

Personal Emergency Response Systems (PERS) Guide

NY Connects Niagara County

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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.

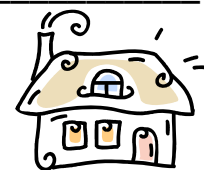


What is Long Term Care?

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 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



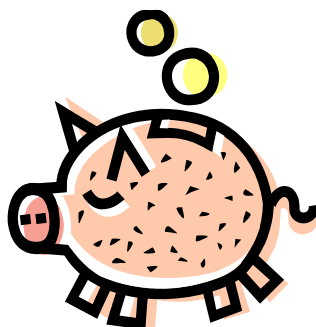
If you need help with one or more of these activities, you may need long term care services. Although it may be hard to decide what care and services you want, NY Connects Niagara County can connect you with the resources that can assist you.

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 Emergency Response Systems?

Personal Emergency Response Systems are programs that provide electronic equipment which connects older adults or people with disabilities with participating hospitals, paramedics or other sources of emergency assistance.

Some questions you should ask when shopping for a Personal Emergency Response Systems include:

1. Where is the response center located?
2. Is the response center available 24 hours a day, 7 days a week?
3. What kind of training does the response center staff receive?
4. What is the average response time?
5. What customer support is available?
6. What is the range of the system? Does it cover all areas of the home?
7. Is there an activation or set-up fee?
8. What types of transmitters are available?
9. Is there a trial period for trying out the system?
10. How often is the system tested?
11. Can service be discontinued at any time? What happens if the customer dies or moves outside the service area?
12. Are there any additional costs?



American Medical Alert Corp.

3265 Lawson Boulevard
Oceanside, NY 11572
Phone: 1-800-286-2622
Fax: (516) 536-5276

Also Known As:	AMAC
Formerly Known As:	
Mailing Address:	3265 Lawson Boulevard, Oceanside, NY 11572
Other Site Addresses:	3636 33rd Street, Long Island City, NY 11106
TDD/TYY Number:	
Website Address:	www.amac.com
Email Address:	ronnie.senter@amac.com
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Personal emergency response system with 24 hour a day, 7 days a week monitoring. TeleHealth monitoring device and Med Smart personal medication management system.
Eligibility Requirements:	
Documentation Required:	
Geographic Area Served:	Nationwide.
Public Transportation:	
Application Process:	Completed personal information form.
Languages:	English, Spanish, Russian, Chinese and other languages available.
Cost of Services:	Please contact American Medical Alert Corp. for more information.
Payment Methods:	Medicaid, private pay (check, credit card, money order).

Catholic Health Home Response

14 Appletree Business Park

Cheektowaga, NY 14227

Phone: (716) 447-6309 or (716) 297-1998 (Niagara Falls area)

Fax: (716) 961-1253

Also Known As:	Personal Emergency Response System (PERS)
Formerly Known As:	Catholic Health System
Mailing Address:	14 Appletree Business Park, Cheektowaga, NY 14227
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.chsbuffalo.org
Email Address:	
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	A tabletop console provides pushbutton emergency assistance to user. Waterproof, small transmitter is worn as necklace or wristband. When help is needed, subscriber presses button and instantly connects to experienced emergency response specialists who can send help quickly. The system self-tests weekly and includes a 32-hour backup. Special QuikConnect feature which allows subscriber to answer incoming phone calls with just the touch of a button.
Eligibility Requirements:	None.
Documentation Required:	None.
Geographic Area Served:	Niagara, Erie and Genesee Counties.
Public Transportation:	
Application Process:	Please contact Catholic Health Home Response for more information.
Languages:	English.
Cost of Services:	Low monthly fee. Sliding fee scale for those who qualify. Please contact Catholic Health Home Response for more information.
Payment Methods:	Private pay (check, credit card, money order), long term care insurance.

Halo Monitoring

202 Peppermint Road
Lancaster, NY 14086
Phone: (716) 270-3040

Also Known As:	My Halo
Formerly Known As:	
Mailing Address:	202 Peppermint Road, Lancaster, NY 14086
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.halomarketlink.com
Email Address:	dougj@halomarketlink.com
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Remote health monitoring and fall detection. Detects serious health issues, a highly elevated temperature or an extended, accelerated pulse rate.
Eligibility Requirements:	
Documentation Required:	
Geographic Area Served:	New York State.
Public Transportation:	
Application Process:	Please contact Halo Monitoring for more information.
Languages:	English, Spanish.
Cost of Services:	Please contact Halo Monitoring for more information.
Payment Methods:	Insurances, long term care insurance, Medicaid, Veterans benefits, private pay (cash, check, credit card, money order).

Healthcom

2911 Cleveland Avenue
Niagara Falls, NY 14305
Phone: (716) 628-1233
Fax: (716) 297-7778

Also Known As:	Carelink, Senior Health Advantage, Care Med, Care Vital
Formerly Known As:	
Mailing Address:	2911 Cleveland Avenue, Niagara Falls, NY 14305
Other Site Addresses:	1600 West Jackson Street, Sullivan, IL 61951
TDD/TYY Number:	
Website Address:	www.seniorhealthadvantage.com
Email Address:	micheles@healthcominc.com
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Personal emergency response system, electronic medication compliance and dispensing, and TeleHealth services to monitor vital signs. Internet access available for family members for all services.
Eligibility Requirements:	
Documentation Required:	
Geographic Area Served:	Niagara, Orleans, Erie, Genesee and Chautauqua counties.
Public Transportation:	
Application Process:	Please contact Michele Silsby-Grabek at (716) 628-1233. Orders taken via telephone.
Languages:	English.
Cost of Services:	Varies based on services. Please contact Healthcom for more information.
Payment Methods:	Private pay (cash, check, credit card, money order).

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.

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® 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 In-Touch

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
Mailing Address:	7703 Niagara Falls Boulevard, Niagara Falls, NY 14304
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.interimhealthcare.com
Email Address:	lianadedario@interimhealthcare.com
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:	A two-way communication system with hands free telephone answering, reminder message capability, a lightweight water-resistant help button which can be worn as a necklace or wristwatch, visual activation and 300 feet range from base unit. Also, a Medication Dispensing Unit which holds dosages of medication and remind the client to take medications which are dispensed individually at a predetermined time.
Eligibility Requirements:	
Documentation Required:	
Geographic Area Served:	Niagara County
Public Transportation:	
Application Process:	Please contact Interim Healthcare for more information.
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, private pay (check, money order).

LifeFone

16 Yellowstone Avenue
White Plains, NY 10607
Phone: 1-800-882-2280
Fax: 1-800-747-2032

Also Known As:

Formerly Known As:

Mailing Address: 16 Yellowstone Avenue, White Plains, NY 10607

Other Site Addresses:

TDD/TYY Number:

Website Address: www.lifefone.com

Email Address: Email agency via contact form on website.

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

Services Provided: LifeFone's professional Emergency Care Specialists are on-call 24 hours a day, 365 days a year, reducing concerns about personal safety and helping to ensure early intervention and allow seniors to remain independent in their own homes. The unique Emergency Care Plan allows subscribers and their family members to customize the response to fit their specific needs. The LifeFone Care specialist will help to design the right plan for anyone's needs. As situations change so will the Emergency Care Plan. The Emergency Care Plan includes a Personalized Profile with medical history, medications, allergies, physicians, family members, neighbors, preferred hospital and more. The LifeFone system can easily move from one location to another, whether a person relocates for a week or a season. A simple call to the emergency response center is all it takes to reactivate the system in a new location.

Eligibility Requirements:

Documentation Required:

Geographic Area Served: Nationwide.

Public Transportation:

Application Process: Please call 1-888-687-0451 to subscribe. A sales representative will contact the subscriber or the family to obtain information. Equipment will be sent to the subscriber for installation. Subscriber should test the equipment.

Languages: English.

Cost of Services: Cost varies based on services. Please contact LifeFone for more information.

Payment Methods:

Link to Life

297 North Street
Pittsfield, MA 01247
Phone: 1-877-442-3232
Fax: 1-877-442-2323

Also Known As:	GTL, Inc. dba Link to Life, Medical Help Button.
Formerly Known As:	
Mailing Address:	22600 Haggerty Road, Farmington Hills, MI 48335
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.cstltl.com
Email Address:	referrals@cstltl.com
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Medical help button, monitored medication dispensing, Telecare, fall detectors, adaptive devices, smoke detection devices and personal reminder services. Offers discount for AARP members and US Veterans.
Eligibility Requirements:	
Documentation Required:	
Geographic Area Served:	Nationwide.
Public Transportation:	
Application Process:	Please call 1-800-337-5433 to order service.
Languages:	English. Also able to service 177 languages.
Cost of Services:	Please contact Link to Life for more information.
Payment Methods:	Medicaid, private pay (cash, check).

Peace of Mind
A Service of Palliative Home Care of Niagara

2186 Liberty Drive
Niagara Falls, NY 14304
Phone: (716) 215-2085
Fax: (716) 283-4589

Also Known As:	Personal Emergency Response System, PERS
Formerly Known As:	
Mailing Address:	2186 Liberty Drive, Niagara Falls, NY 14304
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.phcn.org
Email Address:	info@phcn.org
Hours of Operation:	Office: 8:30 am to 4:30 pm, Monday through Friday.
Services Provided:	Personal Emergency Response System with in-home monitoring system that provides personal protection in an emergency. Small wireless transmitter is worn on necklace or wristband. When help is needed, wearer presses button that transmits signal to voice-to-voice receiver. Receiver dials professionally monitored help station that is connected through wearer's phone line. Operates 24 hours a day, 7 days a week so help is always within reach.
Eligibility Requirements:	None.
Documentation Required:	None.
Geographic Area Served:	Western New York.
Public Transportation:	
Application Process:	Please contact (716) 215-2085.
Languages:	English.
Cost of Services:	Free installation. Affordable monthly monitoring fees. Please contact Peace of Mind for more information.
Payment Methods:	Insurances, private pay.

Rural/Metro Medical Services HomeHelpLine

481 William L. Gaiter Parkway
Buffalo, NY 14215
Phone: (716) 882-8400 or 1-877-810-1555
Fax: (716) 887-8379

Also Known As:	Personal Emergency Response System, Medical Alarm
Formerly Known As:	
Mailing Address:	481 William L. Gaiter Parkway, Buffalo, NY 14215
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.myhomehelpline.com or www.pushbuttonpeaceofmind.com
Email Address:	homehelpline@rmetro.com
Hours of Operation:	9:00 am to 5:00 pm, Monday through Friday.
Services Provided:	Personal emergency response system. At the press of a button HomeHelpLine automatically calls an emergency medical dispatcher. The HomeHelpLine unit features easy-to-see, easy-to-use buttons and a choice of a wrist unit or neck pendant. The HomeHelpLine unit can be installed anywhere in your home with access to an electrical outlet and phone line. HomeHelpLine has a built-in rechargeable battery back-up that will last for days, even if the electricity goes out. Must have a landline telephone service.
Eligibility Requirements:	
Documentation Required:	
Geographic Area Served:	Niagara and Erie Counties.
Public Transportation:	
Application Process:	Please contact Rural/Metro Medical Services HomeHelpLine for more information.
Languages:	English.
Cost of Services:	Please contact Rural/Metro Medical Service for more information.
Payment Methods:	Private pay (cash, check, credit card, money order).

Valued Relationships Inc.

330 Progress Road
West Carrollton, OH 45449
Phone: 1-800-860-4230
Fax: 1-800-692-8189

Also Known As:	VRI
Formerly Known As:	
Mailing Address:	330 Progress Road, West Carrollton, OH 45449
Other Site Addresses:	
TDD/TYY Number:	1-800-860-4230
Website Address:	www.monitoringcare.com
Email Address:	referrals@monitoringcare.com
Hours of Operation:	Office: 8:00 am to 6:00 pm, Monday through Friday. On call 24 hours a day, 7 days a week.
Services Provided:	Personal emergency response systems and medication compliance devices.
Eligibility Requirements:	
Documentation Required:	
Geographic Area Served:	All of the United States and Canada.
Public Transportation:	
Application Process:	Please contact Valued Relationships, Inc. for more information.
Languages:	English, Spanish, Language Line.
Cost of Services:	Please contact Valued Relationships, Inc. for more information.
Payment Methods:	Private pay (cash, check, credit card, money order).

VNA Lifeline

2100 Wehrle Drive
Williamsville, NY 14221
Phone: (716) 630-8624
Fax: (716) 630-8768

Also Known As:	Philips Lifeline Medical Alert Service
Formerly Known As:	
Mailing Address:	2100 Wehrle Drive, Williamsville, NY 14221
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.vna-wny.com
Email Address:	Email agency via contact form on website.
Hours of Operation:	8:00 am to 4:00 pm, Monday through Friday.
Services Provided:	Personal emergency response service. To call for help, a person presses the Personal Help Button which is worn as a pendant or wristband. The Personal Help Button activates a small in-home communicator that automatically dials the Lifeline Response Center.
Eligibility Requirements:	
Documentation Required:	
Geographic Area Served:	Western New York.
Public Transportation:	
Application Process:	Please call office at (716) 630-8624 or fax referral information to (716) 630-8768.
Languages:	Lifeline accesses AT&T language lines.
Cost of Services:	One time installation fee and monthly service fee. Coupons can be provided for free installation.
Payment Methods:	Private pay (check, credit card).

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. Also offers personal emergency response systems and medication reminder machines.
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).

