

Respite 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.

Long term care includes medical and non-medical services that are provided in a variety of settings. This may include home health services, assisted living, personal care services, therapy services, such as physical, occupational or speech, nursing homes, transportation services, adult day care programs, and home delivered meals programs.

The goal of NY Connects Niagara County is to assist Niagara County residents in identifying available long term care options for themselves or their loved ones by providing accessible, coordinated, unbiased and person-centered information and assistance services. By identifying available long term care options, 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 also contact NY Connects Niagara County at (716) 438-3030, Monday through Friday, from 8:30 am to 4:00 pm with any questions you have regarding long term care services in Niagara County.

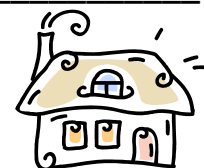


What is Long Term Care?

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



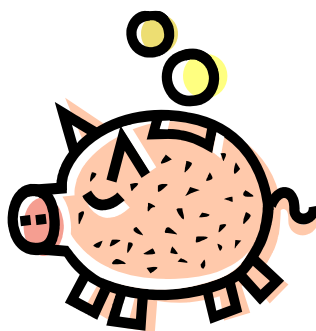
If you need help with one or more of these activities, you may need long term care services. Although it may be hard to decide what care and services you want, NY Connects Niagara County can connect you with the resources that can assist you.

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
- Veteran's 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 Respite Services?

Respite services are programs that provide a brief period of relief or rest for family members, guardians or other people who are regular caregivers of dependent adults or children. These programs offer temporary or intermittent care in the home or in a community setting/facility.



Source: <http://www.211taxonomy.org>, February 1, 2008

Absolut Center for Nursing and Rehabilitation at Gasport

4540 Lincoln Drive
Gasport, NY 14067
Phone: (716) 772-2631
Fax: (716) 772-2054

Also Known As:	Absolut Care of Gasport
Formerly Known As:	The Waters of Gasport
Mailing Address:	Same as above.
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.absolutcare.com
Email Address:	vpadm@absolutcare.com
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Skilled nursing facility that provides sub-acute, rehabilitation, respite and long-term care. Specialized services include physical, occupational, and speech therapies, wound and skin care, bariatric care, and dementia care.
Eligibility Requirements:	Requirements are based on services needed. Please contact facility for more information.
Documentation Required:	
Geographic Area Served:	Niagara, Orleans, Northern Erie and Western Genesee counties.
Public Transportation:	
Application Process:	Contact Social Worker at facility or Discharge Planner at hospital.
Languages:	English.
Cost of Services:	Varies based on services. Please contact Absolut Care of Gasport for more information.
Payment Methods:	Medicaid, Medicare, insurances, private pay (personal check or cash).

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:

314 Central Avenue, Dunkirk, NY 14048

Phone: (716) 363-7777

Fax: (716) 363-1189

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 services. 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).

Alzheimer's Association WNY Chapter

2805 Wehrle Drive, Suite 6
Williamsville, NY 14221
Phone: (716) 626-0600 or 1-800-272-3900
Fax: (716) 626-2255

Also Known As:

Formerly Known As:

Mailing Address:

2805 Wehrle Drive, Suite 6, Williamsville, NY 14221

Other Site Addresses:

TDD/TYY Number:

Website Address:

www.alz.org/wny

Email Address:

program.wny@alz.org

Hours of Operation:

Office: 8:30 am to 5:00 pm, Monday through Friday.

Helpline: 24 hours a day, 7 days a week.

Services Provided:

Information and referral, 24 hour-a-day helpline, lending library, educational classes, caregiver conferences, support groups, care consultation, in-home care consultation, printed materials, online web support and emergency respite programs.

Eligibility Requirements:

Caregivers and/or individuals diagnosed with Alzheimer's disease or any related dementia (vascular, Pick's, Lewy Body, mixed dementia, etc.) or anyone who suspects that they or someone they know may have some form of dementia.

Documentation Required:

None required.

Geographic Area Served:

Western New York.

Public Transportation:

On main road access.

Application Process:

No application necessary.

Languages:

English, Spanish. Helpline has access to translation services.

Cost of Services:

Most programs and services are free to clients, funded by individual donors, corporations and foundations. Fees apply to in-home care program, emergency respite program and some educational programs. Please contact the Alzheimer's Association for more information.

Payment Methods:

Private pay (cash, credit card, check).

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 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.

Clare Bridge of Niagara Brookdale Senior Living

6751 Nash Road
North Tonawanda, NY 14120
Phone: (716) 731-1461
Fax: (716) 731-1823

Also Known As:	Clare Bridge
Formerly Known As:	Alterra Healthcare, Alterra
Mailing Address:	6751 Nash Road, North Tonawanda, NY 14120
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.brookdaleliving.com
Email Address:	info@brookdaleliving.com
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Adult care home that provides Alzheimer's and Dementia care for seniors. Provides each resident with an individualized service plan to meet their unique needs, help them feel safe and add meaning to their day.
Eligibility Requirements:	Please contact Clare Bridge of Niagara for more information.
Documentation Required:	Physician orders and admission agreements.
Geographic Area Served:	Niagara and Erie Counties.
Public Transportation:	Located on or near bus route. Para-Transit service available.
Application Process:	Please contact Clare Bridge of Niagara for more information.
Languages:	English.
Cost of Services:	Varies based on services. Please contact Clare Bridge of Niagara for more information.
Payment Methods:	Private pay (cash, check, money order), veterans benefits, long term care insurance.

DeGraff Adult Day Care

82 Mead Street
North Tonawanda, NY 14120
Phone: (716) 694-7662
Fax: (716) 694-9924

Also Known As:	Kaleida Health — DeGraff Adult Day Care, DADC
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.kaleidahealth.org or vna-wny.com
Email Address:	Email agency via contact form on website.
Hours of Operation:	7:00 am to 4:30 pm, Monday through Friday.
Services Provided:	Social adult day services including assessment and individual care planning, on-going care management, supervision and monitoring for safety, socialization, maintenance of daily living skills, therapeutic arts and crafts, entertainment and education programs, exercise programs, intergenerational programs, personal care (including shower and beauty salon services), breakfast, lunch and snack, caregiver assistance (including family support group meetings), transportation arrangements, community projects and volunteer opportunities.
Eligibility Requirements:	Age 21 and older, functionally impaired, whether due to physical or cognitive conditions, and in need of the assistance of another person in at least one of the following activities of daily living: toileting, mobility, transferring, eating or needing supervision due to cognitive and/or psycho-social impairment AND must be capable of benefiting from a structured, comprehensive program in a protective setting, capable of self-administering medication with or without staff prompting and setup, and capable of being transported to the Center.
Documentation Required:	DeGraff Adult Day Care staff will complete the necessary assessments to determine eligibility. Medical history and physical will be required within 6 months.
Geographic Area Served:	Niagara and Northwest Erie counties.
Public Transportation:	Transportation arrangements are made by staff with appropriate level of common or handicapped carriers, as necessary.
Application Process:	Call (716) 694-7662 to setup an appointment for a tour, assessment and free trial day.
Languages:	English. Special language needs are available via communication services within Kaleida Health System.
Cost of Services:	Please contact DeGraff Adult Day Care for more information.
Payment Methods:	Private pay (cash, check). DeGraff Adult Day Care is reimbursed directly by funding sources for those clients receiving financial subsidy.

ElderWood Health Care at Crestwood

2600 Niagara Falls Boulevard
Niagara Falls, NY 14304
Phone: (716) 215-8000
Fax: (716) 215-8011

Also Known As:	ElderWood, ElderWood Senior Care, Crestwood
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.elderwood.com
Email Address:	Email agency via contact form on website.
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Skilled nursing, sub-acute care and rehabilitation (therapeutic and medical), memory care SEASONS Program, palliative care and respite care (short term care for families who care for loved ones at home and need to place them for a few days/weeks).
Eligibility Requirements:	
Documentation Required:	Screening by a Social Worker or Registered Nurse from the organization.
Geographic Area Served:	Niagara and Erie counties.
Public Transportation:	On bus route.
Application Process:	Complete application and provide a medical examination from primary physician.
Languages:	Primarily English.
Cost of Services:	Varies based on services. Please contact ElderWood for more information.
Payment Methods:	Medicare, Medicaid, Community Blue, Independent Health, Univera, Evercare, Family Choice, private pay.

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).

GuildCare

4520 Military Road
Niagara Falls, NY 14305
Phone: (716) 285-3499
Fax: (716) 285-1433

Also Known As:	JGB Health Facilities
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.jgb.org
Email Address:	info@jgb.org
Hours of Operation:	8:00 am to 4:00 pm, Monday through Friday.
Services Provided:	Adult day medical/health care, nursing, social work, physical, occupational and speech therapy, vision rehabilitation, therapeutic recreation, nutrition counseling.
Eligibility Requirements:	18 years of age and older, medical condition and/or visually impaired, and would benefit from a minimum of 5 hours of care a day. Lunch is provided.
Documentation Required:	
Geographic Area Served:	Niagara County.
Public Transportation:	Transportation provided to and from the program.
Application Process:	Referral via telephone by interested party, potential registrant, family member, physician, etc.
Languages:	English.
Cost of Services:	Varies based on services. Please contact Guildcare for more information.
Payment Methods:	Medicaid, private pay.

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: Skilled nursing care, health and personal care, companionship, shopping, housekeeping, respite service, home maintenance, yard work, and housecleaning.

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:	
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.
Documentation Required:	Referral from community agencies. Please contact HANCI for assistance.
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.

Heritage Christian Services

3790 Commerce Court, Suite 800

North Tonawanda, NY 14120

Phone: (716) 743-2020

Fax: (716) 743-1838

<i>Also Known As:</i>	Heritage Christian Homes, HCS
<i>Formerly Known As:</i>	
<i>Mailing Address:</i>	
<i>Other Site Addresses:</i>	Various sites across Niagara and Erie counties. Please contact Heritage Christian Services for more information.
<i>TDD/TYY Number:</i>	
<i>Website Address:</i>	www.heritagechristianservices.org
<i>Email Address:</i>	info@heritagechristianservices.org
<i>Hours of Operation:</i>	Office: 8:30 am to 5:00 pm, Monday through Friday. Residential homes operate 24 hours a day, 7 days a week.
<i>Services Provided:</i>	Residential and day habilitation program for individuals with developmental disabilities. Provides service coordination, respite care, at-home rehabilitation services and health services such as physical, occupational and speech therapies.
<i>Eligibility Requirements:</i>	Must have a developmental disability.
<i>Documentation Required:</i>	Determination of developmental disability.
<i>Geographic Area Served:</i>	Niagara, Erie and Monroe counties.
<i>Public Transportation:</i>	Varies according to site. Please contact Heritage Christian Services for more information.
<i>Application Process:</i>	Please contact Heritage Christian Services for application process.
<i>Languages:</i>	English, sign language.
<i>Cost of Services:</i>	Varies based on services. Please contact Heritage Christian Services for more information.
<i>Payment Methods:</i>	Medicaid, private pay, public funds.

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.

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
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.

Lockport Presbyterian Home

305/327 High Street
Lockport, NY 14094
Phone: (716) 434-8805
Fax: (716) 434-6059

Also Known As:

Formerly Known As:

Mailing Address:

Other Site Addresses:

TDD/TYY Number:

Website Address:

www.pscwny.org

Email Address:

cbullion@pscwny.org

Hours of Operation:

24 hours a day, 7 days a week.

Services Provided:

Adult care facility providing 24-hour supervision, meals, laundry, housekeeping, activities, medication assistance, case management and pharmacy delivery. Also provides respite care.

Eligibility Requirements:

Men and women, age 65 and older, and of all faiths.

Documentation Required:

Personal interview and prospective resident completed admission application, medical exam done within 30 days, and two-step PPD testing.

Geographic Area Served:

Lockport and surrounding areas.

Public Transportation:

2 to 3 blocks.

Application Process:

Personal interview and prospective resident completed admission application, medical exam done within 30 days, and two-step PPD testing.

Languages:

English.

Cost of Services:

Please contact Lockport Presbyterian Home for more information.

Payment Methods:

Private pay (cash, check, money order), long term care insurance, SSI/SSD, Veterans benefits.

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).

Medina Memorial Health Care System Long Term Home Health Care Program

11020 West Center Street
Medina, NY 14103
Phone: (585) 798-5054 or 1-888-240-0240
Fax: (585) 798-1687

Also Known As:	Medina Home Care
Formerly Known As:	
Mailing Address:	200 Ohio Street, Medina, NY 14103
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.medinamemorial.org
Email Address:	medinahome@live.com
Hours of Operation:	8:00 am to 4:00 pm, Monday through Friday.
Services Provided:	Long Term Home Health Care Program that offers skilled nursing, physical therapy, occupational therapy, social work, respiratory therapy, registered dietician and home health aide services to eligible individuals in their home.
Eligibility Requirements:	Please contact the Medina Long Term Home Health Care Program at (585) 798-5054 for more information.
Documentation Required:	Physician orders.
Geographic Area Served:	Eastern Niagara County (Gasport Road is cut-off), Orleans County.
Public Transportation:	
Application Process:	Please contact the Medina Long Term Home Health Care Program for application process.
Languages:	English.
Cost of Services:	Varies based on services. Please contact Medina Long Term Home Health Care Program for more information.
Payment Methods:	Medicare, Medicaid, insurances, long term care insurance, private pay (cash, check).

Mental Health Association in Niagara County

36 Pine Street
Lockport, NY 14094
Phone: (716) 433-3780
Fax: (716) 433-3847

Also Known As:	MHA
Formerly Known As:	
Mailing Address:	36 Pine Street, Lockport, NY 14094
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.mhanc.com
Email Address:	mhanc.com
Hours of Operation:	9:00 am to 4:00 pm, Monday through Friday.
Services Provided:	Information and referral for all of Niagara County, in-home respite, youth booth, Consumer Planning Activities Advisory Committee (CPAC), grief share group, anxiety, depression group, and art for relaxation group.
Eligibility Requirements:	Persons with mental illness or someone caring for or about someone with a mental illness.
Documentation Required:	None needed for most programs.
Geographic Area Served:	Niagara County.
Public Transportation:	Centrally located.
Application Process:	None needed.
Languages:	English.
Cost of Services:	Free service.
Payment Methods:	

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).

Native American Independent Living Services

3108 Main Street
Buffalo, NY 14214
Phone: (716) 836-0822
Fax: (716) 835-3967

Also Known As:	NAILS
Formerly Known As:	
Mailing Address:	3108 Main Street, Buffalo, NY 14214
Other Site Addresses:	746 Portage Road, Niagara Falls, NY 14301
TDD/TYY Number:	
Website Address:	www.wnyilp.org/nails
Email Address:	cynthiaph@wnyilp.org
Hours of Operation:	8:30 am to 5:00 pm, Monday through Friday.
Services Provided:	Advocacy, independent living skills instruction, peer support and information and referral.
Eligibility Requirements:	Native Americans throughout Western New York with cognitive, emotional, medical and mental, physical and sensory disabilities.
Documentation Required:	Required for mental health and MICA services.
Geographic Area Served:	Western New York, both on and off tribal nation land.
Public Transportation:	
Application Process:	Please contact Intake Department or apply in office.
Languages:	English.
Cost of Services:	Free service.
Payment Methods:	

Niagara Cerebral Palsy

9812 Lockport Road
Niagara Falls, NY 14304
Phone: (716) 297-0798
Fax: (716) 297-0998

Also Known As:	United Cerebral Palsy Association of Niagara County, Inc., UCP of Niagara County, Inc.
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	There are over 25 sites. Please contact Niagara Cerebral Palsy for more information.
TDD/TYY Number:	
Website Address:	www.niagaracp.org
Email Address:	Email agency via contact form on website.
Hours of Operation:	Office: 8:00 am to 5:00 pm, Monday through Friday. Residential: 24 hours a day, 7 days a week.
Services Provided:	Residential services, including intermediate care facilities, individual residential alternatives, supportive apartments, residential habilitation. Vocational services, including sheltered employment, collocated day treatment, day habilitation, transportation, job placement and supported employment. Educational Services, including early intervention, preschool special education, early childhood program and Niagara Children ETC. Clinical services, including speech, occupational, and physical therapy, dental clinic, audiology and hearing aids clinics, podiatry clinic, and wheelchair clinic. Also provides in-home respite services, recreational/respite services, and service coordination.
Eligibility Requirements:	Varies according to program. Please contact Niagara Cerebral Palsy for more information.
Documentation Required:	Varies according to program. Please contact Niagara Cerebral Palsy for more information.
Geographic Area Served:	Primarily Niagara County, but available to any person.
Public Transportation:	
Application Process:	Varies according to program. Please contact Niagara Cerebral Palsy for more information.
Languages:	Primarily English.
Cost of Services:	Varies according to program. Please contact Niagara Cerebral Palsy for more information.
Payment Methods:	Varies according to program. Please contact Niagara Cerebral Palsy for more information.

Niagara County Health Department Children With Special Needs

Trott Access Center
1001 11th Street
Niagara Falls, NY 14301
Phone: (716) 278-8180
EIP Referral Phone: (716) 278-1691
Fax: (716) 278-8288

Also Known As:

Children with Special Health Care Needs Program (CSHCN) Early Intervention Program (EIP), Physically Handicapped Children's Program (PHCP), Preschool Special Education Program (Pre-K).

Formerly Known As:

Mailing Address:

Trott Access Center, 1001 11th Street, Niagara Falls, NY 14301

Other Site Addresses:

Shaw Building, 5461 Upper Mountain Road, Lockport, NY 14094

Phone: (716) 439-7460

Fax: (716) 439-7507 or (716) 439-7457

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:

Children with Special Health Care Needs Program: networks families with community resources and programs, provides support and guidance, information about children with special needs, illness and disability, and offers advice with issues such as insurance, equipment, education and respite care.

Early Intervention Program: evaluation services including hearing and vision screening, home visits, speech, physical and other therapies, child development groups, family counseling, and help with transportation.

Physically Handicapped Children's Program: assistance with the cost of medical care for children with health problems.

Preschool Special Education Program: evaluations and specially planned individual or group instructional services or programs.

Eligibility Requirements:

Children with Special Health Care Needs Program: must be age 0 –21 with a referral.

Physically Handicapped Children's Program: must be age 0—21 with a chronic medical condition.

Preschool Special Education Program: must be age 3-5 with a qualifying evaluation determining a child is a preschooler with a disability.

Early Intervention Program: must be age 0 –2 with a qualifying evaluation demonstrating child had developmental delay or diagnosed condition.

Continued on next page..

**Niagara County Health Department Cont.
Children With Special Needs**

Trott Access Center
1001 11th Street
Niagara Falls, NY 14301
Phone: (716) 278-8180
EIP Referral Phone: (716) 278-1691
Fax: (716) 278-8288

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- Documentation Required:** All programs require a birth certificate, social security number and insurance information.
Children with Special Health Care Needs Program: encounter form completed.
Physically Handicapped Children's Program: documented chronic medical condition and financial records.
Preschool Special Education Program: qualifying evaluation demonstrating a child is a preschooler with a disability.
Early Intervention Program: qualifying evaluation demonstrating a developmental delay or a diagnosed condition.
- Geographic Area Served:** Niagara County.
- Public Transportation:** For the Early Intervention and Preschool Special Education Programs, either services go to the child, a parent is reimbursed for transporting child to the service, or a bus is provided (pick-up and drop off at child's home) at no cost.
- Application Process:** All programs are initiated by telephone referrals. Internal staff assists in the phases of the application process, conducts home visits, and completes telephone intakes for the Children with Special Health Care Needs, Early Intervention, and the Physically Handicapped Children's Programs. Families must travel to their local school district to conduct certain phases of the Preschool Special Education Program.
- Languages:** **Early Intervention and Preschool Special Education Programs:** English, Spanish, Russian.
Children with Special Health Care Needs and Physically Handicapped Children's Programs: English only.
- Cost of Services:** There are no fees for the Children with Special Health Care Needs, Early Intervention and Preschool Special Education Programs. Please contact the Niagara County Health Department, Children with Special Needs, for more information on the Physically Handicapped Children's Program.
- Payment Methods:** Private pay (personal check, money order, cashier's check).

Niagara County Health Department Long Term Home Health Care Program

5467 Upper Mountain Road
Lockport, NY 14094
Phone: (716) 439-7470
Fax: (716) 439-439-7483

Also Known As:	Nursing Home Without Walls
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	1001 11th Street, Niagara Falls, NY 14301 Phone: (716) 278-1900 Fax: (716) 278-1936
TDD/TYY Number:	
Website Address:	www.niagaracounty.com
Email Address:	nchd.nursing@niagaracounty.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:	Skilled nursing, physical therapy, occupational therapy, speech therapy, medical social worker, respiratory therapy, nutritionist, home health aide, personal care aide, adult social day care, transportation for day care, respite, home adaptation, home delivered meals, personal emergency response system, AIDS home care program, and nurse case management.
Eligibility Requirements:	Medically eligible for nursing home placement, care needs can be safely met at home, cost of care billed to Medicaid must be 75% or less of cost of health related facility or skilled nursing facility care, nursing home Medicaid must be in place (unless privately paying for service).
Documentation Required:	Evaluation by Niagara County Health Department. Medicaid recipients need a joint evaluation by the Niagara County Health Department and Department of Social Services.
Geographic Area Served:	Niagara County.
Public Transportation:	
Application Process:	Referral to the Niagara County Long Term Home Health Care Program, once chronic care Medicaid is confirmed by the Department of Social Services. Evaluation is done by the Niagara County Health Department and Department of Social Services.
Languages:	English. Translation available for other languages.
Cost of Services:	Varies based on services. Please contact the Niagara County Health Department for more information.
Payment Methods:	Medicaid, insurances, private pay (cash, check, money order).

Niagara County Office for the Aging Caregivers Program

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

Also Known As:

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 4:00 pm, Monday through Friday.

Services Provided:

Counseling, education and support, respite (through use of aides or adult day care), linkage to community based services, home delivered meals, case management, information and assistance, legal advice, and medical transportation through the Office for the Aging.

Eligibility Requirements:

Care receiver must be 60 years of age or older and a Niagara County resident and must have a caregiver.

Documentation Required:

Geographic Area Served:

Niagara County.

Public Transportation:

Application Process:

Currently has a waiting list. Please contact office to put name on waiting list. Once an opening is available, a worker will come to the home to complete an assessment.

Languages:

English.

Cost of Services:

No cost to use services but contributions are welcome.

Payment Methods:

Donations are accepted by check, cash, money order.

Niagara Hospice, Inc.

4675 Sunset Drive
Lockport, NY 14094

Hospice House Phone: (716) 280-0600 / Homecare Phone: (716) 439-4417

Hospice House Fax: (716) 439-4941 / Homecare Fax: (716) 434-6853

Also Known As:	Hospice Homecare, Hospice House
Formerly Known As:	
Mailing Address:	4675 Sunset Drive, Lockport, NY 14094
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.niagarahospice.org
Email Address:	info@niagarahospice.com
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Hospice care is provided in the home, hospital, nursing home, or assisted living facility. Also provided at the Niagara Hospice House.
Eligibility Requirements:	Terminal diagnosis with a 6-month life expectancy if the disease runs its natural course unabated, and concurrence from 2 physicians, one being the hospice medical director.
Documentation Required:	Application, medical certification.
Geographic Area Served:	Niagara County.
Public Transportation:	
Application Process:	Please contact the Admissions Department at (716) 439-4417.
Languages:	English.
Cost of Services:	Daily rate. Please contact Niagara Hospice for more information.
Payment Methods:	Medicare, Medicaid, third-party insurance, private pay, charity care provided.

Northgate Health Care Facility

7264 Nash Road
North Tonawanda, NY 14120
Phone: (716) 694-7700
Fax: (716) 694-7720

Also Known As:

Formerly Known As:

Mailing Address:

Other Site Addresses:

TDD/TYY Number: (716) 694-7700

Website Address: www.mcguiregroup.com

Email Address: Email agency via contact form on website.

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

Services Provided: Skilled nursing facility, memory care, sub-acute care, and respite care.

Eligibility Requirements: Medicaid or Medicare eligible.

Documentation Required: Physician documentation that services are medically necessary.

Geographic Area Served: South Central Niagara and Northern Erie counties.

Public Transportation: Within 100 yards.

Application Process: Complete 1 page facility application, available through Admissions Coordinator at (716) 694-7700.

Languages: English.

Cost of Services: Varies based on services. Please contact Northgate for more information.

Payment Methods: Private pay (cash, check, credit card), third-party insurances, Medicare, Medicaid.

Odd Fellow & Rebekah Rehabilitation & Health Care Center

104 Old Niagara Road
Lockport, NY 14094
Phone: (716) 434-6324
Fax: (716) 434-4020

Also Known As:	Odd Fellow Rehabilitation
Formerly Known As:	
Mailing Address:	
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.oddfellowhcclkpt.org
Email Address:	l.lundy@ofhcc.org
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Rehabilitation, skilled nursing care, respite care, and short term and long term care.
Eligibility Requirements:	Skilled nursing, physician orders.
Documentation Required:	Patient Review Instrument (PRI), patient history and physical, chest x-ray and screening by Odd Fellows Coordinator.
Geographic Area Served:	Niagara, Orleans and Northern Erie Counties.
Public Transportation:	Within 3 miles.
Application Process:	Completed application, Patient Review Instrument (PRI), interview with Admissions Coordinator, tour, screening history and physical, and physician orders.
Languages:	English.
Cost of Services:	Varies based on services. Please contact Odd Fellow & Rebekah Rehabilitation & Health Care Center for more information.
Payment Methods:	Medicare, Medicaid, private pay (cash, check), insurance (Encompass 65, Senior Blue, Senior Choice, BlueCross BlueShield, Community Blue, AETNA, NOVA).

Opportunities Unlimited of Niagara

1555 Factory Outlet Boulevard, LPO Box 360

Niagara Falls, NY 14304

Phone: (716) 297-6400

Fax: (716) 297-7522

Admissions/Central Intake Phone: (716) 504-2617

Admissions/Central Intake Fax: (716) 504-2632

Also Known As:

Formerly Known As:

Niagara County Chapter of NYSARC, New York State Association for Retarded Children

Mailing Address:

Other Site Addresses:

Wheatfield: Day Services, Aging/Geriatric, Senior Sensory Room, Clinical, Central Intake, Service Coordination, In-Home Services and Niagara Floral Center and Greenhouse:

2510 Niagara Falls Boulevard, LPO Box 360, Niagara Falls, NY 14304

Lockport: Day, Vocational and Clinical Services, Guardianship, Exceptional Parenting and Recreation:

107 Heath Street, Lockport, NY 14094

Niagara Falls: Day, Vocational and Clinical Services, Supported Employment, Foundation and Community relations/Speaker's Bureau:

1555 Factory Outlet Boulevard, LPO Box 360, Niagara Falls, NY 14304

Various residential facilities throughout Niagara County.

TDD/TYY Number:

Website Address:

www.opportunitiesunlimited.org

Email Address:

info@opportunitiesunlimited.org

Hours of Operation:

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

Services Provided:

Medicaid service coordination, recreation (youth and adult), supportive services (including exceptional Parenting Group, Guardianship and home-based services), day and vocational services (including specialty seniors program), clinical services, school to work transition, supported employment services, vocational programming, residential services (including specialty senior residences), Niagara Floral Center and Greenhouse (horticulture therapy) and Siblings & Family Group.

Eligibility Requirements:

Developmental Disability must have an onset prior to age 22. Participant must be Medicaid eligible.

Documentation Required:

Documentation of developmental disability via medical, school and/or psychological assessments or documentation.

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Opportunities Unlimited of Niagara Cont.

1555 Factory Outlet Boulevard, LPO Box 360

Niagara Falls, NY 14304

Phone: (716) 297-6400

Fax: (716) 297-7522

Admissions/Central Intake Phone: (716) 504-2617

Admissions/Central Intake Fax: (716) 504-2632

<i>Geographic Area Served:</i>	Niagara County and neighboring communities.
<i>Public Transportation:</i>	On-site (Metro locations at Niagara Falls and Wheatfield sites, Rural Niagara Transportation for the Lockport site).
<i>Application Process:</i>	Contact the Central Intake Coordinator at (716) 504-2617, ext. 230. The Coordinator will initiate the request for eligibility documentation and assist the individual with completing the necessary referrals and applications. Assistance to acquire Medicaid can also be provided.
<i>Languages:</i>	English. Interpreters would be supplied if needed.
<i>Cost of Services:</i>	Varies based on services. Please contact Opportunities Unlimited of Niagara for more information.
<i>Payment Methods:</i>	Medicaid, VESID.

Rivershore, Inc.

765 Cayuga Street
Lewiston, NY 14092
Phone: (716) 754-7272
Fax: (716) 754-9388

Also Known As:

Formerly Known As:

Mailing Address:

PO Box 884, Lewiston, NY 14092

Other Site Addresses:

TDD/TYY Number:

Website Address:

www.rivershore.org

Email Address:

rivershore@rivershore.org

Hours of Operation:

9:00 am to 5:00 pm, Monday through Friday.

Services Provided:

Individualized Residential Alternatives (IRAs), and supportive apartments for adults, age 19 and older, Medicaid Service Coordination and at-home Individualized Service Environment (ISE) services for adults and children, and respite services for adults age 18 and older.

Eligibility Requirements:

OMRDD eligibility and/or Medicaid waiver enrollment.

Documentation Required:

Proof of eligibility.

Geographic Area Served:

Niagara County.

Public Transportation:

Application Process:

Contact April Wilcox, Service Options Coordinator at (716) 754-7272, ext. 29.

Languages:

English.

Cost of Services:

Varies based on services. Please contact Rivershore, Inc. for more information.

Payment Methods:

Medicaid, Medicare, private pay (cash, check).

Sterling House of Niagara

6741 Nash Road
North Tonawanda, NY 14120
Phone: (716) 731-1634
Fax: (716) 731-1823

Also Known As:	Brookdale Senior Living
Formerly Known As:	Alterra
Mailing Address:	6741 Nash Road, North Tonawanda, NY 14120
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.brookdaleliving.com
Email Address:	Email agency via contact form on website.
Hours of Operation:	24 hours a day, 7 days a week.
Services Provided:	Assistive living program in apartment setting with all utilities, except phone and cable, 3 meals per day, activities, laundry, housekeeping, transportation, and separately contracted nursing services, as needed.
Eligibility Requirements:	For senior housing, must be safe in own apartment, no wandering and no severe psychiatric issues.
Documentation Required:	Physician orders and admission agreements.
Geographic Area Served:	Mainly Niagara County.
Public Transportation:	Bus route on Niagara Falls Boulevard.
Application Process:	There is currently a waiting list but tours can be scheduled.
Languages:	English.
Cost of Services:	Varies based on services. Please contact Sterling House of Niagara for more information.
Payment Methods:	Private pay (cash, check, money order), veterans benefits, long term care insurance, public funds (depending on situation).

Visiting Nursing Association of Western New York, Inc.

5714 South Transit Road
Lockport, NY 14094
Phone: (716) 630-8000 or 1-800-439-5444
Fax: (716) 630-8660

Also Known As:	The VNA, VNA of WNY, Kaleida Health.
Formerly Known As:	
Mailing Address:	2100 Wehrle Drive, Williamsville, NY 14221
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.vna-wny.org
Email Address:	lzielinski@kaleidahealth.org
Hours of Operation:	8:00 am to 8:00 pm, Monday through Friday. 8:00 am to 4:30 pm, Saturday and Sunday.
Services Provided:	Certified home health agency, skilled nursing, physical therapy, occupational therapy, speech therapy, home health aide, home oxygen and respiratory equipment and therapy, home infusion therapy, personal response units, home telemedicine, home lactation equipment and counseling, private duty nursing, and respite care.
Eligibility Requirements:	Varies according to services. Please contact the Visiting Nursing Association of Western New York for more information.
Documentation Required:	Physician orders.
Geographic Area Served:	All of Western New York.
Public Transportation:	
Application Process:	Please contact Visiting Nursing Association of Western New York at (716) 630-8000 to begin application process.
Languages:	English, Spanish, translation services available upon request.
Cost of Services:	Varies based on services. Please contact Visiting Nursing Association of Western New York more information.
Payment Methods:	Medicare, Medicaid, insurances, private pay (cash, credit card, check, money order), Veteran's benefits, long term care insurance.

Visiting Nursing Association of Western New York Long Term Home Health Care Program

5714 South Transit Road
Lockport, NY 14094
Phone: (716) 433-1912
Fax: (716) 433-1915

Also Known As:	VNA of WNY, Kaleida Health.
Formerly Known As:	
Mailing Address:	5714 South Transit Road, Lockport, NY 14094
Other Site Addresses:	
TDD/TYY Number:	
Website Address:	www.vna-wny.org
Email Address:	Email agency via contact form on website.
Hours of Operation:	8:00 am to 4:30 pm, 7 days a week.
Services Provided:	Skilled nursing, private duty, physical therapy, occupational therapy, personal care aide, home health aide, and respite services.
Eligibility Requirements:	
Documentation Required:	Physician's orders.
Geographic Area Served:	Niagara County.
Public Transportation:	
Application Process:	Referral made to Central Intake Office at (716) 630-8311 or (716) 630-8312.
Languages:	English. Translation services available upon request.
Cost of Services:	Varies based on services. Please contact Visiting Nursing Association of Western New York for more information.
Payment Methods:	Medicare, Medicaid, insurances, private pay.

