

Reaching Out



Genesee County Office for the Aging

Services Directory for Older Adults,
Persons with Disabilities, and their Caregivers



NY Connects
Your Link to Long Term
Services and Supports

of GENESEE COUNTY

(800) 342-9871

(585) 343-1611

Revised January 2024

<u>FREQUENTLY CALLED NUMBERS</u>	
Name	Name
Address	Address
Phone	Phone
Name	Name
Address	Address
Phone	Phone
Name	Name
Address	Address
Phone	Phone

Feeling the Stress?
Care & Crisis Helpline
585-283-5200
Crisis Text Line
Text GOT5 to 741741
Suicide & Crisis LifeLine
Call or Text 988 or Chat at 988lifeline.org/chat
***If your life or someone else's is in
imminent danger please call 911***



GENESEE COUNTY OFFICE FOR THE AGING

Genesee County offers a wide variety of programs and services. With the input of advisory councils, senior groups, organizations, and individuals; services are being provided to meet a diversity of needs. These services are in keeping with our agency's mission statement below:

It is the goal of the Genesee County Office for the Aging to provide information, support and advocacy to our residents 60 years of age or older, their caregivers, and persons with disabilities of all ages. Our aim is to promote their independence and improve their quality of life.

This **Reaching Out Directory** describes a listing of available services provided through the **Office for the Aging** as well as many other agencies in the community. This directory includes information on senior housing, financial benefits, caregiver support services, volunteer opportunities for those aged 55 years and above, various health, nutrition, recreation, benefits, transportation, legal, and other services beneficial to promoting good quality of life. We strive hard to make Genesee County an even more Livable Community in which to work, play, grow up, grow old, and live in.

NY Connects is your trusted place to go for free, unbiased information about long term services and supports in New York State for people of all ages or with any type of disability. **NY Connects** offers more detailed information on in-home, community, and residential long term care services. This includes a wide range of long care options including personal care, skilled nursing, rehabilitation, nutrition, and social services which can help support those who are frail, disabled and/or chronically ill.

We trust that you will find this directory helpful and encourage you to call our office at 585-343-1611 or visit our website www.co.genesee.ny.us if you would like additional information or assistance. We are here to serve you.

Diana Fox, Director

REACHING OUT DIRECTORY

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RESOURCE DIRECTORY SPONSORSHIP

This Resource Directory is made possible by grant funds from the New York State Office for the Aging, Administration for Community Living, and the Genesee County Legislature. The following are specific funding sources which paid for the updating and printing of this directory, with a brief description of the services they provide.

NY Connects

NY Connects is your trusted place to go for free, unbiased information about long term services and supports in New York State for people of all ages or with any type of disability. Long term services and supports include medical and non-medical services a person needs to improve or maintain health and independence. They may be provided in a nursing home, the individual's home or other community-based settings. You can use this directory to search for programs, providers, and services in your area and can also contact our NY Connects office for further assistance.

Older Americans Act, Title III-B Support Services

This federal grant provides information and assistance to seniors on a wide range of topics including: nutrition, recreation, wellness, financial benefits, health insurance, transportation, home energy assistance and other community services. It also funds caregiver services that link family members/friends with support services for their elder loved ones. III-B also provides Case Management services for some individuals who receive home delivered meals.

Older Americans Act, Title III-E Caregiver Support

This federal grant provides services for family members/friends of frail, disabled and/or chronically ill older adults and helps them find community support services to assist with their caregiving responsibilities. Caregiver counseling, training programs, assistance with accessing respite care, personal emergency response units, in-home care and other needed services are important services for caregivers.

It is the policy of the Genesee County Office for the Aging to provide an opportunity for service participants to make voluntary contributions to its programs. All contributions are confidential. If you choose to contribute, your contribution will be used to expand services in Genesee County. No person will be denied service if they are unable or unwilling to contribute.



AGING SERVICES

**Long Term Care Ombudsman Program
Lifespan
1900 South Clinton Avenue
Rochester, NY 14618 585-244-8400
1-800-454-5030**

This program provides advocacy for long term care facility residents.

**Advocacy for Older Adults
Genesee County Office for the Aging
2 Bank Street
Batavia, NY 14020 585-343-1611**

The Genesee County Office for the Aging acts as an advocate to assist older adults with a variety of individual problems including information, referrals, and assistance.

**Gene-Senior Newsletter
Genesee County Office for the Aging
2 Bank Street
Batavia, NY 14020 585-343-1611**

The Gene-Senior Newsletter is a monthly publication for Genesee County older adult residents and their caregivers offering informational articles, a section devoted to caregivers, and exciting events such as trips, informational meetings, etc. (The newsletter is mailed quarterly and can be requested by calling the office during business hours.)

ALZHEIMER'S SERVICES

**Alzheimer's Association
6400 Sheridan Drive, Suite 320
Amherst, NY 14221 1-800-272-3900**

The Alzheimer's Association is a non-profit charitable organization dedicated to family support, education, research, and advocacy.

Am I eligible?

Go to:
[www.mybenefits.ny.gov/
selfservice](http://www.mybenefits.ny.gov/selfservice)

MyBenefits is a quick and easy way for people in New York State to find answers to questions about the State's programs and services.

Find out if you are eligible for benefits such as: SNAP (Supplemental Nutrition Assistance Program), HEAP (Home Energy Assistance Program), Veteran's Benefits, Medicaid, EPIC (Elderly Pharmaceutical Insurance), Earned Income Tax Credits, and more.

BENEFITS COUNSELING

Approval of some programs is based on eligibility criteria.

SNAP Supplemental Nutrition Assistance Program (Food Stamps)-*for those 60 +*
**Genesee County Office for the Aging
2 Bank Street
Batavia, NY 14020 585-343-1611**

A benefit card is given (similar to a debit card) to be used as cash for buying food in stores and can be used in participating restaurants. Applications are available at the Genesee County Office for the Aging or through the Genesee County Department of Social Services. Contact the Genesee County Department of Social Services at (585) 344-2580 for income guidelines. An electronic application for SNAP is available on mybenefits.ny.gov after completing a review of your situation. There you will find other programs you may qualify for as well.

Home Energy Assistance Program (HEAP)
(for those over 60 years old or on SSI or SSD)
Genesee County Office for the Aging
2 Bank Street
Batavia, NY 14020 **585-343-1611**

This program provides grants to aid income eligible households with high heating costs. Home repairs and weatherization may be available for those who qualify for HEAP.

Health Insurance Information, Counseling, & Assistance Program (HIICAP)
Genesee County Office for the Aging
2 Bank Street
Batavia, NY 14020 **585-343-1611**

Counseling is available on an appointment basis regarding: Original Medicare, Part D (Drug) coverage, EPIC, Medicare Savings Program, Extra Help with prescription costs, Medicaid, claims assistance, appeals, preventive services, complaints, fraud reporting and Medicare insurance plan comparisons. Our staff are not agents.



EPIC (Elderly Pharmaceutical Insurance Coverage)
Genesee County Office for the Aging
2 Bank Street
Batavia, N Y 14020 **585-343-1611**
EPIC Assistance **1-800-332-3742**

Prescription drug cost reduction for individuals over 65. Must be income eligible, call for current figures. Assistance in applying and application forms are available at The Office for the Aging.

Long Term Care Resource Center
Genesee County Office for the Aging
2 Bank Street
Batavia, N Y 14020 **585-343-1611**

AARP Income Tax Assistance Program
Genesee County Office for the Aging
2 Bank Street
Batavia, NY 14020 **585-343-1611**

Free volunteer tax preparers are available by appointment February through April to complete uncomplicated Federal and State income tax returns for low to moderate income individuals of all ages.

IT-214 (Property Tax Rebate)
Genesee County Office for the Aging
2 Bank Street
Batavia, NY 14020 **585-343-1611**

Requirements include an income limit based on all household members with a limit on property value.

Senior Citizens Tax Exemption Sliding Scale Fee Reduction
Contact: Your Town/City Assessor

Homeowners 65 years or older may be eligible for reduced land taxes if they meet the income guidelines established in each locality. Contact your local city or town assessor for information about guidelines. You must apply each year for this reduction.

School Tax Relief (Enhanced STAR)
Contact: Your Local Town/City Assessor

New York State School Tax Relief is a program that provides an exemption from school property tax for owner occupied, primary residences. Applications and assistance available at the Office for the Aging.

Veteran Tax Exemption
Genesee County Veterans Service Agency
3837 West Main Street Road
Batavia, NY 14020 **585-815-7905**

Lifeline (Telephone Discount)
Genesee County Office for the Aging
2 Bank Street
Batavia, NY 14020 **585-343-1611**

Assistance in applying and application forms are available through the Office for the Aging. Applications may also be obtained by contacting your telephone company. Individuals may be eligible for telephone discounts if they are eligible for HEAP, SNAP, SSI, or Medicaid benefits.

Spectrum-Batavia	1-866-874-2389
Verizon	1-800-837-4966
Frontier Telephone of Rochester	
Complaint Dept.	1-585-777-1200
Frontier (for 547 & 599 exchanges only)	
1-800-921-8101	

Medicaid

Genesee County Dept. of Social Services
5130 East Main Street Road
Batavia, NY 14020 **585-344-2580**

Information in applying, assistance and application forms are available through the Office for the Aging. Medicaid pays a full range of health care costs including those not covered by Medicare, such as custodial care, eyeglasses, and dental.

Medicare

Social Security Administration
Eastown Plaza 571 East Main Street
Batavia, N Y 14020 **1-800-772-1213 or**
1-866-931-7103 (Batavia Office)www.ssa.gov

Social Security provides income for insured workers, and for certain spouses, divorced spouses, the disabled, children, and surviving dependent parents.

An individual 65 years or older, or someone of any age who has received Social Security Disability for a period of 24 months, may be eligible for Medicare. Information and applications are available through the Social Security Administration. Note: Parts A & B can only be taken care of at Social Security.



Your Medicare Card has a Medicare number that's unique to you — it's not your Social Security Number. This helps protect your identity.

Supplemental Security Income (SSI)

Social Security Administration
Eastown Plaza 571 East Main Street
Batavia, N Y 14020 **1-800-772-1213 or**
1-866-931-7103 (Batavia Office) www.ssa.gov

SSI provides basic income (or additional income) to combine with Social Security, pension, or earnings. Individuals 65 or older, or any age if disabled or blind, may be entitled to this benefit. Income guidelines apply.

National Voter Registration Site

Genesee County Office for the Aging
2 Bank Street
Batavia, N Y 14020 **585-343-1611**

Registration forms are available at the Office for the Aging which allow an individual to register to vote, change name and/or address, enroll in a political party, or change enrollment.

Genesee County Veterans Service Agency

3837 West Main Street Road
Batavia, N Y 14020 **585-815-7905**

Veterans' benefits may include pensions, medical care, prescription drugs, vocational rehabilitation, education, home loans, compensation, burial and other benefits.

**CAREGIVERS SERVICES/
RESPIRE /SUPPORT GROUPS**

**Alzheimer’s Association— WNY Chapter
6400 Sheridan Drive, Suite 320
Amherst, NY 14221 1-800-272-3900**

The Alzheimer's Association provides print and electronic information, helpline, support groups, referrals, and a wide array of other resources to people with Alzheimer's and their caregivers. Most of these programs and services are free, funded by individual donors, corporations, and foundations.

**Caregiver Counseling and
Alzheimer’s Disease and Related Dementia
Consultations**

**Genesee County Office for the Aging
2 Bank Street
Batavia, N Y 14020 585-343-1611**

Individual consultation is available to discuss your specific situation to help identify needs, determine potential resources, and plan for future needs of your loved one. Information about support groups and respite is also available.

Elder Care Locator 1-800-677-1116

The Elder Care Locator is a public service of the Administration on Aging U. S. Department of Health and Human Services, and is administered by the National Association of Area Agencies on Aging and the National Association of State Units on Aging. A nationwide directory assistance service designed to help older persons and caregivers locate local support resources for aging Americans. Individuals seeking care for their loved one are also encouraged and welcome to call the Genesee County Office for the Aging at (585) 343-1611.



EMPLOYMENT AND TRAINING

**Genesee County Job Development
587 East Main Street, Suite 100
Batavia, N Y 14020 585-344-2042**

The Job Development Bureau’s purpose is to provide programs and services which will result in our customers becoming self sufficient, achieving their career goals, and becoming part of the skilled workforce of Genesee County and the surrounding labor market area. Our customers are sponsored only for careers where there is sufficient employer demand. Our services result in an improved economic as well as social environment for all Genesee County residents and businesses.

FAMILY VIOLENCE

**Domestic Violence Program
YWCA of Genesee County
301 North Street
Batavia, New York 14020
Hot Line Number: 585-343-7513**

Anyone who is abused physically or emotionally by a family member is eligible for these services available 24 hours a day. Services include housing, food, clothing, emergency transportation to shelter, counseling, and legal advocacy. A support group is also available.

**Victims Assistance Program Genesee Justice
Batavia, NY 14020 585-815-7821**

Helps assure that the rights of a victim are protected.

GENESEE SENIOR FOUNDATION

**Genesee Senior Foundation
2 Bank Street
Batavia, NY 14020 585-343-1611**

The Genesee Senior Foundation is a non-profit charitable organization dedicated to helping older adults in Genesee County.

HEALTH FACILITIES

United Memorial Medical Center
127 North Street
Batavia, NY 14020 585-343-6030

VA WNY Healthcare System
222 Richmond Avenue
Batavia, NY 14020 585-297-1000

Urgent Care Centers

Urgent Care-Batavia Medical Campus
8103 Oak Orchard Rd (Route 98)
Batavia, NY 14020 585-815-6715

WellNow Urgent Care
4189 Veterans Memorial Drive
Batavia, NY 14020 585-201-5598

Skilled Nursing Facilities

**The Grand Rehabilitation
& Nursing at Batavia**
257 State Street
Batavia, NY 14020 585-343-1300

This 62 bed facility is approved as a provider of services under both Medicare and Medicaid. It offers a full range of skilled nursing and rehabilitative services.

**Leroy Village Green
Nursing Home**
10 Munson Street
LeRoy, NY 14482 585-768-2561

LeRoy Village Green is a 140 bed facility, approved as a provider of services under both Medicaid and Medicare and offers a full range of services from temporary respite care, to long-term skilled nursing, to hospice services and short term rehabilitation.

New York State Veterans Home at Batavia
220 Richmond Avenue
Batavia, NY 14020 585-345-2000

The New York State Veterans Home at Batavia is a 126 bed skilled nursing facility providing care to qualified Veterans of war conflict and their spouses. It provides a full range of nursing and rehabilitative services.

**Premier Genesee Center
for Nursing & Rehabilitation**
278 Bank Street
Batavia, NY 14020 585-344-0584

The 160 bed facility offers a full continuum of care, from temporary respite care, to long-term skilled nursing, to hospice services and short term rehabilitation. The facility is approved as a provider of services under both Medicare and Medicaid.

Adult Care/Assisted Living Facilities

Genesee Senior Living
278 Bank Street
Batavia, NY 14020 585-344-0584

The assisted living offers 40 beds on the third floor of the Premier Genesee facility for those needing limited supervision. The memory care floor also has 40 bedrooms for those with slow memory loss. A full range of services are available to residents, along with many other services shared with the skilled nursing unit.

LeRoy Manor
8678 Lake Street Road
LeRoy, NY 14482 585-768-6291

LeRoy Manor is a 93 bed adult care facility. Care is provided for persons requiring limited supervision and many activities are available.

Comfort Care Home

Crossroads House
11 Liberty Street, PO Box 403
Batavia, NY 14021 585-343-3892

Crossroads House is an alternative to hospital or nursing home stay when care can no longer be provided for a person in their own home. Crossroads House is intended for persons with a terminal illness and life expectancy of three months or less. Admission is available, at any time, for up to two residents who reside in Genesee County or surrounding counties. Preference is given to those who can no longer be cared for in their own home and admission is based solely on need, regardless of religion, age, sex, or race. Residents must be under the care of a certified home health care agency for proper medical care and case management.

Congregate Housing

Havenwood
240 Richmond Avenue
Batavia, NY 14020 585-344-1260

Havenwood Congregate Apartments is a 32 unit rent-subsidized apartment complex offering supportive services and congregational meals to seniors, Veterans, and disabled individuals.

Enriched Housing

The Manor House-Enriched Care
427 East Main Street
Batavia, NY 14020 585-344-2345

Supportive Independent Senior Housing

St. Ann's Community at The Greens
One West Avenue
LeRoy, NY 14482 585-768-2740

The Manor House
427 East Main Street
Batavia, NY 14020 585-344-2345

Family Type Homes

Johnson's Elderly Care, Inc.
6815 Rt. 237
Byron, NY 14422 585-548-3206

South Street Senior Care
9508 South Street Road
LeRoy, NY 14482 585-768-8862

These Department of Social Services certified family type homes offer 24 hour supervision and assistance.

Subsidized Senior Citizen Housing

Akron
Leisure Timers Apartments
364 Bloomingdale Road 585-542-5984

Batavia
Batavia Housing Authority
400 Towers
400 East Main Street 585-344-1888

Havenwood Congregate Apartments
240 Richmond Avenue 585-344-1260

Jerome Senior Apartments
16 Bank Street 585-345-4180

Monsignor Kirby
203 Oak Street 585-344-3610

Northside Meadows
335 Bank Street 585-343-2356

Park Place Apartments
145 Park Road 585-343-2804

The Meadows at South Main Street
172 ½ S. Main Street Road 585-344-1229

Washington Towers
1 State Street 585-344-0200

Bergen

Bergen Meadows
6619 North Lake Road 585-494-2168

Corfu

Corfu Meadows
West Main Street 585-599-3900

East Bethany

Nichols Hillcrest Village
5828 Bethany-LeRoy Road 1-800-848-8569

LeRoy

LeRoy Meadows
18 Genesee Street 585-768-2169

Village Square

57 West Main Street 585-768-6862

Oakfield

Schoolhouse Manor
1 North Pearl Street 585-948-6096

HOUSING ASSISTANCE/WEATHERIZATION

Weatherization (WRAP)

**Community Action of Orleans & Genesee
5073 Clinton Street Road
Batavia, NY 14020 (585) 343-7798**

This program provides information with winterizing a home for income eligible older adults. This program includes an energy audit and assistance such as insulation, caulking, energy conservation education, and utility budget plan.

Housing Assistance

**Genesee County Office for the Aging
2 Bank Street
Batavia, NY 14020 (585) 343-1611**

This program provides assistance to older adults who are trying to find local housing programs to meet their needs. There are several housing programs that can assist individual needs depending on program availability.

Section 8 Housing Program

**PathStone
30 Jefferson Square
Batavia, NY 14020 585-343-3861**

Subsidized housing is available in Genesee County, rent is based on a person's income.

LEGAL ASSISTANCE

Legal Services for the Aging

**Genesee County Office for the Aging
2 Bank Street
Batavia, NY 14020 585-343-1611**

Consultations by appointments only with a legal advisor are available on issues such as Medicaid eligibility, living wills, health care proxies, power of attorney assignments, consumer problems, and land-lord/tenant disputes, etc.

Legal Aide—Neighborhood Legal Services

**45 Main Street
Batavia, NY 14020 585-343-5450**

Priority is given to fair hearings for Medicaid, SSI, public assistance, and food stamps. Income levels apply.

New York State Attorney General

1-800-771-7755

Assist with a wide range of consumer protection issues, complaint filing, and fraud investigation.

MEDICAL EQUIPMENT

Loan Closet

**Independent Living of the Genesee Region (ILGR)
319 W. Main Street Batavia, NY 14020
585-815-8501, ext. 400**

Durable medical equipment (walkers, commodes, etc.) loaned to Genesee County older adults and persons of all ages with a disability.

MENTAL HEALTH SERVICES AND SUBSTANCE USE SERVICES

**Genesee County Mental Health Department
5130 East Main Street Road, Suite 2
Batavia, N Y 14020 585-344-1421**

Genesee County Mental Health Services offers a team of compassionate professionals committed to serving the mental health needs of county residents ages 4 and up. They are committed to serving individuals from all backgrounds who may be experiencing stressors or mental health concerns that are impairing the ability to function at home, school or socially. Concerns may include anxiety, depression, trauma, behavioral issues, ADHD, hallucinations, paranoia, mood instability, etc. The clinical staff is comprised of trained therapists, Psychiatrists, psychiatric nurse practitioners, and nurses. Various modes of treatment are utilized and include individual psychotherapy, marital and family therapy, psychological testing, medication, group therapy, and psychiatric evaluations.

**Horizon Health Services– Batavia
314 Ellicott St.
Batavia, NY 14020 585-815-0247**

Horizon offers comprehensive, person-centered care for the treatment of mental health and substance use disorders in Erie, Niagara and Genesee counties. Psychiatrists and psychiatric nurse practitioners work collaboratively with the counseling staff and patients to prescribe medications to help patients' manage their mental health symptoms.

**Mental Health Association (MHA)
in Genesee-Orleans Counties
25 Liberty Street
Batavia, NY 14020 585-344-2611**

The MHA is dedicated to the promotion of mental health, the prevention of mental illness, and the improved care and rehabilitation of persons with mental illness.

**UConnect Care (formerly GCASA)
430 East Main Street
Batavia, N Y 14020 585-343-1124**

UConnectCare's approach to treating people with substance use disorder is based on many years of research and study of what works in addiction recovery. Their treatment philosophy is based on a medical model and the knowledge that substance use disorder is a chronic illness that affects the mind, body and spirit of a person and those close to them. Counselors are trained to help people of all ages, races, or genders, with a focus on helping people find recovery. The treatment team at each of their licensed clinics includes the medical director, nurse practitioner, registered nurses and trained counselors. Because treatment and recovery needs to be individualized to afford the greatest chance of success, we offer specialty programs such as Opioid Treatment including Methadone Treatment, Medication Assisted Treatment, Gambling Treatment, and more. Many of UConnectCare's counselors have specialized addictions training; CASAC-T or CASAC credential. Individuals who are uninsured are encouraged to meet with the agency navigator for assistance in securing Medicaid or insurance through the NY State of Health marketplace. For those who are not eligible, a sliding fee scale is utilized to determine a self-pay fee.

**Genesee Prevention & The Recovery Station
5256 Clinton St. Rd.
Batavia, NY 14020 585-815-5248**

Providing safe, sober health and wellness activities geared toward individuals in recovery from a substance use disorder and their families.

The Recovery Station is a community based, non-clinical setting that is safe, welcoming and alcohol/drug free. The Recovery Station will promote long-term recovery through skill building, recreation, wellness education, employment readiness, other social activities and peer support.

Alcoholics Anonymous 212-870-3400
Alcoholics Anonymous meetings are held several times a week in numerous locations.

Al-Anon 1-888-4AL-ANON
For friends and family members who are affected by another's drinking

**Narcotics Anonymous
24 Hour Helpline 585-234-7889**

2-1-1 Western New York (Information and referral services)

2-1-1 WNY is a three digit phone number that connects people to information. 24 hours a day, 7 days a week, people can dial 2-1-1 or 888-696-9211 and talk to a trained information & referral specialist who is able to identify services in the community that can provide them with the help they need. Information available through 2-1-1 include: basic needs, food assistance, free tax preparation, holiday assistance, housing, job training, legal counseling, mental health services, substance use services, volunteer opportunities, and more. 2-1-1 WNY covers seven counties in WNY: Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans, and Wyoming.

MURIEL H. MARSHALL FUND FOR THE AGING IN GENESEE COUNTY

ask marshall Helpline: 585-815-7979

In 1998, Genesee County Older Adults were notified of a \$7.8 million windfall. Rochester Area Community Foundation announced the establishment of the "Muriel H. Marshall Fund for the Aging in Genesee County" by the late Roxanne Marshall in honor of her mother. The fund is administered by The Community Foundation as a permanent endowment with the stipulation, set by Miss Marshall, that only income earned on the endowment could be spent. Income accrued is then made available to provide programs and services.

A local planning team exists which determines ways to best meet the non-medical needs of Genesee County older adults, establish guidelines, review grants, and makes recommendations for funding local programs and services.

Financial Management Assistance

Lifespan's in-home volunteer-based service provides help with day to day financial matters such as budget planning, paying bills, balancing a checkbook, working with creditors, filing insurance forms, reviewing mail and applying for benefits.

Handyman Program

The Handyman Program is designed to provide older adults with minor home repairs. PathStone, Inc.'s handyman does various types of home maintenance and repair services such as: small electrical or plumbing repairs, installing safety devices, including grab bars, hand rails, smoke detectors and carbon monoxide detectors, some accessibility modifications, changing light bulbs, window and screen repair, etc.

Home Visitation Program

This volunteer-based program offers friendly home visits to older adults who can't get out like they used to. Volunteers offer companionship for approximately one hour each week. Catholic Charities carefully selects Visitors for activities such as conversation, reading, assistance with correspondence, games, hobbies and plant care.

Library Visits

This Richmond Memorial Library program provides library services to older Genesee County residents who are unable to get to the library for various reasons. Library Visits provides access to books, music, audio books, videos, magazines and online library resources. Some assistive devices are available including magnifying glasses. The Library Visits Program houses a robust collection of large print books.

Recreation Mini-Grant Program

Small mini-grants are awarded to various older adult groups to expand and enhance recreation opportunities for older adults. Sponsored and administered by the Genesee Senior Foundation.

Transportation Coordination

Discover transportation options available to county residents 60+ older, ranging from: in and out of county medical transportation, rides for grocery & personal shopping, banking, visiting loved ones in long-term care facilities, and social trips for groups of seniors. Available transportation services include Community Action Transportation Service (CATS), an assisted transportation program, and group Social Transportation, both made possible through the Muriel H. Marshall Fund.

NUTRITION SERVICES

Genesee County Office for the Aging

2 Bank Street

Batavia, NY 14020

585-343-1611

Congregate Meal Site Program

Individuals age 60 and over (others may be eligible) are provided with a nutritious meal and fellowship as well as educational and recreational opportunities. Advanced reservations are required. This is a contribution based program; however, no one is denied a meal due to inability to contribute. For information about the congregate meal site program or to find out about others who may be eligible, call the Office for the Aging at 585-343-1611.

Home Delivered Meals

Home Delivered Meals are available to any Genesee County resident 60 years of age or older who is incapacitated due to illness, surgery, physical handicap or advancing age, AND is unable to prepare their own meals, AND is without support of family, friends, or neighbors for meal preparation. Services are available based on need without regard to income.

Nutrition Education and Counseling

Nutrition education is provided by a registered dietitian to assist older adults in making informed decisions about their diets. Group presentations are given at the congregate sites on topics of general interest to participants. Nutrition counseling is available to any Genesee County resident 60 years or older.

PROTECTIVE SERVICES

Genesee County Dept. of Social Services/Adult Preventive/Protective

5130 East Main Street Road

Batavia, NY 14020

585-344-2580

GCDSS provides protective service assistance to individuals 18 years of age and older who have a physical &/or mental impairment *and* who have (or are at risk of having) an unmet need such as food, clothing, shelter, medical attention, financial security *and* who have no one else willing or able to assist them responsibly.

RECYCLING INFORMATION

GLOW Region Solid Waste Management

Genesee County Bldg. 2 3837 W. Main St. Rd.

Batavia, NY 14020 585-815-7906

This program offers a number of services related to waste reduction, reuse, recycling, composting and disposal of materials for its residents, businesses, government and non profit agencies. GLOW coordinates yearly household hazardous waste collection and a materials exchange offering residents disposal options for hazardous and non hazardous materials. GLOW can also be used as a resource for information on disposal and recycling options for numerous items in the waste stream. Staff is also available to do presentations to community groups.



OLDER ADULT CLUBS & ORGANIZATIONS **IN GENESEE COUNTY**

To connect with one of these groups, call NY Connects/Office for the Aging 585-343-1611.

Alexander Happy Agers

Generally meets monthly at the Alexander Methodist Church for a dinner. Activities include travelogue programs, speakers, & trips.

Bergen Meadows

Meets monthly for programs and activities.

Corfu Senior Citizens Club

Meets monthly at the Corfu Presbyterian Church. Activities include crafts, trips, speakers, cards, games, and luncheons. Includes members from Darien and Pembroke areas.

Darien Senior Citizens

Meets monthly for a pot luck lunch and meeting at the Darien Town Hall. Activities include programs and entertainment.

Gillam-Grant Community Center Senior Citizens (Serves the Byron-Bergen Areas)

Offers various planned programs including: shuffleboard, musical presentations, crafts, cards, exercise classes, bowling, Bible studies, and pot luck dinners. Call 585-494-1621.

Indian Falls Senior Citizens

Generally meets monthly with a luncheon at the Indian Falls Methodist Church. Activities include speakers, films, games, & musical entertainment.

LeRoy-Stafford Senior Citizens Club

Meets monthly at the Knights of Columbus Hall in LeRoy. A variety of activities and programs are available including crafts, trips, bingo, bowling, entertainment, and tureen dinners.

National Assoc. of Retired Federal Employees

Meets monthly at TF Brown's in Batavia. Provides social activities, plus members are informed about Legislation which may be of interest to them as Federal Retirees.

Older Guys and Gals

Meets monthly from March through October for dinner and a program. Location rotates between churches throughout Genesee County

Pavilion Young At Heart

Meets monthly in the Pavilion Fireman's Recreation Hall. Activities include speakers, musical programs, and movies.

Salvation Army Senior Citizens

Weekly at the Worship & Service Center on East Main Street, Batavia. A Tuesday noon luncheon is followed by recreation in the afternoon.

We've Only Just Begun

Meets 3rd Tuesday of every month at the South Alabama Fire Hall. Call (630) 888-8966 for more information.



SERVICES FOR INDIVIDUALS WITH DISABILITIES

Independent Living of Genesee Region (ILGR)
319 West Main Street
Batavia, NY 585-815-8501, ext. 400

Independent Living of Genesee Region (ILGR) is a non-profit, tax exempt, consumer based organization. The goal of ILGR is to help persons with disabilities to achieve independent lives. ILGR recognizes that each person's abilities are different, and that living independently is an individual's option. Several services are available: Advocacy, Peer Counseling, Benefits Advisement, Support Groups, Loan Closet, Transportation, Library, Architectural Barrier Consultations, Independent Living Skills Instruction, Community Services, and Information and referrals.

Special Protections Program
NY State Public Service Commission
3 Empire State Plaza
Albany, NY 12223 1-800-342-3377

This program insures a special year-round safeguard against shutoff of electric, natural gas, steam, and telephone utilities. If you are 62 or older, blind or disabled (and all other residents of your household are 62 or older, 18 or younger, or blind or disabled), you are eligible for special protections. It's important for a senior to know that a utility company generally cannot require a deposit from a customer 62 or older. Forms may be obtained by calling Genesee County Office for the Aging or by calling the toll free number above.



TRANSPORTATION

General Transportation

Public transportation within Genesee County is available to most locations. Some limitations may apply. For schedule, fares and route information call RTS-GENESEE at 585-343-3079.

Transportation Coordination

This program provides transportation information, options and linkage to transportation resources for individuals 60 or older, their caregivers and individuals of all ages with disabilities call Office for the Aging at 585-343-1611.

Medical Transportation

For medical appointments within and outside of Genesee County call the Office for the Aging at 585-343-1611. Various types of services are available to individuals 60 and older. Assisted Transportation, which provides a higher level of service on a lift-equipped bus is available for frail or individuals with disabilities.

Transportation services may be available to individuals with disabilities through Independent Living of the Genesee Region at 585-815-8501 ext. 400 and ARC GLOW at 585-343-4203.

**If on Medicaid, call Medical Answering Services
at 1-800-850-5340 .**

Social Group Transportation

This program is made possible by a grant through the Genesee Senior Foundation, with funds from Rochester Area Community Foundation's Muriel H. Marshall Fund. Free bus transportation is available to groups of older adults for social outings. For more information or to arrange for a bus, call the Office for the Aging at 585-343-1611.

VOLUNTEER OPPORTUNITIES

**AmeriCorps Seniors RSVP of Genesee County
Volunteer Placement Program
NY Connects/Genesee County Office for the
Aging 2 Bank Street, Batavia, NY 14020
Contact: *RSVP Director* 585-343-1611**

The AmeriCorps Seniors RSVP program has been connecting older adults in meaningful volunteer opportunities throughout Genesee County since 1985. Volunteers share their time, talent, and experience while connecting with others and making a difference in their community.

People 55 years of age or older, retired or not, who have some time to share and enjoy helping others, are encouraged to discover the joy of service through RSVP. In as little as an hour a month, a person can play an important role in the lives of others.

Where can you volunteer?

Home Delivered Meals/ Congregate Mealsites—volunteer as a scheduled driver or substitute. City of Batavia routes take about an hour or help with group lunches throughout the County.

Library Visits—deliver library materials and services to older adults who have difficulty getting out like they used to.

Financial Management—provide assistance with day-to-day financial matters. Usually a once-a-month visit. Excellent training provided.

Income Tax Assistance Program—become a trained volunteer tax preparer, January—April.

Transportation Volunteer—take people in need of rides to medical appointments out-of-county.

Special Projects—add your name to the on-call list. When an agency has a one-time need for help you will be contacted. Pick and choose as it suits your schedule and preferences.

Home Visitation Program—provide socialization, companionship and non-medical assistance with a weekly, one hour friendly visit. Play games, enjoy hobbies together, bake etc.

Crossroads House—become a volunteer in a comfort care home for the terminally ill, either trained in direct resident care or other tasks that keep the house a special home. Help with fundraisers and special events too.

Disaster Services—help with blood drives, emergency preparedness needs or become part of the Medical Reserve Corps.

Veteran Assistance — Enjoy recreation opportunities, provide companionship with a friendly visit or transport veterans to area VA medical facilities.

Environmental Stewardship—help care for our parks and support educational opportunities for our youth.

Food Pantry Assistance - accept donations; sort, store and distribute needed food and personal care items.

Gift Shop/Thrift Store— Help with goods for sale; proceeds support community projects.

Museum/Library Assistance—greet people, provide information, organize/display items, work on special projects that support access to historical data.



**AmeriCorps
Seniors**



WELLNESS PROMOTION AND RECREATION

Senior Center/Genesee County Office for the Aging
2 Bank Street
Batavia, NY 14020 **585-343-1611**

The Senior Center offers multifaceted recreational and educational programs for older adults. Groups meet regularly to promote physical and mental well being. Social and educational opportunities such as card playing, quilting, line dancing, exercise or art classes may be available. Special educational and health promotion events occur, including blood pressure screenings. Day trips to special events, live entertainment and area attractions are also offered.

Genesee Area Family YMCA
209 East Main Street
Batavia, NY 14020 **585-344-1664**

YMCA offers programs including an Arthritis Aquatic Program, Senior Fitness classes, and a Water Exercise Program. Members of the YMCA may participate as well as non-members at a minimal fee per class.

Healthy Living/United Memorial Medical Center
164 Washington Avenue
Batavia, NY 14020 **585-344-5331**

Healthy Living offers a wide variety of programs and services. The community has the opportunity to take advantage of numerous health education programs, health checks, CPR classes, blood pressure screenings, mammograms, PAP smears, colorectal screening and support groups, MOMS (Medicaid Obstetric Maternal Services). Prenatal education classes, diabetes, and nutritional education.

Golden Park Program
NYS Office of Parks, Recreation, and Historic Preservation
Albany, NY 12238 **518-474-0456**
Genesee Region **585-493-3600**

If you are a New York State resident 62 years or older, on any weekday (except holidays), you can obtain:

- Free vehicle access to state parks and arboretums
- Fee reduction to state historic sites
- Fee reduction for state-operated swimming, golf, tennis and boat rental simply by presenting your current valid New York State Driver's License or New York State Non-Driver's Identification Card (may be obtained from your local Motor Vehicle office). You may want to contact them first to be certain you bring the required forms of identification, age, etc.

Access Pass Application
Access Pass, State Parks
Albany, NY 12238 **518-474-2324**

An Access Pass for medically verified permanently disabled citizens and disabled Veterans is available from the New York State Department of Parks, Recreation, and Historic Preservation. Applications for this pass are available online.

Visit www.co.genesee.ny.us and click on **"Office for the Aging"** under **"County Departments"** section or call **NY Connects/Office for the Aging**
585-343-1611





NY Connects
Your Link to Long Term
Services and Supports

of **GENESEE COUNTY**

(800) 342-9871 (585) 343-1611

ABOUT NY CONNECTS

NY Connects of Genesee County is your trusted place to go for free, unbiased information about long term services and supports in New York State for people of all ages or with any type of disability. Long term services and supports include medical and non-medical services a person needs to improve or maintain health and independence. They may be provided in a nursing home, the individual's home or other community-based settings.

NY Connects staff can help link you to long term services and supports, such as home care, transportation and meals. Our goal is to help you live as independently as you wish to while meeting your medical, social and functional needs that arise from aging or disability. We can help individuals, families, caregivers, and professionals.

GENESEE COUNTY LONG TERM CARE TASK FORCE

Genesee County works to improve long term care planning and access to information for older adults and those with disabilities. The members of the Genesee County Long Term Care Task Force works together to make the system better and see what needs are in the community.

**We are always looking for community members to join our committee.
If you are interested, please contact Office for the Aging at 585-343-1611.**

Lead Genesee County NY Connects Agencies:

Genesee County Office for the Aging, Genesee County Department of Social Services and Independent Living of the Genesee Region



Photo Source:

www.palletmastersworkshop.com/hands2.html

WHAT IS LONG TERM CARE?

For years, people thought that long term care only meant nursing home care. Today, long term care means medical and non-medical services that assist individuals when they can no longer perform everyday activities on their own. For example, there may come a time when a person needs help getting dressed, eating, or bathing. Long-term care can also mean different kinds of living situations or the type of care a person might need if they have a cognitive impairment.

Who is it for?

Long term care is much more than only helping our older adults. These services can be used by people of all ages for many reasons.

Chronic Disease or Disability- People of any age with conditions such as Alzheimer's Disease or Cerebral Palsy may need care over a long period of time. This can help people to live as freely as they're able to. They also may need more care as the disease progresses.

Behavioral Health- People of any age who have mental health illness or developmental disabilities may need services for long periods of time to help them live as freely as possible.

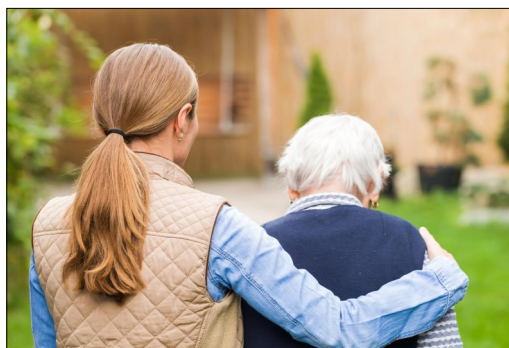
Acute Illness or Injury- People of any age who have had strokes or have been hurt in an accident may not be able to care for themselves. They may need help while they try to get better.

Limitations Associated with Aging- As a person gets older, it can become hard to care for him or herself. They may need services so they can live as freely as possible.

Where can I get Long Term Care Services?

Long Term Care Services are offered in many settings, including:

- In your community where you live
- In your home
- In a residential setting where a group of people live in the same building
- In a nursing home



DETERMINING YOUR NEEDS

The type of care you may need depends on how much help you need with your daily activities. Some of these daily activities include, but are not limited to:

- Bathing
- Dressing
- Grooming
- Eating
- Getting in and out of a bed or a chair
- Housework
- Laundry
- Meal preparation
- Shopping
- Toileting

The type of services you may need can also depend on how much help you need with the activities relating to your illness or disability. Some of these activities may include:

- Taking medication
- Caring for surgical wounds
- Using helpful devices or equipment

How Much Help Do I Need?

Looking at how well you can take care of yourself is one way to decide what care and services you may need. You will have to answer some questions to help you find out which category of help will best meet your needs.

- Some Help in Your Home
- Need Help with Many Activities (Part of the Day)
- Need Help with Most Activities (24 Hour Assistance)

Do You Need Some Help in Your Home?

Are you able to react and get out of your house in an emergency?

Do you feel safe using stairs without help?

Can you walk alone (or with a cane or walker) without falling?

Can you bathe, dress, and groom yourself?

Can you use the toilet without assistance?

Can you prepare food and eat without help?

Can you take your medication and communicate clearly?

Can you clean your house and do laundry without help?

Do you always remember to take a bath/shower, get dressed, brush your teeth and hair, eat, or take medications?

Can you remember most things without someone reminding you?

Can you remember your doctor's appointments?

If you answered “yes” to most of the questions listed in the “Do You Need Some Help in Your Home” section, the services you may need can generally be provided in your home. Homemaker services, personal care, or home-delivered meals may be all you need to stay **in your home**. Call our office for more information - 585-343-1611.

If you answered “no” to many of the questions above, go on to the “**Do You Need Help with Many Activities? (Part of the Day)**” section below.

Do You Need Help With Many Activities? (Part of the day)

Do you need help to react and get out of your house in an emergency?

Do you need help preparing your bath?

Do you need someone to tell you to dress, groom, eat, take medication, etc.?

Do you sometimes have trouble staying clean or dry for bathroom needs?

Do you find it easier having help with making meals and cleaning your home?

Do you need reminders to be in social activities?

Do you have mild problems remembering things?

If you answered “yes” to many of the questions above, you may need the type of standby help that is available **in your community**. These services could also be offered **in your home** by family, friends, or personal care attendants. There are also **residential settings** where this type of care is offered. Call our office for more information - 585-343-1611.

If you need help with the above activities all day long, go on to the “**Do You Need a Lot of Help with Most Activities (24 Hour Assistance)**” section below.

Do You Need a Lot of Help With Most Activities? (24 Hour Assistance)

Do you need someone to take charge for you in an emergency?

Are you confined to a bed?

Do you need two people or a mechanical lift to move you from your bed to a wheelchair or from place to place?

Are you only able to take a bath/shower, dress, groom, or take medication with help?

Do you need someone to remind you how to eat or do you need help being fed?

Do you need help to join in social activities or a one on one visit?

Do you need someone to take you to the toilet to help you stay clean and dry?

Do you need 24 hour nursing supervision or skilled services, physical therapy, occupational therapy, or speech therapy?

If you answered “yes” to most of the questions above, you may need the type of constant care that is usually given **in nursing homes**. If other arrangements can be made, you may be able to get the services you need **in your home**. Call our office for more information - 585-343-1611.

PLANNING AHEAD - ADVANCE DIRECTIVES

HEALTH CARE PROXY (HCP) - enables an individual to name a person to act as health care decision maker (proxy) in the event that they become unable to make health care decisions. This proxy may make any health care decisions that could have been made by the patient, including authorizing medical care, selection of care options, and refusing medical care. A proxy may refuse artificial nutrition and hydration (tube feeding and water) for a patient only if the patient's wishes in this regard are clearly known, preferably through written instructions.

LIVING WILL - a statement that a person does not wish to have certain extreme or heroic measures taken to prolong their life if ill with no hope of recovery. Although Living Wills are advisory rather than legally binding in New York State, they may serve as guide for the attending physician, or as specific instructions for the person serving as Health Care Proxy.

DO NOT RESUSCITATE (DNR) ORDER - This is an order that informs medical providers not to perform cardiopulmonary resuscitation if the patient's heart has stopped beating or they have stopped breathing. Medical staff is required to attempt CPR regardless of the person's medical status unless there is a DNR Order in place.

POWER OF ATTORNEY (POA) - permits an individual (*the principal*) to appoint one or more persons as *agent*. The agent may handle most legal or financial transactions on behalf of the principal. A General Power of Attorney becomes effective as soon as it is physically delivered to the agent. The law also provides for a "springing" Power of Attorney, which delays the agent's legal authority to a future date upon the happening of an event specified by the principal (example: doctor's certification of incapacity). The authority granted through a Power of Attorney may be general, or may be limited to a specific transaction, such as banking. If the Power of Attorney is to be used for any real estate transaction, it must be recorded with the clerk of the county in which the real estate is located. Recording also makes the Power of Attorney a public record. There is no limit for such recording; old powers of attorney may be recorded at any time.

MEDICAL ORDERS for LIFE-SUSTAINING TREATMENT (MOLST) - The MOLST Program is designed to improve the quality of care people receive at the end of life. It is based on effective communication of patient wishes, documentation of medical orders on a brightly colored pink form and a promise by health care professionals to honor these wishes. The MOLST form is a bright pink medical order form signed by a New York State licensed physician that communicates patient wishes regarding life-sustaining treatment to health care providers. These valid medical orders must be followed by all health care professionals in all sites of care, including the community. The form includes medical orders and patient preferences regarding CPR (cardiopulmonary resuscitation), intubation and mechanical ventilation, artificial hydration and nutrition, antibiotics, and future hospitalization and transfer. For further information, view www.CompassionandSupport.org.

These all require signed, properly witnessed forms. It is important to note that a person cannot serve as witness to a form that appoints them as an agent or proxy. Advance Directives must be signed while the principal or patient is still competent, but will continue to be effective if they subsequently become incompetent. Proper advance planning can avoid the time and expense of going to court for guardianship proceedings if a person becomes impaired.

For more information about Power of Attorney, Health Care Proxy and Living Will, contact your attorney or the [Genesee County Office for the Aging at 585-343-1611](#).



ask marshall

Answers, Ideas and Resources
For Older Residents of Genesee County

Serving All
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County
Residents
60 and
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The
Handyman



Friendly
Visits



Library
Visits



Financial
Management



Transportation

CONNECT

www.askmarshall.net



(585) 815-7979



askmarshall@co.genesee.ny.us

VOLUNTEER TO MAKE A DIFFERENCE!

NY Connects/Genesee County Office for the Aging

2 Bank Street, Batavia NY 14020

Phone: 585-343-1611

Fax: 585-345-3086

E-mail: OFA.Dept@co.genesee.ny.us

Website: www.co.genesee.ny.us

[Click on Office for the Aging](#)