone: (716) 909-7879
Fax: (716) 743-1048

Also Known As:

Formerly Known As:

Mailing Address: 7336 Erica Lane, North Tonawanda, NY 14120

Other Site Addresses:

TDD/TYY Number:

Website Address:

Email Address: debbieayler@mac.com

Hours of Operation: 24 hours a day, 7 days a week.

Services Provided: Non-medical home care consultant, coordinator, provider and referral services. Provides in-home assessment of needs or wishes and coordinates services. Services include in-home companion care, grocery shopping, meal preparation, housekeeping and laundry services, prompting and supervision, transportation, medication reminders, respite care and recreational activities.

Eligibility Requirements:

Documentation Required:

Geographic Area Served: Niagara and Erie Counties.

Public Transportation:

Application Process: Please contact Touched By An Angel for more information.

Languages: English.

Cost of Services: Cost varies by service. Please contact Touched By An Angel for more information.

Payment Methods: Private pay (cash, check, money order), insurances.

Willcare, Inc.

Lend a Friend

346 Delaware Avenue
Buffalo, NY 14202
Phone: (716) 856-7500
Fax: (716) 856-7502

Also Known As:	Willcare
Formerly Known As:	
Mailing Address:	346 Delaware Avenue, Buffalo, NY 14202
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.willcare.com
Email Address:	Email agency via contact form on website.
Hours of Operation:	Office: 8:30 am to 5:00 pm, Monday through Friday. On call 24 hours a day, 7 days a week.
Services Provided:	Non-medical companion services, including errands, light housekeeping, small pet care and social companionship.
Eligibility Requirements:	No hands on care allowed.
Documentation Required:	
Geographic Area Served:	Niagara, Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Orleans and Wyoming counties.
Public Transportation:	
Application Process:	Please contact Willcare, Inc, for more information.
Languages:	English, Spanish.
Cost of Services:	Varies based on services. Please contact Willcare, Inc. for more information.
Payment Methods:	Private pay (check).

