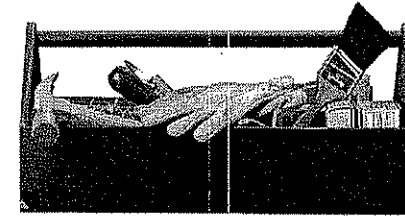




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Capital Region Caregiver Coalition

◆  
*Tools for Caregivers:  
Resources You Can Use When  
a Senior Relies on You*

## **REFERENCE GUIDE**

A listing of vendors who participated in today's event

April 21, 2012

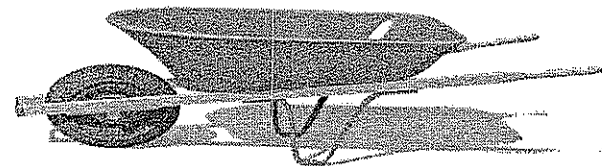
Hudson Valley Community College, Troy, NY



*The mission of the Capital Region Caregiver Coalition is to promote community awareness, sensitivity to, and action around delivery of care to seniors.*

## Tools

1. Agency contact information
2. Geriatric case management agencies
3. Day programs
4. Pharmacies
5. Hospitals
6. Town & County agencies
7. Homecare agencies
8. Alzheimer's resource agencies
9. Alternative therapies
10. Legal assistance providers
11. Senior housing
12. Durable Medical Equipment providers
13. Home repair
14. Respite services
15. Caregiver Respite Grants
16. Skilled nursing
17. Transportation
18. Advocacy, education &/or support services
19. Safety
20. Glossary



## 1. Agency contact information

Accessible Home Solutions	869-9372
Albany County Department for Aging	447-7177
Albany County NY Connects	447-7177
Albany Guardian Society	434-2140
Albany Medical Center	262-3125
Alzheimer's Association of NENY	800-272-3900
Any-Time Home Care, Inc.	454-9433
Burke & Casserly, P.C.	452-1961
Capital Region Older Drivers Assistance Network	421-5551
Catholic Charities Caregiver Support Services	449-2001
Choice Connections	894-2443
Community Caregivers, Inc.	456-2898
DayHaven Adult Day Services	346-1852
Dementia Care Options	878-3172
Eddy Alzheimer's Services	238-4164
Eddy DayBreak Adult Day Services	729-6523
Eddy Home Care/VNA/Lifeline	270-1347
Eddy Housing	
Eddy Senior Care PACE	831-6361
EPIC - NYS Prescription Drug Program	220-3830

# 1. Agency contact information (continued)

Guild Care Adult Day Health Care	396-3626
Home Instead Senior Care - Albany & Southern Rensselaer County	437-0014
Healing Touch—Dineen Carta	235-7807
Healing Touch—Connie Barber, HTP	786-1280
Home Instead Senior Care - Schenectady, Fulton, Montgomery & Schoharie Counties	346-6769
Interim HealthCare	452-3655
Marra's Pharmacy	237-2110
National Grid	433-3840
Northeastern Association of Blind at Albany	463-1211
Rensselaer County Unified Family Services	270-2730
Schenectady County Department of Senior and Long Term Care Services	382-8481 ext. 1238
Senior Services of Albany	465-1398
St. Peter's Hospital - CHOICES Program	525-6803
Stratton VA Medical Center	626-6051
The Community Hospice	724-0242
Upstate Rehabilitation Products	869-9372
Visiting Nurses Home Care	694-9907

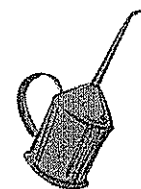
## 2. Geriatric Case Management

- St. Peter's Hospital—CHOICES Program
- Albany County Department for Aging
- Schenectady County Dept. of Senior & Long Term Care Services
- Dementia Care Options



## 3. Day Programs

- Stratton VA Medical Center
- Senior Services of Albany—Newgate
- Eddy Daybreak
- Day Haven
- Eddy Senior Care PACE
- Albany County Department for Aging
- Guild Care Adult Day Health Care



## 4. Pharmacies

- Marra's Pharmacy
- Stratton VA Medical Center



## 5. Hospitals

- The Community Hospice
- Stratton VA Medical Center



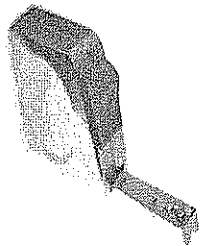
## 6. Towns & Counties

- Schenectady County Department of Senior and Long Term Care Services
- Rensselaer County Unified Family Services
- Albany County Department for Aging
- Albany County NY Connects



## 7. Homecare

- Any-Time Home Care, Inc.
- Albany County Department for Aging
- Interim HealthCare
- Home Instead Senior Care
- The Community Hospice
- Schenectady County Department of Senior & Long Term Care Service
- Rensselaer County Unified Family Services
- Eddy Senior Care PACE
- Community Caregivers, Inc.
- Visiting Nurses Homecare



## 8. Alzheimer's Help

- Alzheimer's Association NENY
- Eddy Alzheimer's Services
- Eddy DayBreak
- DayHaven
- Home Instead Senior Care
- The Community Hospice
- Interim HealthCare
- Catholic Charities Caregiver Support Services
- Any-Time Home Care, Inc.
- Schenectady County Department of Senior and Long Term Services
- Eddy Senior Care PACE
- Stratton VA Medical Center
- Albany County Department for Aging
- Rensselaer County Unified Family Services



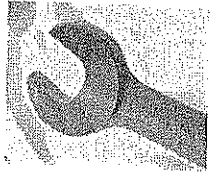
## 9. Alternative therapy

- Healing Touch—Connie Barber, HTP
- Healing Touch—Dineen Carta



## 10. Legal Help

- Burke & Casserly, P.C.
- Schenectady County Department of Senior and Long Term Care Services
- Albany County Department for Aging
- Rensselaer County Unified Family Services



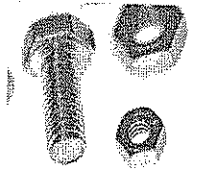
## 11. Senior Housing

- Choice Connections
- Eddy Housing



## 12. Durable Medical Equipment

- Marra's Pharmacy
- Stratton VA Medical Center
- Upstate Rehabilitation Products
- Northeastern Association for the Blind at Albany
- Accessible Home Solutions



## 13. Home Repair

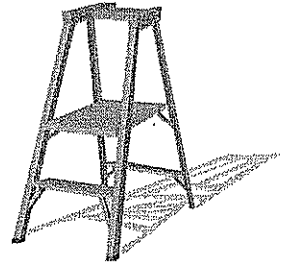
- Albany County Department for Aging
- Rensselaer County Unified Family Services
- Accessible Home Solutions





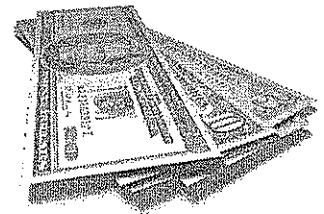
## 14. Respite

- Home Instead Senior Care
- Catholic Charities Caregiver Support Services
- DayHaven
- Eddy Alzheimer's Volunteer Care Team
- Eddy DayBreak
- Interim HealthCare
- Senior Services of Albany
- Schenectady County Senior & Long Term Care Services
- Stratton VA Medical Center
- Albany County Department for Aging
- Rensselaer County Unified Family Services
- Eddy Assisted Living Communities
- Community Caregivers, Inc.
- Guild Care Adult Day Health Care
- Choice Connections



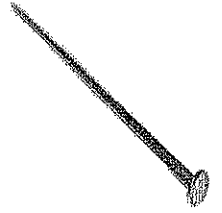
## 15. Caregiver Respite Grants

- Catholic Charities Caregiver Support Services
- Senior Services of Albany
- Albany County Department for Aging
- Rensselaer County Unified Family Services



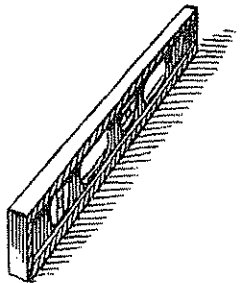
## 16. Skilled Nursing

- Interim HealthCare
- Any-Time Home Care, Inc.
- The Community Hospice
- Stratton VA Medical Center
- Eddy Senior Care PACE
- Visiting Nurses Homecare

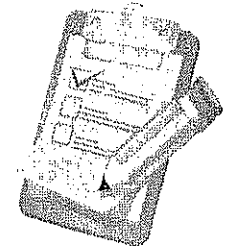


## 17. Transportation

- Senior Services of Albany
- Eddy Alzheimer's Volunteer Care Teams
- Home Instead Senior Care
- Albany County Department for Aging
- Rensselaer County Unified Family Services
- Northeastern Association for the Blind at Albany
- Community Caregivers, Inc.



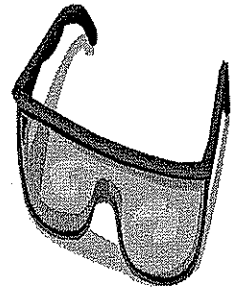
## 18. Advocacy, Education &/or Support Services



- Albany County NY Connects
- The Community Hospice
- Schenectady County  
Department of Senior and Long  
Term Care Services
- Catholic Charities Caregiver Support  
Services
- Senior Services of Albany
- Albany County Department for Aging
- Stratton VA Medical Center
- Northeastern Association for the Blind
- Burke & Casserly, P.C.
- Eddy Senior Care PACE
- Alzheimer's Association NENY
- EPIC
- Capital Region Older Drivers Assistance  
Network
- Rensselaer County Unified Family Services
- Eddy Alzheimer's Services
- Upstate Rehabilitation Products
- National Grid
- Dementia Care Options
- Choice Connections

## 19. Safety

- Upstate Rehabilitation Products
- Northeastern Association of the Blind at Albany
- Rensselaer County Unified Family Services
- Alzheimer's Association NENY
- Capital Region Older Drivers Assistance Network
- Accessible Home Solutions



## 20. Glossary

- **ADL's** (Activities of daily living) - Functions that a person must perform daily, such as walking, cooking, dressing, bathing, etc.
- **Adult Day Care**—Non-residential day program that offers a safe and stimulating environment, includes social and medical models.
- **Assisted living**—Long term care facility designed for individuals who cannot function independently in their own homes but don't require skilled nursing.
- **Companion**— a volunteer or paid non-medical attendant that supervises safety, provides friendship, assists with meal preparation, light housekeeping and incidental transportation
- **Discharge planner**— Hospital staff who works with the hospital patient and their family, or whoever is acting on their behalf, to prepare and make arrangements for care upon leaving the hospital.

## 20. Glossary (continued)

- **Durable Medical Equipment** - Any medical equipment used in the home to aid in better quality of life, including such things as wheelchairs and hospital beds.
- **EISEP** (Expanded In-home Services for the Elderly)- EISEP assists elders who need help with activities of daily living (e.g., dressing, bathing, personal care) and instrumental activities of daily living (e.g., shopping, cooking), who want to remain at home and are not eligible for Medicaid.
- **Geriatric case manager**— A service that assesses an individual's medical and social services needs, and then advises the consumer on appropriate services and providers.
- **Home health aide** - Can provide assistance with personal care including bathing, grooming and assistance with ambulation. Different levels of care can be provided within this classification.
- **Hospice**—A program that provides special care for people who are near the end of life and for their families. Hospice care can be provided at home, within a facility or in a hospital.
- **Long Term Care Ombudsman**— A program that receives, investigates and resolves complaints and concerns regarding skilled nursing facilities and long term care facilities such as adult homes.
- **PERS** (Personal Emergency Response System)- An electronic device designed to summon help in an emergency.

## 20. Glossary (continued)

- **PRI (Patient Review Instrument)** - An assessment tool developed by NYS Department of Health to assess selected physical, medical and cognitive characteristics of nursing home residents, as well as to document selected services that they may receive.
- **NY Connects**—Choices for Long Term Care is a Point of Entry (POE) for adults and children with disabilities, the elderly, and their caregivers who need information about and assistance with accessing long term care services in their communities.
- **Respite** — Temporary supportive care for caregivers who need relief which can be provided in a variety of settings.

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Further information can be found on the  
Capital Region Caregiver Coalition website  
[www.capitalregioncaregiver.com](http://www.capitalregioncaregiver.com)

◆—————◆  
Thanks to the generous support of the  
**Albany Guardian Society**  
the Capital Region Caregiver Coalition provided this educational  
event to community caregivers at no cost.

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# Caregiver's Bill of Rights

by Jo Horne

Author of Caregiving: Helping an Aging Loved One

**I have the right:** To take care of myself. This is not an act of selfishness. It will enable me to take better care of my loved one.

**I have the right:** To seek help from others even though my loved one may object. I recognize the limits of my own endurance and strength.

**I have the right:** To maintain facets of my own life that do not include the person I care for, just as I would if he or she were healthy. I know that I do everything that I reasonably can for this person, and I have the right to do some things for myself.

**I have the right:** To get angry, be depressed and express other difficult emotions occasionally.

**I have the right:** To reject any attempt by my loved one (either conscious or unconscious) to manipulate me through guilt, anger or depression.

**I have the right:** To receive consideration, affection, forgiveness and acceptance from my loved one for as long as I offer these qualities in return.

**I have the right:** To take pride in what I am accomplishing and to applaud the courage it sometimes takes to meet the needs of my loved one.

**I have the right:** To protect my individuality and my right to make a life for myself that will sustain me when my loved one no longer needs my full-time help.

**I have the right:** To expect and demand that as new strides are made in finding resources to aid physically and mentally impaired persons in our country, similar strides will be made toward aiding and supporting caregivers.

## Workshop Speaker Contact Information

### Workshop I : 9am-10am

#### **Strategies for Accepting Help: A Panel of Experts**

Location: Room 1

Description: It can be a challenge to accept help, both on the part of care recipients and caregivers. Learn information, approaches and tips to assist in the process of creating a wider circle of care. Panel members representing a variety of community-based services will share their thoughts and engage the audience in sharing theirs.

#### Presenters and Contact Information:

*Christine Webber*, MSW, Community Hospice Social Worker, The Community Hospice, 295 Valley View Blvd., Rensselaer, NY 12144, (518) 285-8150, [cwebber@communityhospice.org](mailto:cwebber@communityhospice.org)

*Renee Goldsmith Benson*, MA, LMSW, Executive Director, Catholic Charities Caregivers Support Services, 100 Slingerland St., Albany, NY 12202, (518) 449-2001, [ReneeB@ccalbany.org](mailto:ReneeB@ccalbany.org)

*Karen E. Meemken*, LCSW, C-ASWCM, Elder Care Consultant, CHOICES Program at St. Peter's Hospital, 315 South Manning Blvd., Albany, NY 12208, (518) 525-6803 [kmeemken@stpetershealthcare.org](mailto:kmeemken@stpetershealthcare.org)

*Marci Kot*, Director, The Eddy DayBreak, 2256 Burdett Ave, Troy, NY 12180, (518) 271-5941, [Kotm@nehealth.com](mailto:Kotm@nehealth.com)



## **Preparing for the Doctor's Visit and Communicating Your Medical Concerns**

Location: Rooms 2 & 3

Description: Does it seem like your doctor is very busy and does not have the time to listen to you? Do you ever leave the office and realize you forgot to ask the doctor a question? During this session you will receive a doctor visit checklist and learn helpful tips for a productive doctor's visit.

Presenter and Contact Information: *Beth VanBladel*, Director of Capital Region Patient Advocacy, (518) 466-4669; [beth@bvbsolutions.com](mailto:beth@bvbsolutions.com)

## **Positive Interactions: Managing Difficult "Behaviors"**

Location: Auditorium

Description: Living with a loved one who has dementia presents many challenges day to day. The most difficult challenge of all is how to manage disruptive behavioral symptoms. This workshop will help participants understand the reasons behind negative behavior, learn to identify common triggers for difficult situations, and communication techniques that helps the caregiver avoid the battle.

Presenter and Contact Information: *Diane VanDusen*, Dementia Care Options, (518) 878-3172  
[dianevandusen@gmail.com](mailto:dianevandusen@gmail.com)

## Workshop Speaker Contact Information

### Workshop II : 10:30am-11:30am

#### **Strategies for Accepting Help: A Panel of Experts**

Location: Room 1

Description: \*\* Repeat of panel from Workshop Session I; see pages 16-17 for description

Presenters and Contact Information: \*\* Repeat of panel from Workshop Session I; see pages 16-17 for presenter information

#### **Make Caregiving Easier: Getting Critical Legal and Medical Paperwork in Place**

Location: Rooms 2 & 3

Description: Having important legal and medical paperwork in place can give caregivers peace of mind in knowing that, when crisis comes, they have the appropriate documents in place to allow them to make the important and compassionate choices. Hear from the Medical Director of The Community Hospice and an elder law attorney on how having a Health Care Proxy, Living Will, MOLST, Power of Attorney, and organ donation documentation in place can help make caregiving easier.

Presenters and Contact Information: *(see next page)*

*Paul Heasley, MD*, Chief Medical Officer , The Community Hospice, 295 Valley View Blvd., Rensselaer, 12144, (518) 285.8150,  
pheasley@communityhospice.org

*JulieAnn Calareso, Esq.*, Burke & Casserly, P.C., 255 Washington Ave. Ext., Albany, NY 12205, (518) 452-1961, JCalareso@burkecasserly.com

### **Medications that Treat Dementia**

Location: Auditorium

Description: This presentation will outline the medications approved to treat various diseases that cause dementia as well as a discussion on medications sometimes used to address behavior challenges often seen in persons with dementia.

Presenter and Contact Information: *Lucille Phelps*, RN, BSN, Dementia Care Manager, Albany Stratton VA Medical Center, 113 Holland Avenue, Albany, NY 12208, (518) 626-6051, Lucille.phelps@va.gov

## Notes From My Day

### *Help Us Reach Caregivers!*

The Capital Region Caregiver Coalition is always looking for opportunities to reach out to the community. If you would like our members to come do an educational presentation, host a health or informational fair, or otherwise assist caregivers, please email us or give us a call.

JulieAnn Calareso 452-19621 or email us at  
[info@capitalregioncaregiver.com](mailto:info@capitalregioncaregiver.com)