

Personal Care Services Guide

NY Connects Niagara County

111 Main Street, Suite 101

Lockport, NY 14094

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Fax: (716) 438-4029

nyconnects@niagaracounty.com

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.

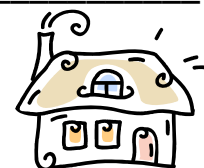


What is Long Term Care?

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 Programs	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



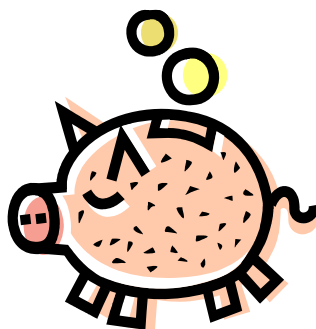
If you need help with one or more of these activities, you may need long term care services. Although it may be hard to decide what care and services you want, NY Connects Niagara County can connect you with the resources that can assist you.

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 Personal Care Services?

Personal Care programs offer services of paraprofessional aides who provide assistance with personal hygiene (such as bathing, grooming and mouth care), clothing care, ambulation, seating, toileting, housekeeping (such as changing bed linens or other chores essential to the individual's health and comfort), food preparation and nutritional and environmental support. These services may be needed for recently discharged hospital patients, elderly people and people with disabilities and are provided in a person's home. Personal care may also include supervision which involves cueing, reminding, prompting or directing daily activities as needed but does not include medical services.



Aftercare Nursing Services

1680 Walden Avenue
Cheektowaga, NY 14225
Phone: (716) 894-7777
Fax: (716) 894-0604

Also Known As:

Formerly Known As:

Mailing Address:

Po Box 714, Cheektowaga, NY 14225

Other Site Addresses:

500 Pine Street, Jamestown, NY 14701

Phone: (716) 487-2273

TDD/TYY Number:

Website Address:

www.Aftercare1.com

Email Address:

mail@Aftercare1.com

Hours of Operation:

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

On call 24 hours a day, 7 days a week.

Services Provided:

Home health care, private duty nursing, respite, home health aide and personal care aide. Private duty nursing services include tracheotomy and ventilator care, g-tube feeds and care, seizure precautions, medication management, light housekeeping, light meal preparation and morning and evening care.

Eligibility Requirements:

Physician ordered nursing services; authorization from Medicaid for services.

Documentation Required:

Physician orders for nursing services; authorization from Medicaid for services.

Geographic Area Served:

Niagara, Erie and Chautauqua counties.

Public Transportation:

Blocks from Galleria Mall.

Application Process:

Director of Nursing reviews and verifies physician orders, verification of authorization from payment source, coordination with client for services.

Languages:

English.

Cost of Services:

Varies based on services. Please contact Aftercare Nursing Services for more information.

Payment Methods:

Insurances, private pay (cash, check, credit card money order), Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

Allcare Family Services, Inc.

625 Delaware Avenue, Suite 105

Buffalo, NY 14202

Phone: (716) 884-1001

Fax: (716) 884-1827

Also Known As:

Formerly Known As:

Mailing Address:

625 Delaware Avenue, Buffalo, NY 14202

Other Site Addresses:

TDD/TYY Number:

Website Address:

www.allcarefamilyservices.com

Email Address:

Email agency via contact form on website.

Hours of Operation:

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

Operates 24 hours a day, 7 days a week.

Services Provided:

Personal care aide (PCA), home health aide (HHA), licensed practical nurse (LPN), registered nurse (RN) and environmental aide services.

Eligibility Requirements:

Documentation Required:

Physician's referral.

Geographic Area Served:

Niagara and Erie Counties.

Public Transportation:

Application Process:

Please contact Allcare Family Services for more information.

Languages:

English.

Cost of Services:

Varies based on services. Please contact Allcare Family Services for more information.

Payment Methods:

Private pay (cash, check), Medicaid.

All Metro Healthcare

170 Franklin Street
Buffalo, NY 14202
Phone: (716) 856-2702
Fax: (716) 856-8034

Also Known As:	All Metro Aides, Inc.
Formerly Known As:	Norell Health Care
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.all-metro.com
Email Address:	info@all-metro.com
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Personal care aide, home health aide, licensed practical nurse, registered nurse and traumatic brain injury specialists.
Eligibility Requirements:	Physician orders, approved home care environment, contingent caregiver.
Documentation Required:	Physician orders, agreement for service.
Geographic Area Served:	Niagara, Erie, Chautauqua, Cattaraugus, Genesee, Wyoming, Orleans and Allegany counties.
Public Transportation:	
Application Process:	Request service, provide physician orders, RN evaluation, sign agreement, and provide security deposit, if applicable.
Languages:	English, Spanish, Chinese.
Cost of Services:	Varies based on services. Please contact All Metro Healthcare for more information.
Payment Methods:	Long term care insurance, insurances, Workers' Compensation, private pay (check, credit card), Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

Allstate Homecare of Niagara County, Inc.

9701 Niagara Falls Boulevard, Suite 2B

Niagara Falls, NY 14304

Phone: (716) 298-8680

Fax: (716) 298-8680

<i>Also Known As:</i>	The Patient People
<i>Formerly Known As:</i>	
<i>Mailing Address:</i>	
<i>Other Site Addresses:</i>	6490 Main Street, Suite 4, Williamsville, NY 14221 Phone: (716) 565-3626 Fax: (716) 565-3631
<i>TDD/TYY Number:</i>	
<i>Website Address:</i>	
<i>Email Address:</i>	
<i>Hours of Operation:</i>	8:30 am to 4:30 pm, Monday through Friday.
<i>Services Provided:</i>	Registered nurse, licensed practical nurse, personal care aide, and home health aide services, companion sitters, and consumer-directed programs.
<i>Eligibility Requirements:</i>	Referral or orders from physician, referral from facility, nursing assessment.
<i>Documentation Required:</i>	Physician orders for all private pay, insured and all nursing level cases. Care plans approved by New York State Regulatory Agencies.
<i>Geographic Area Served:</i>	Niagara and Erie counties.
<i>Public Transportation:</i>	All major bus routes.
<i>Application Process:</i>	Through Department of Social Services, Department of Health, or Office for the Aging. Private pay requires meeting with client or family and nursing assessment.
<i>Languages:</i>	English, Spanish, French, Yiddish.
<i>Cost of Services:</i>	Varies based on services. Please contact Allstate Homecare for more information.
<i>Payment Methods:</i>	Insurances, Workers' Compensation, Disability, private pay, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

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, Veteran's Benefits.

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.

Home Care

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

Also Known As:	HANCI, Home Care
Formerly Known As:	
Mailing Address:	
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:	paasch@hanci.com
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Licensed home health agency that offers registered nurse (RN), licensed practical nurse (LPN), home health aide (HHA), and personal care aide (PCA) services.
Eligibility Requirements:	Services all age groups from infants to elderly. Requirements are based on individual needs and resources.
Documentation Required:	Please contact the Home Care Program for more information.
Geographic Area Served:	Niagara County.
Public Transportation:	Located on or near bus route and Metro-Link.
Application Process:	Please contact the Home Care Director or any registered nurse in the Home Care Program.
Languages:	English. Referral services for translation services.
Cost of Services:	Please contact the Home Care Program for more information.
Payment Methods:	Insurances, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services), Veterans benefits, SSI/SSD, long term care insurance, private pay (cash, check, credit card, money order)

Health Force

3409 Genesee Street
Cheektowaga, NY 14225
Phone: (716) 855-2273
Fax: (716) 855-3920

Also Known As:	Caring Enterprises, Inc. dba Health Force
Formerly Known As:	
Mailing Address:	3409 Genesee Street, Cheektowaga, NY 14225-5051
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.HealthForceWNY.com
Email Address:	HealthForceWNY@gmail.com
Hours of Operation:	8:00 am to 4:30 pm, Monday through Friday. 7:30 am to 3:30 pm, Saturday and Sunday.
Services Provided:	Licensed home health agency that provides personal care aides, home health aides, private duty nursing, skilled nursing, traumatic brain injury (TBI), dementia care and caregiver services. Provides service coordination and home and community care through the New York State Traumatic Brain Injury (TBI) and Nursing Home Transition and Diversion (NHTD) Medicaid Waiver Programs.
Eligibility Requirements:	Desire to remain as independent as possible during an illness or recovery or while dealing with a chronic illness.
Documentation Required:	
Geographic Area Served:	Western New York.
Public Transportation:	
Application Process:	Please contact Health Force at (716) 855-2273. Once contacted, Health Force will have a professional RN come to the home for a free assessment to help the client and/or family determine the amount of service that would be best for the client.
Languages:	English, some Spanish.
Cost of Services:	Varies based on services. Please contact Health Force for more information.
Payment Methods:	Insurances, Veterans Benefits, long term care insurance, private pay (cash, check, credit card, money order), Workers' Compensation, auto insurance, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

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:

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:	
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, Veteran's 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:

Contact Homewatch Caregivers/Pathways to Memory® for referral.

Languages:

English.

Cost of Services:

Varies based on services. Please contact Homewatch Caregivers/Pathways to Memory® for 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:	
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:	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 check as per weekly invoice from private pay clients, would consider credit card payment if absolute necessary.

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).

**Niagara County Department of Social Services
Home Care Unit**

20 East Avenue Lockport, NY 14094 Phone: (716) 278-8620 Fax: (716) 439-7780	301 10th Street Niagara Falls, NY 14302 Phone: (716) 278-8620 Fax: (716) 278-8460
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Also Known As: DSS

Formerly Known As:

Mailing Address: Lockport: PO Box 865, Niagara Falls, NY 14302-0865
Niagara Falls: PO Box 506, Lockport, NY 14095

Other Site Addresses:

TDD/TYY Number:

Website Address: www.niagaracounty.com

Email Address:

Hours of Operation: Office: 8:00 am to 4:00 pm, Monday through Friday.

Services Provided: Assistance with personal care and housekeeping and private duty nursing.

Eligibility Requirements: Must be Medicaid eligible and medically stable.

Documentation Required: Current physician orders. Client must be seen and examined within 30 days of signed order and orders must be received within 30 days of exam.

Geographic Area Served: Niagara County.

Public Transportation:

Application Process: Please contact the Niagara County Department of Social Services Home Care Unit intake number at (716) 278-8620.

Languages: English.

Cost of Services: Please contact the Niagara County Department of Social Services Home Care Unit for more information.

Payment Methods: Medicaid.

Niagara County Office for the Aging Expanded In-Home Services for the Elderly Program

111 Main Street, Suite 101
Lockport, NY 14094
Phone: (716) 438-4020 or (716) 278-8740
Fax: (716) 438-4029

Also Known As:	EISEP
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.niagaracounty.com/ofa
Email Address:	ofa@niagaracounty.com
Hours of Operation:	8:00 am to 3:30 pm, Monday through Friday.
Services Provided:	Information and referral, case management, in-home services including housekeeping and chore services, homemaking and personal care services, and ancillary services.
Eligibility Requirements:	Niagara County resident, 60 years of age and older. Financial eligibility is completed during in-home assessment.
Documentation Required:	Assessment completed by EISEP case manager.
Geographic Area Served:	Niagara County.
Public Transportation:	
Application Process:	In-home assessment completed by EISEP case manager.
Languages:	English.
Cost of Services:	There is no charge for assessment or case management although contributions are welcome. A fee may be charged based on the financial assessment. Copayments should be mailed to the Niagara County Office for the Aging.
Payment Methods:	Private pay (check or money order).

People, Inc.
Licensed Home Health Care

2128 Elmwood Avenue
Buffalo, NY 14207
Phone: (716) 874-5600
Fax: (716) 874-0388

Also Known As:	LHCSA
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.people-inc.org
Email Address:	sbayerl@people-inc.org
Hours of Operation:	6:00 am to 9:00 pm, 7 days a week. Answering service from 9:00 pm to 6:00 am, 7 days a week.
Services Provided:	Personal care aide, licensed practical nurse, and private duty nursing services for individuals of all ages. Specializes in services to individuals with developmental disabilities.
Eligibility Requirements:	For Medicaid, must be eligible for Niagara County Medicaid Program. For private pay services, free assessment completed by People, Inc.
Documentation Required:	Documentation varies with level of service. Please contact People, Inc. for more information.
Geographic Area Served:	Niagara and Erie counties.
Public Transportation:	
Application Process:	For Medicaid recipients, please contact your local Department of Social Services. For private pay services, please contact People, Inc.
Languages:	English.
Cost of Services:	Varies based on services. Please contact People, Inc. for more information.
Payment Methods:	Private pay (cash, check), insurances, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services), public funds.

PSA Healthcare

2250 Wehrle Drive, Suite 1
Williamsville, NY 14221
Phone: (716) 276-2123 or (800) 350-4585
Fax: (716) 276-2129

Also Known As:	Pediatric Services of America
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.psahealthcare.com
Email Address:	
Hours of Operation:	8:00 am to 5:00 pm, Monday through Friday. On call 24 hours a day, 7 days a week.
Services Provided:	Adult and pediatric registered nurse, licensed practical nurse, personal care aide and home health aide services.
Eligibility Requirements:	
Documentation Required:	Patient agreement.
Geographic Area Served:	Niagara, Erie, Allegany, Chautauqua, Cattaraugus, Genesee, Monroe, Orleans and Wyoming county.
Public Transportation:	
Application Process:	Telephone referral.
Languages:	As needed per care plan.
Cost of Services:	Varies based on services. Please contact PSA Healthcare for more information.
Payment Methods:	HMOs and third-party insurances, private pay (cash, credit card), 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.

**Weinberg Campus
Menorah Licensed Home Care**

2700 North Forest Road
Getzville, NY 14068
Phone: (716) 639-3311
Fax: (716) 639-3309

Also Known As:	MLHC
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.weinbergcampus.org
Email Address:	info@weinbergcampus.org
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Nursing, home health aide, personal care, homemaker, and housekeeping services.
Eligibility Requirements:	Screening by RN for appropriate level of home care service.
Documentation Required:	Physician orders.
Geographic Area Served:	Niagara and Erie counties.
Public Transportation:	
Application Process:	Referral from physician, family or self.
Languages:	English.
Cost of Services:	Varies based on services. Please contact Weinberg Campus for more information.
Payment Methods:	Insurances, private pay.

Willcare, Inc.

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: 8:00 am to 5:00 pm, Monday through Friday. On call 24 hours a day, 7 days a week.
Services Provided:	Nursing, home health aide, personal care aide, non-medical companion service, physical therapy, occupational therapy, and speech-language pathology.
Eligibility Requirements:	Must be safe in home independently or with family support.
Documentation Required:	Orders will be sent to physician after the caregiver signs patient agreement.
Geographic Area Served:	Niagara, Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Orleans and Wyoming counties.
Public Transportation:	
Application Process:	Nursing assessment and signed patient agreement.
Languages:	English, Spanish.
Cost of Services:	Varies based on services. Please contact Willcare, Inc. for more information.
Payment Methods:	Private pay (check, credit card), long term care insurance, some insurance plans, Medicaid (must be accessed through Department of Social Services for Medicaid to pay for covered services).

