Senior Resource Guide

2013 - 2014



Advocacy Caregiving Community Boards **Computer Training** Consumer Protection Continuing Education Cultural & Recreational **Disability Services** Elder Abuse **Emergency Info Employment** Government Benefits Health Insurance Low Cost Healthcare Housing Legal Resources Long-Term Care Senior Centers Social Security Social Service Agencies Transportation Veterans' Benefits

Volunteer Opportunities

& More

We have done our best to make this guide as comprehensive and accurate as possible. However, in a city with as many dynamic organizations and programs as ours we know we must have missed important resources. Over time it is common for organizations to move, phone numbers to change, and programs to close or change. Please feel free to contact Senator Krueger's office at (212) 490-9535 or lkrueger@nysenate.gov if there are additional resources you think should be included in the next edition, or if the information you find in this guide has changed.

LIZ KRUEGER SENATOR, 28™ DISTRICT

ALBANY OFFICE LEGISLATIVE OFFICE BUILDING ROOM 905 ALBANY, NEW YORK 12247 [518] 455-2297 FAX [518] 426-6874 DISTRICT OFFICE

211 EAST 43RD STREET SUITE 401 NEW YORK, NEW YORK 10017 (212) 490-9535 FAX (212) 490-2151

E-MAIL LKRUEGERØNYSENATE GOV



RANKING MINORITY MEMBER
FINANCE

COMMITTEES:
ELECTIONS
HIGHER EDUCATION
HOUSING, CONSTRUCTION
& COMMUNITY DEVELOPMENT
MENTAL HEALTH &
DEVELOPMENTAL DISABILITIES
RULES

Fall 2013

Dear Community Member,

It is hard to believe that this is the Fifth Edition of our Senior Resource Guide—the most comprehensive guide to resources for older adults in our community. You will find expanded information about long-term care, veterans' benefits, advanced directives, caregiving, and elder abuse. You will also find additional resources on healthcare, housing, consumer protection, continuing education, access to food, transportation, and much more.

As in the past, I find my office constantly receiving requests for the guide. This Fifth Edition can also be accessed online by going to <u>krueger.nysenate.gov</u>, where you can obtain an electronic copy and sign up for *LizList* to receive e-mail updates from me.

In these tough economic times, it is so important for older adults to be informed about the benefits and entitlements they have earned throughout their lifetimes, as well as ways to increase their quality of life. This is the goal of everyone who contributed to this new and expanded Fifth Edition.

One of *my* most important resources continues to be the input I receive from each of you. It is a great privilege to represent your interests and concerns in Albany and I am always eager to hear from you. I encourage you to contact my office at (212) 490-9535 or lkrueger@nysenate.gov with any questions or comments.

We have done our best to make this guide as comprehensive and accurate as possible. Over time organizations move, phone numbers change, and programs close or change, while new programs become available. If there are resources that you are looking for and cannot find in this guide, please call my office and my staff will be happy to help find you the information you need.

Sincerely,

Liz Krueger State Senator

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© TABLE OF CONTENTS

Advocacy & Action Groups	7
Caregiver Resources	9
Community Boards	12
Computer Training	13
Consumer Protection	
Consumer Rights & Complaints Financial Protection for Consumers.	
Financial Protection for Consumers	17
Continuing Education	19
Crime Victims Assistance	21
Cultural & Recreational Activities	
• Museums	23
Music, Dance & Theater	
Theatre Discount Programs	
Athletic & Recreational Facilities	
Elder Abuse	29
Emergency Preparedness	31
Employment	
Employment & Job Search Programs	32
Unemployment Benefits	
Government Benefits & Entitlements	
Benefit Screening Tools	34
Benefit & Entitlement Programs	
Food Benefits & Assistance	
Health 9 Dresswinting Drug Incurence	
Health & Prescription Drug Insurance	20
Medicaid	
NY State of Health	
Medicare	
Health Insurance Enrollment Assistance	
Prescription Drug Insurance & Discount Programs	43
Free and Low Cost Healthcare Services & Support Groups	
• Dental	45
Eye Care	46
Mental Health	
Disease Specific Support & Education Groups	49

Housing	
Senior Housing	51
Tenant Advocacy Organizations	
Government Benefits for Low-Income Renters	53
• Property Tax Reduction Programs for Homeowners	
Home Decluttering, Downsizing & Organization	
Legal Resources	57
Long Term Care	
Housing Options for Seniors Needing Help	61
with Activities of Daily Living	
Nursing Homes	62
Adult Day Programs	
Additional Aging-in-Place Resources	
Hospice and Palliative Care	
Online Resources	
Police Precinct Community Councils	74
Senior Centers	75
Meal Programs	
Services for People with Disabilities	78
Services for the Visually Impaired	80
Social Service Agencies	82
Transportation	85
Veterans' Benefits	86
Volunteer Opportunities	88
What are Advance Directives	90



INDICATES THAT THIS RESOURCE IS ONLY AVAILABLE ON-LINE.

ഉം Advocacy & Action Groups

American Association for Retired Persons (AARP)

780 Third Avenue, 33rd Floor New York, NY 10017 866-227-7442

www.aarp.org

National organization providing benefits, advocacy and information on aging for people age 50 and over.

Council of Senior Centers & Services of NYC (CSCS)

49 West 45th Street, 7th Floor New York, NY 10036 212-398-6565

http://cscs-ny.org/

Council of Senior Centers and Services of New York City, Inc. (CSCS) is a membership organization of more than 200 senior service agencies that serve over 300,000 senior citizens throughout New York City. Its goal is to ensure that the elderly of New York City receive quality services by helping senior service organizations build their capacity to provide superior programs and services through advocacy, training, innovative programming and the exchange of ideas.

Institute For Senior Action

247 West 37th Street, 9th Floor New York, NY 10018 212-273-5272

www.jasa.org/services/advocacy/institute-senior-action

The Institute For Senior Action offers a multi-week training program that teaches seniors how to get results in our complicated political system. Students learn how to work with elected officials and the media, including letter writing and public speaking.

Joint Public Affairs Committee for Older Adults (JPAC)

247 West 37th Street, 9th Floor New York, NY 10018 212-273-5272

www.jasa.org/volunteering

JPAC is a social action coalition that offers senior volunteers a leadership training course. Volunteers mobilize friends and neighbors to take action. Volunteers are also needed for office work.

Medicare Rights Center

520 Eighth Avenue, North Wing, 3rd Floor New York, NY 10018 Hotline: 800-333-4114

212-869-3850

www.medicarerights.org

The Medicare Rights Center is the largest independent source of health care information for people with Medicare, and works to bring the consumer voice to the national debate on Medicare reform. It provides direct assistance to older adults and people with disabilities, as well as friends, family, caregivers and professionals who have Medicare questions or problems. Trained hotline counselors respond to questions about available health plan options, rights and benefits, and can also help people get the care and medicines they need. When appropriate, staff represent clients who cannot secure the care or coverage they need on their own.

New York Gray Panthers

244 Madison Avenue, Suite 396 New York, NY 10016 212-799-7572

www.graypanthersnyc.org

A national organization committed to social justice including the expansion of health care programs, the creation of suitable housing, fighting discrimination and promoting peace.

New York StateWide Senior Action Council

275 State Street Albany, NY 12210 518-436-1006

www.nysenior.org

Advocates for the legislative inclusion of seniors and for full representation among service programs to ensure and promote the well-being of the aging. Also helps seniors understand Medicare Part D and hospital patients' rights. Provides advice on medical plans and offers resource information and intervention services.

New York State Coalition for the Aging

1450 Western Avenue, Suite 101 Albany, NY 12203 518-765-2790

www.coalitionforaging.org

Dedicated to helping older adults live independently, with dignity and with the appropriate support services in their communities.

Older Women's League

P.O. Box 1242, Ansonia Station New York, NY 10023 212-496-1409

www.owl-national.org

A national grassroots organization advocating for economic, political and social equality for mid-life and older women.



Advance Directives

are legal documents that let adults of all ages plan how they want to be cared for in case they become seriously ill and cannot make decisions for themselves. These documents include: healthcare proxies, Medical Orders for Life Sustaining Treatment (MOLST), and powers of attorney. You

AARP Caregiving Resource Center

http://www.aarp.org/home-family/caregiving/

NYC Department for the Aging (DFTA) Caregiver Support

2 Lafavette Street #18 New York, NY 10007 Call 311

www.nyc.gov/html/dfta/html/caregiver/support.shtml

Caregiver programs in every borough can assist you with:

- Information about available services.
- Assistance in accessing entitlements and benefits.
- Individual counseling, support groups and workshops on topics of interest to caregivers.
- Respite or temporary relief on a limited basis. Respite can include in-home care, adult day service or overnights in a nursing home.
- Supplemental services. These complement the care provided by caregivers and can include assistive devices, personal emergency response systems, health equipment or supplies, and transportation.

NYC Department for the Aging Alzheimer's and Caregiver Resource Center

www.nyc.gov/html/dfta/html/caregiver/alzheimer.shtml

Provides free counseling and assistance to New Yorkers caring for persons with Alzheimer's and other forms of dementia, Call 311.

Caregiver Action Network

301-942-6430

www.caregiveraction.org

Offers a virtual library of educational materials including tips and guides for family caregivers, information on agencies and organizations that provide caregiver support, and workshops on communicating effectively and how to connect with other caregivers.

DOROT Caregivers' Connections

171 West 85th Street New York, NY 10024 973-726-3226 or 212-769-2850

http://www.dorotusa.org/site/PageServerpagename=cc connections D#.Ug1L5ZK1GAo

Caregivers' Connections provides weekly support groups, workshops and health-related classes over the phone for caregivers through conference call technology. . .

F.E.G.S. - Caregiver Support Services Program

2432 Grand Concourse, 3rd Floor Bronx, NY 10458 718-741-7406

F.E.G.S. provides information and referrals, respite, counseling and support groups, pastoral services, and limited reimbursement to caregivers providing assistance to parents, neighbors, or friends age 60 and older, a grandparent or other family member age 55 and older raising grandchildren or relatives under age 18, or a parent or other family member age 55 and older caring for an adult child with a disability. F.E.G.S. provides these services in both the Bronx and Manhattan.

Friends In Deed

594 Broadway, Suite 706 New York, NY 10012 212-925-2009

http://www.friendsindeed.org

Friends In Deed is a crisis center providing emotional and spiritual support for anyone with a diagnosis of HIV/AIDS, cancer or other life-threatening physical illnesses. Any caregivers, family and friends of those who are ill, and those dealing with grief and bereavement are welcome to call. All of its services are free of charge.

Health Outreach Caregivers Service at NY Weill Cornell Medical Center

525 East 68th Street New York, NY 10021 212-746-4351

http://www.nypgeriatrics.org/

The Caregivers Service offers support for people caring for seniors over the age of 60, including counseling, evaluation of care options, home care, a retirement community, skilled nursing facility and assisted living. It also provides strategies for stress reduction and self-care, crisis intervention, and information about healthcare proxies, living wills and powers of attorney.

Home Care Association of New York State

http://www.hca-nvs.org/

The Home Care Association website answers all types of questions regarding home care of the elderly and their caregivers. This site can help you determine what level of care you or your elder needs as well as other information regarding how to make the best decisions.

Net of Care is Beth Israel Hospital's source of information and resources for NYC caregivers. www.netofcare.org/

NYC Caregiver

www.nvc.gov/html/caregiver/

One of the best sources of information for caregivers in New York City is NYC Caregiver. NYC Caregiver offers a wealth of information, resources and links for caregivers and grandparent caregivers.

Next Step in Care of the United Hospital Fund offers easy-to-read guides to working with health care providers.

www.nextstepincare.org/

Offers a virtual library of educational materials including tips and guides for family caregivers, information on agencies and organizations that provide caregiver support, workshops on communicating effectively and how to connect with other caregivers.

New York Foundation for Senior Citizens Respite Care Program

11 Park Place, 14th Floor New York, NY 10007 212-962-7559

www.nyfsc.org

Provides temporary relief to primary caregivers of the frail elderly in the form of trained homecare attendants.

SAGE Caring and Preparing (SAGECAP)

305 Seventh Avenue, 15th Floor New York, NY 10001 212-741-2247

www.sageusa.org/sagecap

A safe, welcoming community that helps caregivers navigate their current and future needs as they provide care for LGBT loved ones and friends.

Share the Care

121 Avenue of the Americas, 6th Floor New York, NY 10013 212-991-9688

www.sharethecare.org

Share the Care seeks to improve the quality of life of persons who are seriously ill, disabled, or experiencing the challenges of aging, and to reduce the stress, depression, isolation and economic hardship often suffered by their family caregivers.

© COMMUNITY BOARDS

Community Boards are New York City's most local level of government. There are 59 in the City, including 12 in Manhattan. Each Board consists of up to 50 unsalaried members appointed by the Borough President, with half nominated by the City Council Members who represent the community district. Each board has a paid District Manager who coordinates the work of each board, and helps to resolve problems with City services. Board members are selected from active, involved people in each community, with an effort made to assure that every neighborhood is represented. Board members must reside, work, or have some other significant interest in the community.

Boards meet once each month and have committees that meet more frequently. At these meetings, members address items of concern to the community. Board meetings are open to the public, and a portion of each meeting is reserved for the Board to hear from the public. In addition, Boards regularly conduct public hearings - on the City's budget, on land use matters, and other major issues - to give the people of the community the opportunity to express their opinions. Contact the Borough President or City Councilmember if you are interested in joining a Community Board.

Following is a list of community boards in Senate District 28. All meetings are open to the public. See websites or call for meeting times, agendas and locations.

Manhattan Community Board #5

450 Seventh Avenue, Suite #2109 New York, NY 10123 212-465-0907

www.cb5.org

Meets the second Thursday of each month at 6 pm. Location varies.

Manhattan Community Board #6

866 United Nations Plaza, Suite #308 New York, NY 10017 212-319-3750

www.cbsix.org

Meets on the second Wednesday of each month at 7 pm at the NYU Medical Center, 550 First Avenue at 32nd Street. Room varies.

Manhattan Community Board #8

505 Park Avenue, Suite #620 New York, NY 10022 212-758-4340

www.cb8m.com

Meets on the third Wednesday of each month at 6:30 pm. Location varies.

Manhattan Community Board #3

59 East 4th Street New York, NY 10003 212-533-5300

www.nyc.gov/html/mancb3

© COMPUTER TRAINING

There are numerous organizations that provide computer training for those at both beginner and advanced levels. Many are offered at no or low cost and, although classes are scheduled several times a year, they often fill up quickly.

Carter Burden Center for the Aging

1484 First Avenue New York, NY 10075 212-879-7400

www.burdencenter.org

Computer lab offers one-on-one half hour tutoring sessions daily, Monday through Friday, usually between 11:00 am and 3:00 pm. After filling out a Senior Center membership form, members are welcome to sign up for a class (sign-up sheet is outside the computer lab). Tutoring is provided by volunteers and staff for no charge.

Computer Training Resource Centers

430 West 25th Street New York, NY 10001

For this location: 212-255-3705

212-255-3066, ext. 119 www.nycgovparks.org

Operated by the NYC Parks and Recreation Department, the centers offer a range of computer courses, from the basics to digital photography to video making/editing, with special attention given to those who have never used a computer. Class subjects and times vary at each center and are free with an annual senior recreational membership fee of \$25, available to those 55 years of age and older.

The **New York Public Library** offers hands-on classes from the basics to internet search strategies to Microsoft Word and Excel – and much more.

Register online at www.nypl.org/classes or contact local branches for details.

The following branches frequently hold classes on the East Side.

Mid-Manhattan Library 455 Fifth Avenue New York, NY 10016 212-340-0863 58th Street Branch 127 East 58th Street New York, NY 10022 212-759-7358

Older Adults Technology Services (OATS) **Senior Planet Exploration Center**

127 West 25th Street New York, NY 10001 718-360-1707 and 646-590-0615

www.oats.org

Provides computer and technology training (classes at both the introductory and advanced levels) for older adults, and operates an intergenerational program with high school students to use technology to promote cross-generational connections. Classes are also offered at different locations throughout New York City. Call for latest information.



Senior Planet

http://www.seniorplanet.org

More than 10,000 visitors a year explore resources, events, and commentary through the Senior Planet website. Their weekly events calendar is emailed to over 1500 seniors and caregivers across the city, and special events and video-conferences promote community among older adults from a wide range of neighborhoods and backgrounds.

Stanley Isaacs Neighborhood Center

415 East 93rd Street New York, NY 10128 212-360-7620 Ext. 12

www.isaacscenter.org

Beginning and intermediate classes introduce members to email and the internet. Call for more information.

YMCA

Various Sites 212-630-9600

www.ymcanyc.org/

The Computer Learning Center teaches basic computer skills plus how to search the internet, send emails, and navigate web sites. Courses are offered throughout the year. Cost is \$100 for members and \$150 for nonmembers.

92nd Street Y

1395 Lexington Avenue New York, NY 10128 212-415-5500

www.92y.org

92nd Street Y's 60+ program offers courses on word processing & internet skills at all levels. Annual fee for the 60+ program is \$395 with an additional fee for computer classes.



≈ Consumer Rights & Complaints ≈

Do Not Call Registry

888-382-1222

www.donotcall.gov

National registry that allows consumers to block most telemarketing calls to home or mobile phones. Register by phone or online. If you have joined the Do Not Call Registry and are still receiving calls from companies with which you have no previous relationship, you should file a complaint at: https://complaints.donotcall.gov/complaint/complaintcheck.aspx?panel=2

Reminder: Even if your number is registered, charities, political organizations, and telephone surveyors may legally continue to call you. Companies with which you do business may also continue to call, unless you have asked them to stop calling you. If you have asked them to stop calling, please keep a record of the date you made the request and include that information in the comment section of any complaint you submit against that company.

NYC Department of Consumer Affairs

42 Broadway, 9th Floor New York, New York 10004 Call 311

http://www.nyc.gov/html/dca/html/resources/complaint.shtml

Provides mediation services for residents who believe they have been cheated by deceptive or unfair trade practices related to the sale, lease, rental, or loan of consumer goods or services by a business operating in New York City. If the business is licensed by the Department of Consumer Affairs, the agency can hold administrative hearings that can result in monetary judgments or other forms of restitution. Complaint forms and educational materials can be obtained on the website or by calling 311.

NY State Division of Consumer Protection

800-697-1220

www.dos.ny.gov/consumerprotection

Advocates for and works to empower New York consumers through education and direct assistance. The agency responds to individual consumer complaints by working to settle disputes between consumers and businesses through voluntary mediation. Complaint forms and a variety of educational materials are available on the website.

NY State Attorney General Consumer Fraud Bureau

800-771-7755

www.ag.ny.gov/bureau/consumer-frauds-bureau

The Bureau of Consumer Frauds and Protection prosecutes businesses and individuals engaged in fraudulent, misleading, deceptive or illegal trade practices. In addition to litigating, the Bureau mediates thousands of complaints each year from individual consumers. As part of its mission, the Bureau provides information to consumers and seeks to ensure a fair and vigorous market place.

Due to jurisdictional reasons, the New York City and State Departments of Consumer Affairs, as well as the New York State Attorney General's office, can only take complaints regarding certain types of businesses and institutions.

Complaints regarding other companies must be directed to the following:

Attorneys

State Supreme Court Appellate Division 212-401-0800 (in New York and Bronx) 718-923-6300 (in Brooklyn, Queens, and Staten Island)

Banks

State-chartered and State-licensed financial institutions: NY State Banking Department (877-226-5697)

Federal financial institutions: Federal Reserve Board (202-452-3693)

Car Repairs

NY State Department of Motor Vehicles Safety (518-474-8943)

Cell Phone Service

Federal Communications Commission (888-225-5322)

Credit Card Companies

NY State Attorney General's Office Consumer Hotline (800-771-7755)

Insurance Companies

NY State Department of Insurance (800-342-3736)

Moving Companies

NY State Department of Transportation (800-786-5368)

Plumbing and Electrical Work

NYC Department of Buildings (call 311)

Product Safety Recalls

U.S. Consumer Product Safety Commission (800-638-2772)

≈ Financial Protection for Consumers ≈

Center for NYC Neighborhoods

74 Trinity Place, Suite 1400 New York, NY 10006 212-566-3050

Foreclosure Helpline: 646-786-0888 or 311

www.cnycn.org

The Center for New York City Neighborhoods (CNYCN) was created to address the local repercussions of the national foreclosure crisis. Through comprehensive citywide programming that includes legal services, housing counseling, and consumer education, CNYCN pursues multiple strategies to assist those at risk of losing their homes to foreclosure. Operates a free confidential foreclosure prevention hotline.

Credit Freeze

New Yorkers who believe they are the victims of identity theft can place a security freeze on their credit files. This prohibits crediting agencies from releasing the contents of their credit reports or scores so new credit accounts can be issued until the freeze is lifted. To activate the freeze, consumers must contact each of the three individual credit-reporting agencies listed below via certified mail or overnight mail with a name, address, date of birth, Social Security number, and proof of current address. Individuals must contact each agency again when they want to lift the freeze.

See http://www.fightidentitytheft.com/security_freeze_newyork.html for additional details.

Equifax Security Freeze P.O. Box 740241 Atlanta, GA 30374 888-766-0008

Experian Security Freeze P.O. Box 9554 Allen, TX 75013 888-397-3742

TransUnion Security Freeze P.O. Box 6790 Fullerton, CA 92834-6790 Fraud Alert: 800-680-7289 Freeze: 1-888-909-8872

Free Credit Reports

P.O. Box 105238 Atlanta, GA 30348 877-322-8228

www.annualcreditreport.com

While there are many companies that charge people to obtain copies of their credit reports, all New Yorkers are entitled to receive one free credit report each year from each of the major credit reporting agencies. All three national credit bureaus (Experian, Equifax and TransUnion) must provide you with a copy of your credit report once every year, upon request, under provisions of the Fair Credit Reporting Act. If you are the victim of identity theft, you are entitled to a second report from each agency.

New Economy Project (formerly known as NEDAP)

176 Grand Street Suite #300 New York, NY 10013 212-680-5100

www.nedap.org

A nonprofit advocacy and education organization that works to eliminate predatory economic practices and improve consumer protections. Provides a comprehensive list of resources and fact sheets on issues such as community banking and finance, credit reports, debt collection, identity theft, foreclosure prevention, and predatory lending available at http://nedap.org/resources/consumer.html.

Operates the **New York City Financial Justice Hotline** which provides information and referrals for low-income residents regarding issues with unfair debt collection practices, tax refund loans, payday loans, credit reporting and repair. The hotline can be reached at 212-925-4929 on Tuesdays 12 pm–2 pm, Wednesdays 12 pm–2 pm, and Thursdays 12 pm–2 pm.

NYC Financial Empowerment Centers

Midtown Community Court 315 West 54th Street New York, NY 10019 Call 311

http://www.nyc.gov/html/ofe/html/find/find.shtml

In cooperation with a number of non-profit organizations, New York City operates free Financial Empowerment Centers in each borough. The centers provide free one-on-one financial counseling by professional counselors in person or by phone in English and Spanish. Financial counselors can help with budget and debt management, debt collection, difficulties with credit repair agencies, eligibility for government benefits, opening bank accounts, and financial scams. The center listed above is the one most convenient to Senator Krueger's district. It is open Tuesdays and Fridays, 9am-5pm. It is best to make an appointment ahead of time. Other locations are available on the website or by calling 311.



College Programs at the City University of New York (CUNY)

CUNY Senior Colleges (4 year): When space is available, people over 60 can audit courses tuition-free at any of the four-year CUNY colleges. Students do not take tests or receive academic credit.

CUNY Community Colleges (2 year): Courses are tuition-free at community colleges when space is available. Students may participate fully in classes: doing homework, taking tests, and receiving grades and academic credit.

There is an administrative fee for both the senior and community college programs. Call the admissions office at a college that is convenient for you.

Bernard M. Baruch College

646-312-1000

www.hunter.cuny.edu

55 Lexington Ave. at 24th St

New York, NY 10010

Borough of Manhattan Comm. College

212-220-8000

www.bmcc.cunv.edu

199 Chambers Street

New York, NY 10007

The City College of NY

212-650-7000

www.ccny.cuny.edu

160 Convent Ave

New York, NY 10031

CUNY School of Professional Studies

212-652-2869

www.sps.cuny.edu

365 Fifth Avenue

New York, NY 10016

Hunter College

212-772-4000

www.baruch.cuny.edu

695 Park Ave

New York, NY 10065

John Jay College of Criminal Justice

212-237-8000

www.jjay.cuny.edu

899 10th Avenue

New York, NY 10019

CUNY Graduate Center

212-817-7000

www.qc.cunv.edu

365 Fifth Avenue

New York, NY 10016

CUNY Graduate School of Journalism

646-768-7700

www.journalism.cuny.edu

219 West 40th Street

New York, NY 10018

City College of New York

Quest: A Community for Lifelong Learning 25 Broadway, 7th Floor NYC, NY 10004 212-925-6625 ext. 229

www.questonline.org

The Quest program offers more than 30 college-level courses each semester specifically designed for retired and semi-retired men and women. Quest members design their own curriculum and do all the teaching. Approximately 170 students currently participate. Quest courses meet Monday thru Thursday from 10:30 am to 2:30 pm during the academic year. Membership for the year is \$500 and includes participation in three semesters. Reduced rates are available for people who choose to study one or two semesters. Call or see website for details.

Center for Learning and Living

P. O. Box 125 New York, NY 10044 212-644-3320

Courses meet at St. Catherine of Sienna Church, 411 East 68th Street

http://www.clandl.org/

A full program of wide-ranging courses with outstanding instructors. All courses run for 8 weeks. Fees vary.

New York University

School of Continuing & Professional Studies 7 East 12th Street New York, NY 10003

Office of Student Enrollment Services: 212-998-7171

General Information: 212-998-7200

http://www.scps.nyu.edu/admissions/continuing-education/registration-information/

Seniors aged 65 and older may enroll in continuing education courses for half the regular fee (except where otherwise indicated). At the time of registration, the applicant must request the senior citizen discount. The discount is not offered through the web. Proof of age (such as a Medicare card, driver's license, or passport) is required at in-person registration, and a copy of aforementioned proof of age must be sent to the Office of Student Enrollment Services if you are registering by telephone, fax, or mail. The senior citizen discount does not apply to conferences and seminars that begin with an R or SCPS designation, credit courses that begin with a Y or Z designation, or computer-lab based instruction.

The New School

The Institute for Retired Professionals (IRP) 66 West 12th Street, Room 502 New York, NY 10011 212-229-5682

www.newschool.edu/irp/

IRP members are people who have come together to create a community in which each person's learning experience is enriched through exchange with other members of diverse backgrounds and interests. The program is open to retired and semi-retired people. Courses are offered in history, literature, philosophy, the humanities, science, art, music, drama, and other subjects. An application is required. Tuition is \$860/year and \$566/semester. Scholarships are available.



NYC Domestic Violence Hotline

1-800-621-4673

This hotline provides up-to-date service information and assistance in over 150 languages. Open Monday-Friday, 8:30 am - 4:30 pm.

NYC Department for the Aging Elderly Crime Victims Resource Center 311

Elderly crime victims, including victims of elder abuse, and those with suspicions of elder abuse can call the Elderly Crime Victims Resource Center for consultation and referrals. Services include crisis intervention, safety planning, case management, counseling and legal services

Manhattan District Attorney's Office of Victim & Family Resources

General Information - 212-335-9000

http://www.manhattanda.org/victim-family-resources

Manhattan District Attorney's Witness Aid Services Unit

The Witness Aid Services Unit provides a variety of court-related services, social services, and counseling services designed to meet the needs of crime victims, witnesses, and their families. The unit also provides information related to the prosecution of the case, assists victims in understanding the criminal justice system, and provides information regarding crime victims' rights. http://www.manhattanda.org/witness-aid-services-unit

Important Guidelines for Victims from the District Attorney's Office

- •Criminal cases are prosecuted by the District Attorney's Office on behalf of the People of the State of New York. Victims, therefore, do not need their own attorneys.
- •As a crime victim, you are a witness in the prosecution of your case.
- •As a witness for the State, a victim has certain responsibilities to assist with the prosecution of a criminal case. These responsibilities may include signing an affidavit and providing testimony to a grand jury and at trial.
- •A victim is under no obligation to speak about the facts of the case with anyone other than a representative of the District Attorney's Office. If someone contacts you concerning the case, make sure you ask that person to identify him or herself.
- •If you receive a subpoena, you must appear in court as specified by that subpoena.
- •When you answer a question, you must tell the truth.
- •If others advise you not to appear in court, or if you are threatened or harassed, immediately contact the Assistant District Attorney assigned to the case or the Witness Aid Services Unit at 212-335-9040.

New York State Office of Victim Services

55 Hanson Street, 10th Floor Brookllyn, NY 11217 718-923-4325 or 1-800-247-8035

http://www.ovs.ny.gov/home.aspx

Available Monday through Friday, 9:00 am - 5:00 pm

This office provides reimbursement for crime-related expenses to crime victims, administers the federal Victims of Crime Act across the state, advocates for victims' rights legislation and provides training for professionals.

Safe Horizon

2 Lafayette Street, 3rd Floor New York, NY 10007

Phone: 212-577-7700 Fax: 212-577-3897 www.safehorizon.org

Safe Horizon's mission is to provide support, prevent violence, and promote justice for victims of crime and abuse, their families and communities. Their programs are located throughout the five boroughs of New York City in court houses, police precincts, schools, shelters, and community offices. Safe Horizon's first priority is the safety of those who seek assistance. Safe Horizon's four toll-free hotlines are gateways to assistance for more than 250,000 of the city's crime victims each year. The program is staffed by experienced professionals 24 hours a day, seven days a week including holidays.

HOTLINES: Domestic Violence 800-621-4673

Crime Victims 866-689-4357 Rape, Sexual Assault & Incest 212-227-3000 TDD phone number for all hotlines 866-604-5350

Stein Senior Center Crime Victims Services Program

204 East 23rd Street New York, NY 10010 646-395-8083

www.steinseniorcenter.org

Helps victims to navigate the justice system, apply for benefits from the State Crime Victims Board, and provides links to support services.

© CULTURAL & RECREATIONAL ACTIVITIES

New York City is home to a rich variety of museums catering to every interest and displaying a vast range of art. Most offer discounted senior admissions and many have special free or paywhat-you-wish hours. Below, you will find a far from comprehensive list of major Manhattan museums offering free or reduced cost entrance. Check with other institutions of interest to you if they offer reduced or free entrance programs.

≈ Museums ≈

American Museum of Natural History

Central Park West and 79th Street New York, NY 10024 212-769-5100

www.amnh.org

Suggested donation for admission, but pay what you can afford. Some exhibits require tickets at an additional cost. Open daily except Thanksgiving and Christmas Day.

Asia Society and Museum

725 Park Avenue New York, NY 10021 212-288-6400

www.asiasociety.org

Free admission on Fridays from 6 pm to 9 pm. Closed Mondays and some holidays.

Frick Collection

1 East 70th Street New York, NY 10021 212-288-0700

www.frick.org

Pay-what-you-wish on Sundays from 11 am to 1 pm. Closed Mondays and some holidays.

Metropolitan Museum of Art

1000 Fifth Avenue New York, NY 10028 212-535-7710

www.metmuseum.org

Suggested donation for admission, but pay what you can afford. Closed some holidays.

Museum of Art & Design

2 Columbus Circle New York, NY 10019 212-299-7777

www.madmuseum.org

Admission on Thursdays from 6 pm to 9 pm is on a pay-what-you-wish basis. Closed Mondays and major holidays. 23

Jewish Museum

1109 Fifth Avenue New York, NY 10128 212-423-3200

www.thejewishmuseum.org

Free admission on Saturdays. Closed Wednesdays and major secular and Jewish holidays.

Museum of Modern Art

11 West 53rd Street New York, NY 10019 212-708-9400

www.moma.org

Free admission on Friday 4 pm to 8 pm. Closed Tuesdays, Thanksgiving and Christmas.

Neue Galerie

1048 Fifth Avenue New York, NY 10028 212-994-9491

www.neuegalerie.org

\$10 admission fee for seniors. Open from 11 am to 6 pm. Closed Tuesdays and Wednesdays.

Rubin Museum of Art

150 West 17th Street New York, NY 10011 212-620-5000

http://www.rmanyc.org/

Free for everyone Fridays 6-10pm, and free for seniors the first Monday of every month.

Solomon R. Guggenheim Museum

1071 Fifth Avenue New York, NY 10128 212-423-3500

www.quqqenheim.org

Pay-what-you-wish on Saturdays from 5:45 pm to 7:45 pm. Closed Thursdays.

Whitney Museum

945 Madison Avenue New York, NY 10021 212-570-3600

www.whitney.org

Pay-what-you-wish on Fridays from 6 pm to 9 pm. Closed Mondays, Tuesdays, and major holidays.

The Whitney Museum is expected to move to a new location in 2015.

≈ Music, Dance & Theatre ≈

Music, dance, and theatre of all types are presented at a wide variety of cultural, educational and religious institutions throughout the city. A small selection of the many venues provides special discounts for seniors or free tickets are listed below. Call, write, or check their websites for schedules. Check with other institutions of interest to you to see if they offer reduced or free entrance programs.

Juilliard School Performances

The Juilliard School 155 West 65th Street 212-799-5000

www.juilliard.edu

The Juilliard School offers a season of almost 700 dance, drama, and music (classical and jazz) performances featuring Juilliard students, faculty, and special guest artists. Almost all of these events are free and open to the public; some carry a nominal charge. In addition, the Wednesdays at One series is presented each week at Alice Tully Hall, Broadway and 65th Street, throughout the school year, featuring free hour-long concerts performed by Juilliard artists. Throughout the season, free chamber music concerts are presented at 180 Maiden Lane, located south of South Street Seaport, Tuesdays at 12:30 pm. No tickets are required.

Metropolitan Opera Company

Metropolitan Opera House at Lincoln Center Plaza New York, NY 10023 212-362-6000

www.metopera.org

Offers a Rush Ticket program for seniors that provides fifty \$20 orchestra tickets for all regular Monday through Thursday performances. Rush tickets for seniors go on sale beginning at 10am on the day of the performance and can be purchased online or by calling the box office.

New York City Opera

New York City Center 131 West 55th Street New York, NY 10023 212-870-5600

www.nycopera.com

Opera for All \$25 orchestra rush tickets are available every Monday at 10 am during the season for all performances that week, based on availability. Tickets may be purchased y calling for all performances that week, based on availability. Tickets may be purchased by calling 212-870-5600 with the code OFA1, or in person at the box office.

New York Philharmonic

Avery Fisher Hall 10 Lincoln Center Plaza New York, NY 10023 212-875-5656

www.nyphil.org

The Philharmonic has several special programs for seniors. *Senior Rush* tickets are \$12 plus a \$2 facility fee for selected concerts and are available the day of the performance.

Shakespeare in the Park presented by the Public Theater

212-539-8500

www.publictheater.org

Shakespeare in the Park stages plays by Shakespeare and other playwrights during the summer months at the Delacorte Theater in Central Park. Free tickets are available the day of the performance beginning at 12 pm at the Delacorte Theater in Central Park. There is a limit of 2 tickets per person. There are separate ticket lines to accommodate people with disabilities and senior citizens aged 65 or older (proof of age or disability is required). To find the theater, enter the Central Park at 5th Avenue and 79th Street or Central Park and 81st Street and follow the footpaths to the theater.

St. Bartholomew's Church

325 Park Avenue New York, NY 10022 212-378-0222

www.stbarts.org

Offers choral music, chamber music, organ recitals, jazz, and theatre by acclaimed performers. Discounted tickets for seniors.

St. Peter's Church

619 Lexington Avenue New York, NY 10022 212-935-2200

www.saintpeters.org

Midtown Jazz at Midday every Wednesday, September through June from 1 pm to 2 pm in the Living Room of St. Peter's Church. A \$7 donation is requested. Jazz on the Plaza (53rd and Lexington) is presented on Thursdays in July and August from 12:30 pm to 1:45 pm and is free. You may bring your own lunch to both programs. From September through May a Classical Concert Series is presented every Tuesday at 8 pm; donations accepted.

York Theatre Company

The Theatre at Saint Peter's 619 Lexington Avenue New York, NY 10022 212-935-5820

www.vorktheatre.org

The company presents new musicals in downstairs space. Senior Rush tickets, when available, are \$20. Arrive one hour before performance. There are also free readings of new musicals throughout the year. Reservations for these readings are recommended.

26

≈ Theater Discount Services ≈

Hospital Audiences, Inc. (HAI)

33-02 Skillman Avenue, Ground Floor Long Island City, NY 11107 212-575-7676

http://hainyc.org/

HAI inspires healing, growth and learning through engagement in the arts for the culturally underserved. Each year, HAI touches the lives of more than 350,000 people in the New York City community whose access to the arts has been limited by health, age or income. HAI provides cultural access through music, dance, theater and the visual arts. Services include tickets to cultural events; arts workshops; on-site performances of music, theater and dance; audio description for visually impaired theater-goers; conflict resolution, HIV and life skills workshops using role play techniques; and transportation for people with disabilities on three specially designed buses

Theater Development Fund (TDF)

520 Eighth Avenue, Suite 801 New York, NY 10018-6507 212-912-9770

http://www.tdf.org/

TDF exists to support live performance. Their discount ticket services are available to make sure theatre, music and dance affordable and accessible to more than 2 million people each year. TDF obtains special seating for theatergoers who are hard of hearing or deaf, low vision or blind, who cannot climb stairs, or who require aisle seating or wheelchair locations. People who are low vision or blind can order ticket locations closer to the stage, as well as appropriate seating, if needed, to accommodate a guide dog.

Senator Liz Krueger's Free Events List for Senior Citizens

Each month New York State Senator Liz Krueger sends out a mailing of free local events that are taking place in or close to her district. All of the events are free and include everything from fiction readings to social justice lectures to live jazz to senior yoga! For a day-by-day listing of free events each month, please call the district office at 212-490-9535 with your name and address. To receive the list via email, please email your request to liz@lizkrueger.com.

≈ Athletic & Recreational Facilities ≈

Asphalt Green

555 East 90th Street New York, NY 10128 212-369-8890

www.asphaltgreen.org

Offers community programs, exercise and swim classes, personal training, massage therapy and more. See website or call for fees, schedule and registration information.

NYC Tennis Courts

http://www.nycgovparks.org/facilities/tennis

The NYC Parks Department operates tennis courts throughout the city from early April through mid-November. Annual permits for seniors, 62 years of age and older, are \$20 and must be purchased in person or by mail. There is an application form online.

Central Park East River Park Randall's Island Park 93rd St. near West Drive At Houston Street 212-427-6150 (walk east over FDR)

(lessons offered) 212-529-7185

Recreation Center 54

348 East 54th Street New York, NY 10022 212-754-5411

http://www.nycgovparks.org/facilities/recreationcenters

Operated by the New York City Department of Parks and Recreation, the center provides a wide range of recreational facilities including a gym, pool, basketball court, track, dance room, and computer resource center. The facilities are open Monday through Friday from 6:30 am to 9:30 pm, and Saturday from 8:00 am to 4:00 pm. Yearly membership fee is \$25 for residents age 62 and up. See website for centers in other parts of New York City.

Vanderbilt YMCA

224 East 47th Street New York, NY 10017 212-912-2500

www.ymcanyc.org/vanderbilt

Programs for older adults include health and fitness, swimming classes, trips and programs, social clubs, more. Reduced membership fees for older adults.

92nd Street Y

1395 Lexington Avenue New York, NY 10128 212-415-5500

www.92y.org

The 92nd Street Y has a large fitness center and pool, and offers a wide range of classes, lectures and programs. Financial assistance is available for those who qualify.



Elder abuse can take many forms. If you are a victim of abuse or suspect that someone you know may be a victim, please seek help.

Elder Abuse Facts

Mistreatment of the elderly is a problem affecting all segments of society regardless of socioeconomic status, living environment, race, ethnicity, or physical or cognitive status. Elder abuse can include any or all of the following forms of abuse:

- **Physical:** The infliction of physical pain, injury, physical coercion or confinement against someone's will. Examples include hitting, sexual abuse and physical restraint.
- **Psychological:** The infliction of mental or emotional anguish. Examples include name calling, insulting, ignoring, threatening and isolating.
- **Financial:** The illegal or unethical exploitation or use of an elderly person's funds without their consent.
- **Neglect:** The refusal or failure to fulfill a caretaking obligation. Examples include abandonment, non-provision of food or health-related services.
- **Sexual:** Any unwanted sexual contact or forced exposure to sexually explicit materials or situations.

Elder Abuse Laws

All 50 states and the District of Columbia have enacted laws addressing domestic or institutional abuse of the elderly. In New York State, Adult Protective Services workers must report any instances in which they believe a client has been the victim of a crime. Also, workers in public health care facilities must report abuse of patients receiving care or services in their facilities.

Adult Protective Services (APS)

Manhattan North Borough Office: 212-971-2727 Manhattan South Borough Office: 212-279-5794

APS is a state-mandated case management program that arranges for services and support for physically and/or mentally impaired adults who are at risk of harm.

Eligibility

APS is available to persons 18 years of age and older without regard to income, who:

- Are mentally and/or physically impaired; and
- Due to these impairments, are unable to manage their own resources, carry out the activities of daily living, or protect themselves from abuse, neglect, exploitation or other hazardous situations without assistance from others, and
- Have no one available who is willing and able to assist them responsibly.

. 29

Carter Burden Center

Community Elder Mistreatment & Abuse Prevention Program (CEMAPP)

1482 First Avenue New York, NY 10075 212-879-7400 ext. 116

CEMAPP services include safety planning, crisis intervention, court advocacy, legal guidance, community education programs, coordination with police, and a safe place to talk.

Jewish Association for Services for the Aged (JASA) Pearce Help Center

247 West 37th Street New York, NY 10018 212-273-5272

JASA attorneys and social workers help people 60+ who are victims of elder abuse including psychological, emotional, verbal, financial and physical abuse. Services include individual and family counseling, entitlements and benefits advice, orders of protection, legal and medical services, home safety items, support groups, emergency shelters and safety planning.

MFY Legal Services, Inc. Nursing Home Residents Project (NHRP)

299 Broadway

New York, NY 10007

Call toll free: 855-444-6477, Monday-Friday, 10:00 am - 5:00 pm

www.mfy.org

The NHRP project provides information, advice, and advocacy for nursing home residents and their families. The NHRP also provides legal representation in areas such as abuse and neglect, civil rights violations, improper discharge planning, and unfair consumer practices.

Manhattan District Attorney's Elder Abuse Unit

212-335-8920

The Elder Abuse Unit of the New York County District Attorney's Office investigates and prosecutes crimes involving victims aged 60 and older. Services include investigation and prosecution of crimes against the elderly; assistance in obtaining an order of protection and emergency housing; consultation in order to determine whether a criminal investigation and prosecution is warranted; social service referrals to agencies that provide a variety of services to seniors; and review by the Narcotics Eviction Program for possible evictions of drug dealers from a senior's residential or commercial premises.

New York State Department of Health's Nursing Home and Adult Care Abuse Hotlines

To file a complaint regarding Certified Adult Care Facilities, including abuse, contact:

Adult Home Complaint Hotline: 1-866-893-6772 Home Care/Hospice Hotline: 1-800-628-5972 Nursing Home Abuse Hotline: 1-888-201-4563

Federal and state regulations require the reporting of alleged violations of abuse, mistreatment and neglect immediately to the facility administrator and to the Department of Health.



To prepare for emergencies, New York City seniors can rely on a number of publication and services targeted to their specific needs in an emergency.

Community Emergency Response Teams (CERT)

http://www.nyc.gov/html/oem/html/getinvolved/cert.shtml

CERT Teams are composed of community volunteers who educate members of their communities about preparedness and, in the event of a disaster, handle initial recovery efforts until first responders arrive. The NYC Office of Emergency Management offers training for CERT teams on varied topics from fire safety to search and rescue. Older adults are welcome as CERT volunteers. Certain physical requirements apply. To find an existing CERT team, contact your local community board (see page 12 Community Board information)



Disaster Preparedness for Seniors Guide (American Red Cross in Greater New York)

www.redcross.org/images/MEDIA customproductcatalog/ m16740732 sdarc senior disaster booklet.pdf

The Disaster Preparedness for Seniors Guide helps seniors develop a plan of action in the event of a house fire, power outage, hurricane or attack on the community. This guide is offered online in a printer-friendly version by the American Red Cross in Greater New York.

Ready New York for Seniors and People with Disabilities Guide 311

www.nyc.gov/html/oem/html/ready/myemergencyplan-guide.shtml

This guide was collaboratively developed by DFTA and the Office of Emergency Management (OEM). It addresses issues specific to seniors and people with disabilities in the event of an emergency. The guide is available in English, Russian, Spanish and Chinese. You can call 311 for the guide on audiotape.

Emergencies can present additional challenges for seniors and people with disabilities. When a disaster occurs, your personal needs, such as replacing medications and equipment, may not be met right away. By planning ahead, you will feel more confident about protecting yourself in any emergency, whether it is a house fire, power outage, hurricane, or terrorist attack.

Here is just a sample of suggestions from the NYC Office of Emergency Management (OEM):

http://www.nvc.gov/html/oem/html/get_prepared/prepared_seniors.shtml

- Keep spare sets of your keys.
- Have copies of important documents, such as information about medication and dosage, equipment and other needs.
- If you receive home-based care, include caregivers in developing an emergency plan and familiarize yourself with your homecare agency's emergency plan.
- If you rely on home-delivered meals, always stock nonperishable food at home in case meal deliveries are suspended during an emergency.
- Have a plan with your doctor to get emergency prescription refills
- If you receive dialysis or other medical treatments, find out your provider's emergency plan, including where your back-up site is located.
- If you rely on medical equipment that requires electric power:
 - ~Contact your medical supply company for information regarding a back-up power source.
 - ~Check with local fire and building officials governing generator and fuel use.
 - ~Ask your utility company if the medical equipment qualifies you to be listed as a life-sustaining equipment Customer.

≈ Employment & Job Search Programs ≈

ReServe

1440 Broadway, Suite 1601 New York, NY 10018 212-710-9220

www.reserveinc.org

Matches educated older adults with paying jobs in non-profit organizations. Non-profit partners include the Hebrew Home for the Aged, the Center for Court Innovation, the After School Corporation, the American Museum of Natural History, the Burden Center on Aging, and the Museum of Modern Art.

Senior Community Service Employment Program

212-442-1355

877-872-5627 (helpline)

www.doleta.gov/seniors

Helps place low-income seniors, age 55 or older, in subsidized, part-time, paid employment with community organizations and non-profit agencies.

≈ Unemployment Benefits ≈

New York State Department of Labor

http://www.labor.state.ny.us/unemploymentassistance.shtm

To apply for Unemployment Insurance Benefits, call the New York State Department of Labor at 888-209-8124 or go online to https://ui.labor.state.ny.us/UBC/index.jsp. It is important to apply as soon as possible after you lose your job because there is a one-week waiting period before you are entitled to receive benefits.

Legal Aid Society: Employment Law Project

888-218-6974

www.legal-aid.org

Provides representation, advice and community education to low wage and unemployed workers. Most of its cases involve unemployment insurance, wage and hour violations, and workplace discrimination, especially discrimination based on past criminal convictions or other involvement with the criminal justice system.

MFY Legal Services Workplace Justice Project

212-417-3838 Intake Monday and Tuesday: 2-5 pm

http://www.mfy.org/projects/workplace-justice-project/

Provides representation and advice to low-income workers unpaid wage claims, employment discrimination, health and safety violations, denial of unemployment insurance, and minimum wage and overtime violations.

National Employment Law Project

75 Maiden Lane, Suite 601 New York, NY 10038 212- 285-3025

http://www.nelp.org/

National organization that advocates to improve worker rights and unemployment benefits. Provides useful fact sheets for those first applying for unemployment, and those having difficulty obtaining or maintaining their benefits.

Unemployment Action Center

212-998-6568

www.uac-ny.org

The Unemployment Action Center is a non-profit, student-run organization devoted to the representation of unemployment insurance claimants in New York City and Long Island. Students provide free legal services to individuals seeking unemployment benefits. Student advocates represent claimants in front of Administrative Law Judges in Department of Labor hearings.

To contact this group, call the number above. Have your Department of Labor Notice of Hearing and any other documents related to your employment on hand when you call. The case coordinator will ask you a few questions about your case, and your case description will be sent to a list of student advocates that includes law students from Brooklyn Law School, Cardozo, Columbia, Fordham, Hofstra, New York Law School, and NYU.

Workers Defense League

212-627-1931

www.workersdefenseleague.org

The Workers Defense League assists workers with work related problems and conducts educational campaigns around various workers' rights issues. The Workers Defense League provides free representation to hundreds of people who are believed to have been unfairly denied unemployment insurance benefits after losing or leaving their jobs. Please be aware that the individuals providing advice and representation are not lawyers, but are qualified to represent clients at hearings.

To get help, call the number above. Callers should have the Notice of Determination of Ineligibility for Unemployment Insurance benefits and/or the Notice of Unemployment Insurance hearing on hand when they call if possible. Working hours are Monday – Friday, 9am-5pm. Messages can be left 24 hours a day, 7 days a week.



www.LawHelp.org

Provides links to information and advocacy groups useful for people applying for unemployment benefits for the first time, as well as to those having difficulty obtaining or maintaining their benefits.



≈ Benefit Screening Tools ≈

The benefits and programs discussed later in this section are only a selection of the many offered by different levels of government. The New York City website www.nyc.gov/accessnyc identifies and screens for over 30 city, state, and federal government benefit programs. You can apply for and renew many benefits online. Most senior centers can also help residents determine which benefits and programs may be of interest.

Benefits Checkup

202-479-1200

http://www.benefitscheckup.org/

Created by the National Council on Aging, this website helps people find all of the benefits that they qualify for. You can learn more about local and national programs that can help with medical costs, prescriptions, food costs and more.

Community Service Society Public Benefits and Housing Information Line 212-614-5552

Specially trained volunteers provide information on over 60 government benefit programs, screen for eligibility, help fill out applications and recertification forms, and advocate for individuals who are having difficulty accessing benefits.

≈ Benefit & Entitlement Programs ≈

Assurance Wireless Lifeline Program

1-888-898-4888

http://www.assurancewireless.com/Public/MorePrograms.aspx

Assurance Wireless is an eligible telecommunications carrier for the Lifeline phone program that provides free wireless phones and service to income-eligible consumers in New York State. You may qualify for Assurance Wireless if you participate in any of the following government programs: Medicaid, Food Stamps/SNAP, Supplemental Security Income (SSI), Temporary Assistance for Needy Families (TANF), Federal Public Housing Assistance (FPHA) or Section 8, Low Income Home Energy Assistance Program (LIHEAP), or National School Lunch Program's Free Lunch Program. You may also qualify based on household income.

Social Security

Almost everyone who has worked is eligible for Social Security. When you work and pay Social Security Taxes, you earn credits toward Social Security benefits. The number of credits you need to get retirement benefits depends on when you were born.

Full Retirement Age

If you were born from 1943-1960, the age at which full retirement benefits are payable increases gradually to age 67. People born prior to 1943 are already eligible for full retirement benefits.

Early Retirement

You can receive Social Security retirement benefits as early as age 62; however, you will receive a reduced benefit if you retire before your full retirement age.

Benefits for Family Members

If you are receiving Social Security retirement benefits, some members of your family may also receive benefits, including:

- Spouses age 62 or older.
- Spouses younger than 62 if they are taking care of a child who is younger than age 16 or disabled.
- Former spouses age 62 or older, if currently unmarried and were married to the retiree for at least 10 years.
- Children up to age 18, or 19 if they are full-time students who have not yet graduated.
- Disabled children, even if they are age 18 or older.

Supplemental Security Income (SSI)

Supplemental Security Income provides monthly cash benefits to people with low income and limited resources who are age 65 or older, or blind, or have a disability.

For more information: Call the Social Security Administration toll-free hotline at (800) 772-1213 or for TTY service call (800)325-0778. Both lines are staffed by customer representatives on weekdays from 7:00 am to 7:00 pm. You can also go to the Social Security Administration's website at www.ssa.gov/.

Temporary Assistance

1-800-342-3009

<u>www.otda.ny.gov/programs/temporary-assistance</u> (for information) <u>www.otda.ny.gov/programs/applications/2921.pdf</u> (for application)

A federally and state funded program that provides cash benefits to very low-income people for essential food, clothing and shelter. Benefits vary depending on specific situations, income and asset limitations. Applications can be submitted at any Human Resources Administration Job Center (the ones most convenient to NYS Senate District 28 are listed below). Call 311 for applications and additional locations.

Waverly	East End	Senior Works Center
12 West 14th Street	2322 Third Avenue	Primarily serves public assistance
New York, NY 10011	New York, NY 10035	recipients who are age 60 and older.
(212) 620-9890	(212) 860-2749	109 East 16th Street
(212) 620-9421	(212) 860-6801	New York, NY 10003
,	, ,	(212) 835-8445
		(212) 835-7691

Verizon LifeLine

800-837-4966

www.verizon.com/lifeline

Verizon offers a reduced rate on residential telephone service to low-income New York residents. With the LifeLine service, basic residential service is available for as low as \$2 per month. Residents currently without a home phone can have a new phone line installed for as low as \$5. Anyone enrolled in one of the following government benefit programs is eligible for LifeLine: Food Stamps, Home Energy Assistance Program (HEAP), Medicaid, Supplemental Security Income (SSI), and Temporary Assistance.

Weatherization, Referral and Packaging Program (WRAP)

Call 311 or 800-342-9871 for information and application

www.aging.ny.gov/NYSOFA/programs/econsecurity/WRAP.cfm

Provides low-income homeowners age 60 and older with free services that can lower energy bills. Services include insulation, door and window replacement and furniture and roof repairs. Must reside in one- to four-unit dwellings; there are income limitations.

≈ Food Benefits & Assistance≈

Citymeals-on-Wheels

355 Lexington Avenue New York, NY 10017 212-687-1234

www.citymeals.org

Citymeals delivers meals to seniors who are homebound and unable to prepare their own meals. To receive the service, seniors have to be assessed by a case manager. If you are over 60, unable to prepare nutritious meals, ineligible for Medicaid services such as a home care attendant, and unable to afford privately paid home care assistance, call Citymeals to find the nearest case management agency for referral.

Food Bank for NYC

39 Broadway New York, NY 10016 212-566-7855

Food Stamp Information Line: 212-894-8060

http://www.foodbanknyc.org/

The Food Bank's Food Stamp Information Line specialists conduct short food stamp pre-screenings — a short, free and confidential interview to determine if you or your family are eligible for food stamps. The Food Bank offers in-person application assistance using an electronic process that is an easy and fast way to submit a food stamp application. The Food Bank also maintains a comprehensive listing of food pantries and soup kitchens on its website.

Lenox Hill Neighborhood House's Supplemental Nutrition Assistance Program

331 East 70th Street New York, NY 10021 212-744-5022, ext. 1278

http://www.lenoxhill.org/content/who-we-help/legal-advocacy-and-organizing.html

Lenox Hill Neighborhood House's Food Stamp Advocate conducts confidential pre-screenings to determine whether clients are eligible and assists them in submitting their applications. If you are interested in determining whether you are eligible for Food Stamps, please call their Food Stamp Advocate at the above number. You can also go to their Food Stamp Assistance Clinic, which is held every Wednesday from 10am. - 1 pm. No appointment is needed.

Supplemental Nutrition Assistance Program (also known as Food Stamps)

Call 311 or 800-342-3009 Infoline: 718-557-1399

For the Emergency Food Line, call 311 or 1-866-888-8777

www.nyc.gov/html/hra/html/services/snap/shtml

Food stamp benefits help low-income working people, seniors, the disabled, and others feed their families. The program issues monthly benefits that can be used to purchase food at authorized retail food stores. Benefits are provided through an electronic benefit card, similar to a debit or credit card. Eligibility and benefit levels are based on household size, income, expenses and other factors. Recent changes to the Food Stamp Program have made it easier for many working households to apply and gain access to these critical nutrition supports. The income eligibility levels are more generous for seniors than others, and deductions are available for some expenses.

Applications can be submitted in NYC through the mail or at any Human Resources Administration or Food Stamp office (the ones most convenient to NY Senate District 28 are listed below). If you submit an application by mail, you will be called for an interview once your application has been processed. Call 311 for applications and additional locations.

East End

2322 Third Avenue, 3rd Floor New York, NY 10035 (212) 860-5159 (212) 860-5147 Monday-Friday 8:30 am to 5 pm

Waverly

12 West 14th Street, 4th Floor New York, NY 10011 (212) 352-2519 (212) 352-2524

Mon, Wed, Thu & Fri: 8:30 am to 6:00 pm

Tue: 8:30 am to 6:00 pm Sat: 9:00 am to 5:00 pm



≈ Health Insurance ≈

Medicaid

Seniors with Medicare may also be eligible for Medicaid if their incomes are low enough to qualify. Those who have both Medicare and Medicaid are considered "dual eligibles."

NYC Medicaid Helpline

888-692-6116

www.health.ny.gov/health-care/medicaid/

Medicaid pays medical bills for eligible low-income residents of all ages. Medicaid pays for certain services for Medicare beneficiaries that are not covered by Medicare (dental care, home care, institutional care, prescription drugs, eye glasses, and hearing aids).

Eligibility for Medicaid:

- -No age restrictions.
- -Persons receiving SSI or Public Assistance are automatically eligible.
- -Persons 65 and older, as well as disabled or blind 21-64 year olds, are eligible as follows: asset limit of \$14,400 for an individual, or \$21,150 for a couple (plus a \$1,500 burial fund per person). Income limit is \$800 net monthly for one person and \$1,175 for a couple. These amounts include a standard \$20 income disregard. (Note that the monthly income and asset limits will increase as of January 1, 2014. Many senior centers, as well as the websites and organizations listed on page 34, can help you determine if you are eligible for Medicaid.

To apply for Medicaid in Manhattan contact one of the offices below:

**Bellevue Hospital Medicaid Office 462 First Avenue "G" Link (Ground Floor) (212) 679-7424

Metropolitan Hospital Medicaid Office 1901 First Avenue (1st Fl. - Room 1D-27) (212) 423-7006 Chinatown Medicaid Office 115 Chrystie Street (5th Floor) (212) 334-6114

Manhattanville Medicaid Office 520-530 West 135th St. (1st Floor) (212) 939-0207/0208

^{**}Bellevue Hospital Medicaid Office is temporarily closed for repairs required due to Hurricane Sandy. Please call to check status before visiting.

NY State of Health: Affordable Health Care Plans

http://www.nystateofhealth.ny.gov/

Toll-free Call Center: 1-855-355-5777

NY State of Health is a new marketplace where both individuals and small businesses can shop for and enroll in affordable health insurance plans. Health plans include a comprehensive set of benefits. You will not be denied insurance on the basis of a pre-existing condition. Financial aid to buy insurance is available for individuals who earn up to \$46,000 a year, or \$92,200 a year for a family of 4.

These are private health plans, but the marketplace is administered by New York State as part of federal health care reform. The plans are appropriate for people who do not currently receive Medicare and who don't have insurance through their employers.

Medicare

800-MEDICARE (800-633-4227)

www.medicare.gov

Medicare is a federal health insurance program for all citizens age 65 or older (and those under age 65 with certain disabilities).

There are different parts of Medicare to help cover specific services. People typically have Medicare Part A, B, and D, or a Medicare Advantage program.

Medicare Part A (hospital insurance)

Helps cover inpatient care in hospitals, care in nursing facilities, hospice care, and home health care.

Medicare Part B (medical insurance)

Helps cover doctors' services, outpatient care, and some preventative services. There is an initial enrollment period for Part A & Part B when you first turn 65. General enrollment begins January 1st and ends March 31st. There are also special enrollment periods.

Medicare Advantage Plans (Part C)

A health coverage plan run by private companies approved by Medicare (like an HMO or PPO). Includes Part A, Part B, and usually other coverage including prescription drugs. Open enrollment begins October 15th and ends December 7th.

Medigap (Medicare supplemental plans) cover services not covered by Medicare A & B. Enrollment possible any time of the year.

Medicare Part D (prescription drug coverage)

800-633-4227

www.medicare.gov

Coverage is provided by a large number of private insurance companies whose costs and benefits vary widely. Before selecting a company, it is advisable to compare them. The Medicare Rights Center, the NYC Department for the Aging and many senior centers can provide assistance in choosing the best plan for your needs. In order for the Part D plan to start on January 1st. registration must take place during the yearly enrollment period, which is from October 15th to December 7th each year.

Each year the **Center for Medicare and Medicaid Services** publishes a comprehensive guide called *Medicare and You*, which explains Medicare in great detail, provides updates about any recent changes, and answers frequently asked questions. The guide is available online at http://www.medicare.gov/Publications/Pubs/pdf/10050.pdf or by calling 1-800-MEDICARE.



Medicare Plan Finder

www.medicare.gov/find-a-plan/guestions/home.aspx

You can do a general or personalized plan search. A personalized search may provide you with more accurate cost estimates and coverage information.

Extra Help Paying for Medicare Prescription Drug Plans

800-772-1213

www.ssa.gov/prescriptionhelp/

Extra Help pays for the costs of Medicare prescription drug plans, including premiums, deductibles, and prescription co-payments. You are eligible for Extra Help if you have Medicare and your income and resources are below a certain level. Apply online on the Social Security Administration's website or call them toll-free.

Annual income limit: \$17,235 (single person) or \$23,265 (married couple). Resource limit: \$13,300 (single person) or \$26,580 (married couple). Resources do not include your home, car, or life insurance policies.

Medicare Savings Programs

Medicaid office: 718-557-1399

Medicare Rights Center: 800-333-4114

<u>www.medicare.gov/your-medicare-costs/help-paying-costs/medicare-savings-program/</u> medicare-savings-programs.html

Medicare Savings Programs (MSPs) are state programs that help pay for your Medicare costs if your income is below a certain level. MSPs can help pay your Medicare premiums, deductibles, and co-payments. As a result, MSP enrollees will have more money in their pockets every month.

Qualified Medicare Beneficiary (QMB):

Helps pay your Medicare premiums. Will also pay your deductibles and coinsurances if you see doctors who participate in Medicare or who are in your Medicare's private health network. You can have both QMB and Medicaid.

Monthly Income limit: \$978 (single person) or \$1,313 (married couple)

Specified Low-income Medicare Beneficiary (SLMB):

Helps pay your Part B Premiums. You can have both SLMB and Medicaid. Monthly Income limit: \$1,169 (single person) or \$1,571 (married couple)

Qualifying Individual (QI) Program:

Helps pays your Medicare Part B Premium. You cannot have both QI and Medicaid. Monthly Income limit: \$1,313 (single person) or \$1,765 (married couple)

NOTE: Call or fill out an application if you think you could qualify for savings—even if your income is higher than the amounts listed here. Also, if you have income from working, you may qualify for benefits even if your income is higher than the limits listed here.

≈ Enrollment Assistance ≈

Community Health Advocates

Hotline: 888-614-5400

www.communityhealthadvocates.org

Community Health Advocates is a program of the Community Service Society which exists to help guide individuals, families, and businesses through the healthcare system. The program provides free information, advice and advocacy on all types of healthcare issues.

Health Insurance Information, Counseling and Assistance Program (HIICAP)

Toll free hotline in multiple languages: 800-701-0501

DFTA HIICAP Office: 212-341-3200 DFTA HIICAP Hotline: 212-333-5511 www.aqing.ny.qov/healthbenefits/

HIICAP offers free information about health insurance, including Medicare, Low-income Subsidy ("extra help"), EPIC, Medigap, Medicaid Managed Care, and Long-term Care. HIICAP hotlines are operated by New York State and the NYC Department for the Aging. You can call the hotline with questions or to make an appointment for one-on-one counseling. The Department for the Aging also has walk-in hours Monday-Friday 9am-5pm. It is located at 2 Lafayette Street, between Duane Street and Reade Street.

Lenox Hill Neighborhood House Health Care Advocate

331 East 70th Street New York, NY 10021

(212) 744-5022, ext. 1369 – To find out if you are eligible for Medicaid.

(212) 744-5022, ext. 1291 – If you have problems with Medicaid or Medicare.

Attorneys and advocates are available to help those who live or work between East 59th and East 110th Streets determine if they are eligible for Medicaid, as well as to assist with Medicaid and Medicare problems.

Medicare Rights Center

520 8th Avenue, North Wing, 3rd Floor New York, NY 10018 800-333-4114 or 212-869-3850

www.medicarerights.org

The Medicare Rights Center is the largest independent source of health care information for people with Medicare, and works to bring the consumer voice to the national debate on Medicare reform. It provides direct assistance to older adults and people with disabilities, as well as friends, family, caregivers and professionals who have Medicare questions or problems. Trained hotline counselors respond to questions about available health plan options, rights and benefits, and can also help people get the care and medicines they need. When appropriate, staff represents clients who cannot secure the care or coverage they need on their own.

Many senior centers also have staff who is qualified to answer questions about health insurance issues. See the Senior Center section on page 75 for more information.

≈ Prescription Drug Insurance & Discount Programs ≈

Elderly Pharmaceutical Insurance Coverage (EPIC)

P.O. Box 15018 Albany, NY 12212-5018 800-332-3742

www.health.state.nv.us/health_care/epic/

EPIC is a New York State-sponsored program for seniors over 65 who need help paying for prescription medications. The plan is open to those who have an annual income of \$35,000 or under (single) or \$50,000 or under (married). Seniors who receive full Medicaid benefits are NOT eligible although those on Medicaid spend-down may be. Everyone who enrolls in EPIC will also automatically be enrolled in a Medicare Part D plan. You may switch that plan if you are unsatisfied during the next open enrollment period. An application is available on the web site or by calling the number above.

AARP Prescription Discount Program

877-422-7718

www.aarppharmacy.com

This program was created by AARP to provide you exclusive discounts on FDA-approved prescription medications and specialty drugs at participating retail network pharmacies and through Walgreens' Mail Service.

Big Apple Rx

800-697-6974 or 311

www.bigapplerx.com

The BigAppleRx Prescription Discount Card was created in partnership with New York City. It is free for everyone and is accepted at most pharmacies throughout the 5 boroughs. To price your prescription or locate a participating pharmacy, visit the above website or call 311 or the number above.



Center for Drug Evaluation and Research

www.fda.gov/Drugs/ResourcesForYou/Consumers/default.htm

Provides information for consumers and answers to frequently asked questions about generic drugs.



FreeDrugCard.US

www.freedrugcard.us

This is not an insurance plan. It is a prescription drug program that works like a drug coupon, offering discounts on prescription drug costs. The card is free.

New York Prescription Saver Card

800-290-9138

https://nyprescriptionsaver.fhsc.com/

A new free pharmacy discount card for New York State Residents who are age 50-65 and not receiving Medicaid. Can be used at participating pharmacies to save as much as 60% on generics and 30% on brand name drugs. There are income limitations.



NYS Department of Health Prescription Drug Price List

https://apps.health.ny.gov/pdpw/SearchDrugs/Home.action

The NYS Board of Pharmacy publishes an annual list of the prices of the 159 most frequently prescribed drugs, in the most common quantities. The State Department of Health collects retail price information on these drugs from pharmacies that participate in the Medicaid program.



U.S. Food and Drug Administration

www.fda.gov/oc/buyonline/default.htm

Provides information about buying medicines and medical supplies online.

≈ Medication Assistance ≈

Prescription drugs can be expensive. Some may not be covered by your healthcare plan. Here are some tips to help lower the cost:

- Many pharmaceutical companies have programs that provides free or low-cost prescription drugs to those in need.
- Find out whether which drugs are and are not covered by your prescription drug plan.
- If a drug is not covered, speak to your doctor about whether a covered medication can
- prescribed or if a generic version is available.
- Shop around. Medicines bought through the mail or online often cost less than those locally, but be careful about buying drugs outside of the USA. Standard may be lower.
- Save receipts for all medicines. These costs may be tax-deductible.



≈ Free and Low Cost Health & Dental Services ≈

Bellevue Hospital Center Outpatient Clinic

462 First Avenue New York, NY 10016 212-562-4141

www.nyc.gov/html/hhc/html/facilities/bellevue.shtml

Clinic providing primary specialty medical services to individuals of all ages. Medicaid, Medicare, and Family Health Plus accepted. Sliding scale fees and payment assistance are available to those who qualify based on income.

Mount Sinai Hospital Dental Clinic

1468 Madison Avenue, 2nd Floor, Area B New York, NY 10029 212-241-7681

www.mountsinai.org/patient-care/service-areas/dentistry-and-oral-medicine

Accepts Medicaid and Family Health Plus. Sliding scale fees are available to those who qualify based on income.

New York Presbyterian Hospital Dental Clinic

525 East 68th Street, 21st Floor New York, NY 10021 800-637-4624 212-746-5175

www.nyp.org/services/dental-oral-surgery.html

Accepts Medicaid and Family Health Plus. Sliding scale fees are available to those who qualify based on income.

New York University David Kriser Dental Center

345 East 24th Street New York, NY 10010 212-998-9800

www.nyu.edu/dental/patientinfo/index.html

Medicaid accepted. Reduced fees for uninsured individuals.

Philips Family Practice

16 East 16th Street New York, NY 10003 212-206-5200

www.freemedicalcamps.com/vcampinfo.php?campid=767

Open from 8:30 am - 8:00 pm on Mondays and Thursdays, 8:30 am - 6:00 pm on Tuesdays and Wednesdays, 8:30 am - 4:30 pm on Fridays, and 9:15 am - 4:00 pm on Saturdays. Services include adult medicine, pediatric, dental, women's health, physicals, immunizations, prenatal, disease screening, HIV, mental health, social services. Cost is based on a sliding scale.

Sidney Hillman Family Practice

16 East 16th Street New York, NY 10003 212-206-5200

www.institute2000.org/health-care/locations/manhattan/

Open on weekdays, from 9 am – 5 pm. Services include adult medicine, pediatric, dental, women's health, physicals, immunizations, prenatal, disease screening, HIV testing, mental health, social services. Cost is on a sliding scale fee.

Weill Cornell Community Clinic

505 East 70th Street, 4th Floor New York, NY 10065 646-962-9222

wccc.med.cornell.edu

Run by medical students, the clinic provides free healthcare for the uninsured on Mondays from 5:00 pm to 8:00 pm. Services include adult primary care, physicals, laboratory services, and immunizations. Appointments must be made in advance.

≈ Eye Care Services ≈

(Also See Services for the Visually Impaired)

American Academy of Ophthalmology Seniors Eye Care Program

1-877-887-6327 1-800-222-3937

www.eyecareamerica.org

Program works to reduce avoidable blindness and severe visual impairment by raising awareness about eye disease and care, providing free eye health educational materials, and facilitating access to medical eye care. Provides referrals to eligible seniors for a comprehensive, medical eye exam with a volunteer ophthalmologist, and up to one year of care for any disease diagnosed during the initial exam. Volunteer ophthalmologists accept Medicare and/or other insurance reimbursement as payment in full; patients without insurance receive care at no charge. In order to be eligible, seniors must be age 65 or older, not have seen an ophthalmologist for three or more years, and not already be covered by an HMO or the VA. Call for eligibility screenings, more information, and referrals.

SUNY University Optometric Center

33 West 42nd Street New York, NY 10036 1-888-277-5666 212-938-4001

www.sunvopt.edu/uec/

The patient care facility of the State University of New York College of Optometry, the center provides a wide range of services for all eye care patients including comprehensive exams, vision therapy, laser eye surgery, and low vision services. Accepts Medicaid and Medicare.

≈ Mental Health Services ≈

Geriatric Mental Health Alliance

50 Broadway, 19th Floor New York, New York 10004 212-614-5753

www.mha-nyc.org/gmha

A coalition of over 3,000 individuals and organizations that advocates for improved policies and services for older adults with mental health needs. Part of the Mental Health Association of NYC, a nonprofit organization that identifies unmet needs and develops programs to improve the lives of people affected by mental illness while promoting the importance of mental health.

Jewish Board of Family and Children's Services

135 West 58th Street New York, NY 10020 212-582-9100

www.jbfcs.org/

Provides help to people who are struggling with a range of emotional and social problems. Specialized services for adults and children include evaluation and assessment, crisis intervention, and short-term and ongoing individual, couple, family, and group therapy.

LifeNet

800-847-7831 — available 24 hours a day, seven days a week http://www.lifenet.org/

Mental health professionals provide free emergency counseling and referrals to New York City residents with emotional or substance abuse problems. Sponsored by the Mental Health Association of New York City and the New York City Department of Health.

Mount Sinai Hospital Geriatric Psychiatry Clinic

1 Gustav Levy Place New York, NY 10029 212-241-9382

<u>www.mountsinai.org/patient-care/service-areas/psychiatry/areas-of-care/geriatric-psychiatry/areas-of-care/geriatric-psychiatry-clinic</u>

Offers evaluation and management of persons over the age of 60 and their caregivers. Physicians, nurse practitioners, and social workers are available for the evaluation of each patient. On-site consultations may be provided by neurologists and neurophysiologists. Services are available in English and Spanish. The Geriatric Psychiatry Clinic specializes in: memory disorders, behavioral disturbances that result from memory disorders, depression, chronic mental illness, individual and family counseling, group therapy for caregiver issues and bereavement issues. Specialty programming includes the Memory Disorders Evaluation and Treatment Program, the Caregivers Program, the Alzheimer's Disease Assistance Center, and Support Groups.

Mood Disorders Support Group

P.O. Box 30377 New York, NY 10011 212-533-6374

www.mdsg.org

A nonprofit, self-help organization serving both individuals with depression and manic-depression, as well as their families and friends.

National Alliance on Mental Illness of New York City

505 Eighth Avenue. Suite 1103 New York, NY 10018 212-684-3365

http://www.naminycmetro.org

The National Alliance on Mental Illness of New York City is a grassroots organization that provides support, education, and advocacy for families and individuals of all ethnic and socio-economic backgrounds who live with mental illness. As the largest affiliate of the National Alliance on Mental Illness, they work collaboratively with state and national affiliates and with other stakeholders in the community to educate the public, advocate for legislation, reduce stigma, and improve the mental health system.

New York Service Program for Older People

302 West 91st Street New York, NY 10024 212-787-7120

www.spop.org

Provides a wide range of services for adults 55 and older including individual and group counseling, crisis intervention, assessment, and service coordination. Medicaid, Medicare, and many insurance plans accepted. Services available at the West 91st Street office and at other locations throughout Manhattan. Call for details. Home visits can be arranged for those unable to leave their homes.

Weill Cornell Institute of Geriatric Psychiatry

525 East 68th Street New York, NY 10065 888-694-5700

www.cornellpsychiatry.org/research/geriatric psychiatry.html

Offers specialized psychiatric clinical services for older adults including: comprehensive diagnostic evaluation, individual therapy, group therapy through the use of behavioral and insight-oriented approaches, illness management, stress management, relapse prevention and individual psychotherapy. Outpatient, partial hospitalization, and inpatient services are available.

≈ Disease Specific Support & Education Groups ≈

AIDS Drug Assistance Program (ADAP)

800-542-2437

www.health.nv.gov/diseases/aids/resources/adapl

This program provides healthcare to HIV-positive New York State residents who are uninsured or underinsured.

Alzheimer's Association of New York

360 Lexington Avenue, 4th Floor New York, NY 10017 646-744-2900 800-272-3900 – 24 hour helpline

www.alz.org/nyc

Provides information, care consultation and supportive services for those with Alzheimer's disease and their families.

American Cancer Society

Manhattan Region 132 West 32nd Street New York, NY 10001 212-586-8700 800-227-2345 – 24 hour helpline

www.cancer.org

Referral service offers a list of services providing free or reduced-fee cancer screenings and support programs for people living with cancer.

American Diabetes Association

333 Seventh Avenue, 17th Floor New York, NY 10001 212-725-4925 800-342-2383

www.diabetes.org

Works to prevent and cure diabetes and to improve the lives of all people affected by diabetes. Provides nutrition information and recipes, helpful for caregivers.

American Heart Association

122 East 42nd Street, 18th Floor New York, NY 10168 212-878-5900

www.americanheart.org

Voluntary organization dedicated to reducing death and disability from cardiovascular diseases and stroke. Provides information and referrals to appropriate resources available in New York City.

SHARE

1501 Broadway, Suite 704A New York, NY 10036

212-719-0364 – General Information

866-891-2392 - Toll Free

212-382-2111 - Breast Cancer Hotline

212-719-1204 – Ovarian Cancer Hotline

www.sharecancersupport.org

Organization for women diagnosed with breast and/or ovarian cancer who are seeking education, support, or advocacy opportunities.

US TOO New York

525 East 68th Street New York, NY 10021 212-873-7567 or 917-830-4357 (Helpline)

www.ustoonewyork.org

An independent group which provides support and education to prostate cancer survivors and their families throughout the New York Metropolitan area. US TOO New York offers fellowship, peer counseling, education about treatment options and discussion of medical alternatives without bias.

THE BENEFITS OF SUPPORT GROUPS

Regardless of format, in a support group, you'll find people with problems similar to yours. Members of a support group typically share their personal experiences and offer one another emotional comfort and moral support. They may also offer practical advice and tips to help you cope with your situation.

Benefits of participating in support groups may include:

- Feeling less lonely, isolated or judged
- Gaining a sense of empowerment and control
- Improving your coping skills and sense of adjustment
- Talking openly and honestly about your feelings
- Reducing distress, depression or anxiety
- Developing a clearer understanding of what to expect with your situation.
- Getting practical advice or information about treatment options
- Comparing notes about resources, such as doctors and alternative options

Source: http://www.mayoclinic.com/health/support-groups/MH00002



The city and state laws governing the rights and responsibilities of renters and homeowners in New York City are extremely complex. State Senator Liz Krueger's office produces a housing mailer that discusses the most frequently asked questions by renters and cooperative and condominium owners. The guides are available online at krueger.nysenate.gov or by calling 212-490-9535.

≈ Senior Housing ≈

(See Long-Term Care for Assisted Living information)

There is a wide variety of housing designed for seniors of different ages, levels of health, incomes, activity level, and interests across New York. Options range from low-cost government subsidized housing to privately operated luxury residences to assisted-living facilities, and everything in between.

The New York City and State Departments for the Aging provide comprehensive lists of senior housing options across the state, searchable by neighborhood, cost, and type of services provided. The list from the City Department for the Aging is available on the web at www.nyc.gov/html/dfta/html/benefits/housing.shtml, or by calling 311. The list from the State Department for the Aging includes a list of definitions of the many different types of housing available, and is available at www.aging.ny.gov/housingresources/index.cfm.

New York Foundation for Senior Citizens' Home Sharing Program

11 Park Place New York, NY 10007 212-962-7559

www.NYFSC.org/services/home sharing.html

The Home Sharing program matches senior citizens age 60 and over, living throughout New York City's five boroughs, who have excess space in their homes or apartments to share with responsible, compatible persons of all ages in need of housing. This very successful program helps relieve financial hardship and feelings of loneliness and promotes companionship. The service is free and offers confidential screening of applicants, negotiation of agreements for shared living, follow-up counseling and referral to entitlement and social service programs.

≈ Tenant Advocacy Organizations ≈

Housing Court Answers

212-962-4795

www.cwtfhc.org

A non-profit organization that provides advice to unrepresented tenants in Housing Court proceedings, works to improve the Housing Court system and advocates for the right to counsel in Housing Court. Operates a telephone hotline from 9 am to 5 pm to provide information regarding Housing Court proceedings and the enforcement of housing code violations and other landlord/tenant issues to New York City residents, community-based organizations and other service providers. The assistance line can also provide the most up-to-date listing of non-profit organizations currently providing emergency rental assistance. Staff and volunteers sit at tables in all Housing Court buildings throughout the five boroughs to answer questions and to provide referrals every day from 9 am to 4 pm. The Manhattan table is located outside the 2nd Floor Clerk's office (Room 225) in Manhattan Housing Court (111 Centre Street, New York, NY, 10013). Many fact sheets about Housing Court are available on the website and at the information tables.

Metropolitan Council on Housing

339 Lafayette Street, #301 New York, NY 10012 212-979-6238 – membership information 212-979-0611 – tenants' rights hotline

www.metcouncil.net

A citywide membership-based tenants' advocacy organization that works to preserve and expand affordable housing and rent regulation through grassroots organizing, lobbying, direct action and public education. Met Council organizes tenant associations to help tenants get better services and repairs, educates tenants through its monthly newspaper, runs a weekly call -in radio show and operates a volunteer-staffed tenant information hotline. See website for factsheets and resources on housing laws, tenants' rights, recommended tenant attorneys, and other information. The tenant information hotline is available Mondays, Wednesdays, and Fridays from 1:30 pm to 5 pm.

New York State Tenants and Neighbors Coalition

236 West 27th Street, 4th Floor New York, NY 10001 212-608-4320

www.tenantsandneighbors.org

A statewide organization of tenants, tenant associations, and other community groups that fight for tenants' rights and affordable housing through organizing, education, leadership development, and grassroots mobilization. Works to strengthen tenant protections while empowering and educating tenants. See website for factsheets and resources on housing laws, tenants' rights, and tenant organizing.

≈Property Tax Reduction and Service Programs for Homeowners≈

For more information regarding any of the property tax exemption programs listed below, or to receive an application, contact the NYC Department of Finance at 311 or www.nyc.gov/html/dof/html/property/exemptions.shtml.

Disabled Homeowner's Exemption (DHE)

The Disabled Homeowner's Exemption (DHE) provides a property tax abatement for eligible property owners who have a medically certifiable disability and an annual income below \$38,400.

New York State School Tax Relief Program (STAR)

New York State Residents who are homeowners qualify for the Basic School Tax Relief (STAR) program regardless of age if their annual adjusted gross incomes is \$500,000 or less and the property is their primary residence (meaning they live in the home for more than six months of each year). STAR provides savings of approximately \$200 a year in NYC. Residents 65 and older who qualify for Basic STAR and have an annual household income of less than \$79,050 are eligible for the **Enhanced STAR** program. Enhanced STAR provides average yearly savings of approximately \$400 in NYC.

Senior Citizen Homeowner's Exemption (SCHE)

The Senior Citizen Homeowner's Exemption (SCHE) is a partial property tax exemption available for residential property owners age 65 years or older who have adjusted annual incomes below \$37,400. Individuals who file for SCHE do not have to file a separate STAR application and are automatically enrolled in Enhanced STAR.

Veterans' Tax Exemption

The Veterans' Tax Exemption is a partial property tax exemption available to property owners who served in the U.S. armed forces in WWI & II, Korea, Vietnam, or the Gulf War.** The spouse or registered domestic partner of a qualified veteran, the unmarried surviving spouse of a qualified veteran, and a Gold Star parent (the parent of a child who died in the line of duty while serving in the U.S. armed forces during one of the periods above) are eligible for this exemption.

**Legislation is currently pending to expand this benefit to veterans of the wars in Iraq and Afghanistan.

Residential Emergency Services to Offer Home Repair to the Elderly (RESTORE) 212-480-7147

www.nyshcr.org/programs/restore

The RESTORE Program is available to low-income seniors who need financial assistance for emergency home repairs. The maximum grant is \$5,000 and is only available to those who have lived in their homes for at least three years. The program is administered through RESTORE-qualified agencies in your service area. Call or visit the website for additional info.

≈ Government Benefits for Low-Income Renters ≈

Disabled Rent Increase Exemption (DRIE)

The DRIE program freezes the rents of disabled people living in rent-regulated apartments or Mitchell Lama buildings and provides a tax abatement for the owners. Households that are eligible include those receiving Social Security Disability, Supplemental Security Income, Veterans' pensions or compensation, and those enrolled in the Medicaid Buy-In Program. DRIE is designed to work in the same way as SCRIE except that it has lower income limits. The eligibility limit for DRIE varies by household size and source of income, but in general the income limit for single individuals is \$19,284 and \$27,780 for couples. Applications for DRIE are available by calling 311 or online at

http://www.nyc.gov/html/dof/html/property/property tax reduc drie dr te.shtml

Senior Citizen Rent Increase Exemption (SCRIE)

The SCRIE program run by the New York City Department of Finance freezes rents for eligible tenants and provides a tax abatement for the owner in return. To be eligible for a SCRIE, you must be 62 years of age or older, live in a rent-regulated apartment, have a household income (after taxes) of \$29,000 or less and be paying more than one-third of your income for rent. You must apply for SCRIE and recertify your eligibility every two years. Tenants who experience a permanent decrease in income of more than 20% can apply to have their benefits recalculated. Applications for SCRIE are available by calling 311 or online at http://www.nyc.gov/html/dof/html/property/property tax reduc drie sc te.shtml

Real Property Tax Credit (IT-214)

800-225-5829

http://www.tax.ny.gov/pdf/2010/fillin/inc/it214 2010 fill in.pdf

IT-214 provides rent relief to low-income seniors who have been residents of NY State for at least 12 years and have resided in a home for at least six months. Contact the New York State Department of Taxation and Finance for more information.

Home Energy Assistance Program (HEAP)

Call 311 for information or application 1-800-342-3009

www.otda.ny.gov/programs/heap/

A one-time grant per year to help low-income homeowners and renters pay fuel and utility costs. There are income limitations but no asset restrictions. Available to both households that pay directly for heat and households where heat is included in rent. Benefit amounts range from \$40.00 - \$585.00. Eligible households that pay directly for heat with their main source of heat being oil, kerosene or propane may receive a benefit up to \$800.00. Funds are limited. Residents 65 and older apply through the NYC Department for the Aging. Residents under 65 apply through the NYC Human Resources Administration. Both agencies can be reached by calling 311. Funds are limited, so apply early.

Weatherization Referral and Packaging Program (WRAP)

Call 311

www.aging.ny.gov/NYOSFA/programs/econsecurity/WRAP.cfm
Service for low-income seniors to lower their monthly energy bills.

≈ Home De-cluttering, Downsizing, and Organizing ≈

A cluttered environment can have a negative impact on your well-being; it diminishes the quality of your life, wastes time, energy and creates stress. You feel overwhelmed and just don't know where to begin, but help is available.

The following two websites offer many private fee-for-service organizations that can help with de-cluttering, downsizing, and organizing:



Cornell University Environmental Geriatrics Program

www.enviromentalgeriatrics.org/home safety/clutter.html

Environmental Geriatrics is the study and application of design principles to interiors and products to optimize the health, function, and well-being of older adults. This website has information on creating an Alzheimer's friendly home, fall and fire prevention, and hoarding and clutter.



ThisCaringHome.Org

http://thiscaringhome.org/index.aspx

This CaringHome.org was funded by grants from several foundations to Weill Cornell Medical College. All materials on ThisCaringHome's website have been reviewed by select members of the Advisory Board, composed of a wide variety of professionals, including nurses, dementia specialists, physical and occupational therapists, safety experts, social workers, and recreational therapists.

Support Groups

Hoardhouse: Compulsive Clutter in NYC

1233 2nd Avenue New York, NY 10065 212-308-2210

http://hoardhouse.com/

This is a group of social workers, counselors, and advocates whose goal is to support and advise New York City residents who are dealing with overly cluttered environments. Support group meets the first Monday of each month from 6pm - 7:30pm

Hudson Guild

441 West 26th Street New York, NY 10001 212-760-9800

Email: info@hudsonguild.org

http://hudsonguild.org/

Anna-Leah Braudes, who personally battled with hoarding and clutter herself, leads this popular bi-monthly support group at the Hudson Guild. Call or email the Hudson Guild for further information.

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GOVERNMENT-FUNDED SERVICES

Adult Protective Services (APS)

Central Intake Referral Line (212) 630-1853

APS provides free heavy-duty cleaning for their clients. An older person is eligible for APS, regardless of income or assets, if he or she:

- a) has a physical or mental impairment; and
- b) is unable to
- manage his or her own resources
- carry out the activities of daily living, protect themselves from physical, sexual or emotional abuse, passive or self-neglect, financial exploitation or other hazardous situations without assistance from others; and
- c) has no one willing and able to assist him or her responsibly.

If an APS client refuses to allow APS to perform a heavy duty cleaning and the client's tenancy is threatened as a result of this refusal, APS will assess to determine if a legal action can be brought for the appointment of a guardian.

Jewish Association for Services for the Aging (JASA) De-cluttering Program JASA Help Center at (212) 273-5272

www.jasa.org/services/support-assistance

JASA has been awarded a small "de-cluttering" grant by New York State to help seniors avoid eviction due to safety and health issues created by an excessive collection of objects. Funding goes directly for the costs of hiring personal organizers, occupational therapy students, or agencies that do similar work. The objective is to avoid the "heavy duty cleaning" syndrome. JASA will conduct an assessment, offer a resource list of personal organizers and occupational therapists, and contribute funds (limited, with a capped amount) towards the cleaning. Due to limited staff, the majority of cases need a social worker from another agency who will work intensively on the project.

For more information on home de-cluttering, you can obtain a copy of Senator Liz Krueger's Resource Guide: What To Do With All That Stuff: Best Practices for Clutter & Hoarding, at http://www.nysenate.gov/report/what-do-all-stuff-best-practices-clutter-and-hoarding or call 212-490-9535.



Birth, Death, Marriage and Domestic Partnership Certificates

Birth and Death Certificates: 212-788-4520 www.nyc.gov/html/doh/html/services/vr.shtml

Marriage Licenses and Domestic Partnership: 212-669-2400 ext. 2

www.nyc.gov/html/records/html/archives/geneology.shtml

These documents are necessary for some benefit applications and can be obtained from the New York City Department of Health's Bureau of Vital Records.



Elderlaw Answers

http://www.elderlawanswers.com/Default.aspx

Elderlaw Answers is a website that provides up-to-date information about crucial legal issues facing seniors. You can tap into a network of highly qualified elder law attorneys across the nation and get preliminary answers to your legal questions.



www.lawhelp.org

Website connects low- and moderate-income people with free and low-cost legal assistance and information. Provides resources and factsheets on many legal problems including housing, employment, family, bankruptcy, disability, immigration and more.

Legal Aid Society - Lower Manhattan Neighborhood Office

199 Water Street New York, NY 10038 212-577-3300

www.legal-aid.org/en/home.aspx

Areas of practice include housing, public benefits, social security/SSI, elder abuse, tax law and unemployment issues. Serves people who earn below 125% of the poverty line.

Lenox Hill Neighborhood House Legal Advocacy Department

331 East 70th Street New York, NY 10021 212-744-5022

www.lenoxhill.org/content/who-we-help/legal-advocacy-and-organizing.html

The Legal Advocacy Department provides free assistance with housing, government benefits including Medicaid, Medicare, food stamps, SSI and SSD, simple estate planning and family law. To be eligible for assistance, you must live, work, or go to school between 59th and 110th Streets on the East Side of Manhattan. There are income limits for certain services. Walk-in hours are on Mondays from 10 am to 12 pm, where the first 4 who have signed up will be seen that day. If you need an appointment outside of clinic hours, call extension 1392.

ADDITIONAL INTAKE NUMBERS:

Food Stamps: 212-744-5022, ext. 1278
Medicaid Eligibility/Applications 212-744-5022, ext. 1369
Medicare/Medicaid/Health Insurance 212-744-5022, ext. 1291
Caregivers Legal Support Center 212-744-5022, ext. 1384
Landlord-Tenant Evictions 212-744-5022, ext. 1392

Manhattan Legal Services

40 Worth Street, #606 New York, NY 10013 646-442-3100

www.legalservicesnyc.org

Provides free legal advice and representation to Manhattan residents who would otherwise be unable to afford it. Focus is on housing, government benefits, consumer, and family law cases. Intake hours vary with program. Call or visit the website for more details.

Mid-Atlantic Pension Counseling Project

800-355-7714

Pensionrights.org/counseling-projects

Funded by the US Administration on Aging, the project provides information and counseling to workers age 60 and over and their dependents who are having difficulty finding out about pension benefits (both government and private) that might be owed to them or who believe that they might not be receiving benefits to which they are entitled. Available weekdays from 9 am to 5 pm.

MFY Legal Services Seniors Project

299 Broadway, 4th Floor New York, NY 10007 212-417-3700

http://www.mfv.org/projects/manhattan-seniors-project/

Provides legal advice and representation to low income residents age 60 and older with eviction prevention, public benefits, Medicare & Medicaid, discrimination, civil & disability rights, and elder abuse cases. Intake is on Wednesdays between 2 pm and 4:30 pm for intake and appointments. *For seniors living below 110th Street in Manhattan*.

Other MFY Programs Legal Projects for People of All Ages (intake hours vary with program)

- Adult Home Advocacy Project, 877-417-2427
- Consumer Rights Project, 212-417-3881 (for low-income consumers city-wide)
- Foreclosure Prevention Project, 212-417-3771
- Kinship Caregiver Law Project, 212-417-3850
- Low Income Bankruptcy Project, 212-417-3799

New Economy Project (formerly known as NEDAP)

176 Grand Street Suite #300 New York, NY 10013 212-680-5100

www.nedap.org

A nonprofit advocacy and education organization that works to eliminate predatory economic practices and improve consumer protections. Provides a comprehensive list of resources and fact sheets on issues such as community banking and finance, credit reports, debt collection, identity theft, foreclosure prevention, and predatory lending available at http://nedap.org/resources/consumer.html.

The New Economy Project Operates the **New York City Financial Justice Hotline** which provides information and referrals for low-income residents regarding issues with unfair debt collection practices, tax refund loans, payday loans, credit reporting and repair. The hotline can be reached at 212-925-4929 on Tuesdays 12 pm–2 pm, Wednesdays 12 pm–2 pm, and Thursdays 12 pm–2 pm.

New York City Bar Association 42 West 44th Street New York, NY 10036 www.nycbar.org 212-382-6600

The Bar Association operates a number of programs for the public including:

- The *Legal Referral Service* provides referrals to pre-screened private attorneys for assistance with all types of legal matters. Just to call is free, but there is a \$35 fee for the 30-minute consultation; fees for any additional services are negotiated privately. Call 212-626-7373 to reach the referral service.
- The Monday Night Law Clinic operates on various Monday nights from October through August. At the clinic, lawyers meet with clients for one-half hour appointments to discuss a variety of legal topics such as bankruptcy, consumer issues, matrimony, basic employment, and landlord-tenant issues. Clients must register ahead of time by calling 212-626-7373. Walk-ins are not permitted.
- The *City Bar Justice Center Legal Hotline* is a free advice hotline for low-income callers. A call to the hotline connects you with a staff of knowledgeable referral counselors, who are attorneys and paralegals. Counselors will give free legal advice on a wide range of subjects, such as family law, consumer debt, bankruptcy, employment and landlord-tenant issues. Call 212-626-7383 Monday through Friday from 9 am -1pm and Tuesday and Thursday from 3:30 pm 5:30 pm.
- The Veterans Assistance Project provides skilled legal counsel to help senior's receive
 the benefits they deserve. The Project is designed to meet the needs of the 254,000
 veterans living in New York City by providing pro-bono assistance with disability benefits
 claims before the NYC Regional Office of Veterans Affairs. Call 212-382-4722 or
 877-564-3383.
- The **Consumer Bankruptcy Project** is one of only two pro bono bankruptcy projects in New York City providing legal assistance to low-income consumers with outstanding debts--assisting debtors filing pro se bankruptcy petitions and providing pro-bono representation to debtors in contested matters. Call 212-626-7383.
- The *Elderlaw Project* maintains the dignity and independence of elderly people by training volunteer attorneys to counsel and represent elderly New Yorkers in a variety of areas. At legal clinics held at the Justice Center and at senior centers, staff and volunteer attorneys provide seniors with advice and representation regarding wills, living wills, health care proxies, powers of attorney, government benefits, consumer issues and more. Call 212-382-6658 for more information.

New York Legal Assistance Group (NYLAG)

7 Hanover Square, 18th Floor New York, NY 10004

www.nylag.org

Intake Line: 212-613-5000

NYLAG serves immigrants, seniors, the homebound, families facing foreclosure, renters facing eviction, low-income consumers, those in need of government assistance, children in need of special education, domestic violence victims, persons with disabilities, patients with chronic illness or disease, low-wage workers, low-income members of the LGBT community, Holocaust survivors, and others in need of free legal services. General legal service intake schedule: Monday, Wednesday, and Thursday 9:00 am - 3:00 pm.

Evelyn Frank Legal Resources Program of NYLAG

212-631-7310

Email: eflrp@nylag.org

Advocates for and provides legal representation to low-income elderly and disabled

New Yorkers.

Urban Justice Center

123 William Street, 16th Floor New York, NY 10038 646-602-5600

www.urbanjustice.org

The Urban Justice Center serves New York City's most vulnerable residents through a combination of direct legal service, systemic advocacy, community education, and political organizing. They often defend the rights of people who are overlooked or turned away by other organizations, reaching a wide-ranging client base through their legal projects. These projects include: Community Development Project, Domestic Violence Project, Mental Health Project, and a Veteran's Advocacy Project. Intake and processes vary by program. Call or visit website for additional details.

Volunteers of Legal Service (VOLS) Elderly Project Legal Clinics

281 Park Avenue South New York, NY 10010 212-966-4400

www.volsprobono.org

Volunteer attorneys provide free civil legal services to low-income Manhattan residents age 60 and older. Legal clinics are held each month at a variety of senior centers where seniors can discuss their legal concerns in confidence, receive legal advice and, where appropriate, obtain referrals for representation. Call for schedule.

VOLS Projects include: Elderly Project, Immigration Project, and Unemployment Insurance Advocacy Project.



Housing Options for Seniors Who Need Assistance With Activities of Daily Living

What is Home Care?

More than 7.6 million Americans receive home care, according to the U.S. Census Bureau. The number is much greater when you consider that the census does not include "informal care" which is care given by a friend or family member. Home care is generally defined as non-medical support services delivered at the home of the senior. The aim of home care is to allow seniors to remain at home longer rather than enter an assisted living community, nursing home or other type of senior care. Home care may be appropriate if a senior prefers to stay at home but needs minor assistance with activities of daily living.

Activities of daily living include bathing, dressing, and meal preparation, but may also extend to assistance with transportation, paying bills, making appointments, and simply being there to provide companionship and emotional support. Home care services are generally available 24 hours a day, seven days a week and can be paid for directly by the client or through a variety of public and private funding sources such as Medicare and/or Medicaid.

What is Assisted Living?

Assisted living communities or assisted living facilities (ALFs) help promote health, safety and well-being among the senior residents who live there. Assisted living was developed as a type of senior housing to provide housing, health care and personal care services to seniors in need of assistance with activities of daily living in a more independent environment than a traditional nursing home.

There is a wide variation in the level of care that may be provided in assisted living communities. Some assisted living communities specialize in providing a supportive and safe environment for seniors who are largely independent but need some minor periodic assistance with activities of daily living or medication management. Other assisted living providers have designed their services specifically for the very frail elderly who need a very high level of assistance on a daily basis. These assisted living facilities have become a substitute for nursing homes and frequently provide many, though not all, of the same care services as a skilled nursing facility. It is important to know what type of environment each assisted living community caters to so that your loved one will be comfortable.

There are over 36,000 assisted living options to choose from in the United States.

What is a Nursing Home?

There are over 16,000 nursing homes in the U.S. Nursing homes, also known as skilled nursing facilities, are for seniors who require constant medical care and need significant assistance with the activities of daily living. The goal of care in a nursing home is to help individuals meet their daily physical, medical, social, and psychological needs. Nursing homes are generally stand-alone facilities, but some are operated within a hospital or an assisted living community.

Residents of nursing homes generally have high care needs and complex medical conditions that require routine skilled nursing services. Due to the needs of their residents, nursing homes are required by federal law to have a licensed nurse on duty 24 hours a day. Residents typically share a room and are served meals in a central dining area. Residents should have the opportunity to be involved in activities that provide mental, physical, and social stimulation. Be sure to ask about activities offered when you tour the facility.

The average cost of care for nursing home care across the country ranges between \$4,000 and \$8,000* per month. Cost is determined by the level of care needed, the setting where the care is provided, and the geographic location. Due to the high cost of care, many residents use supplemental funding from the government in the form of Medicare** and/or Medicaid.

*Cost of care for nursing home care in the NYC Metropolitan Area is more likely to be in the \$11,000/month range and higher.

≈ Nursing Homes ≈

Amsterdam Nursing Home

1060 Amsterdam Avenue New York, NY 10025 212-316-7700 www.amsterdamcares.org

DeWitt Nursing Home

211 East 79th Street New York, NY 10075 212-879-1600 www.dewittnh.com

Isabella Geriatric Center

515 Audubon Avenue New York, NY 10040 212-342-9200 www.isabella.org

Jewish Home Lifecare

120 West 106th Street New York, NY 10025 212-870-4715 www.jewishhome.org

Coler-Goldwater Hospital

1 Main Street Roosevelt Island New York, NY 10044 212-848-6000 or 212-318-8000 www.nyc.gov/html/hhc/coler-goldwater

Fort Tryon Center

801 West 190th Street New York, NY 10040 212-543-6400

Greater Harlem Nursing Home

30 West 138th Street New York, NY 10037 212-690-7400 www.GHNH.org

New East Side Nursing Home

25 Bialystoker Place New York, NY 10002 212-673-8500 Kateri Residence

150 Riverside Drive New York, NY 10024 646-505-3759

www.archcare.org/kateri-residence

Mary Manning Walsh Home

1339 York Avenue New York, NY 10021 212-628-2800

http://www.archcare.org/mary-manning-walsh.html

Rivington House Health Care Facility

HIV/AIDS-specific facility 45 Rivington Street New York, NY 10002 212-477-3100 **New Gouverneur Hospital SNF**

227 Madison Street New York, NY 10002 212-238-7872

www.nyc.gov/html/hhc/gouverneur

Terence Cardinal Cooke Health Center

1249 Fifth Avenue New York, NY 10029 212-360-3980

Village Care Nursing Center

214 West Houston Street New York, NY 10014 212-337-9400

www.villagecare.org/aids_network/
rivington house.html

A complete list of NYC nursing homes can be found at: www.nursinghomes.nyhealth.gov/ and www.doctorsdig.com/n/new-york-nursing-homes-ny.htm



A Place for Mom

866-344-8005

http://www.aplaceformom.com

This website is a free referral service that can find the right senior care center for your loved ones to live in.



New York State Department of Health

http://nursinghomes.nyhealth.gov/ (for nursing home Profiles) www.health.ny.gov/facilities/nursing (general information)

All nursing homes in New York are regulated by the NY State Department of Health. The agency's website provides comprehensive information on nursing homes including rankings regulations, and inspection reports, as well as information about patients' rights and nursing home alternatives.

Complaints regarding nursing home services can be made to the NY State Department of Health by calling 888-201-4563.

≈ Aging In Place ≈

Adult Day Programs

Adult day programs are community based group programs designed to meet the needs of functionally and/or cognitively impaired adults through an individual plan of care. These structured, comprehensive programs provide a variety of health, social, and other related support services in a protective setting. Adult day centers generally operate during normal business hours five days a week. Some programs offer services in the evenings and on weekends.

There are two kinds, or models, of adult day programs:

Social model day programs provide supervision and socialization through therapeutic group activities such as discussion groups, arts and crafts, games and dancing, or services such as memory simulation exercises. Most of these programs do not have a medical component, and payment is usually private pay. Each program is slightly different and has different requirements. Almost all offer lunch and many offer transportation. The cost of these programs varies a great deal. The best way to be sure a program is a good fit for a particular person's functional ability, need for service, and financial resources is to visit, watch what goes on, and ask a lot of questions.

Medical model day programs are designed for persons with medical problems (including dementia) who may require one or more of the following services: monitoring, nursing care, social work, occupational therapy, physical therapy, nutritional counseling, or recreational therapy, in addition to socialization. As a result, they are significantly more expensive than social model adult day care. If the person with dementia appears to need medical model care, but does not have the income or assets to pay for it, talk to a social worker at the center about the eligibility requirements for Medicaid, which covers medical model adult day programs.

The best way to be sure a program is a good fit for a particular person's functional ability, need for service, and financial resources, is to visit the programs that interest you. Be sure to watch what goes on and ask a lot of questions. Application procedures may vary among programs.

The following organizations operate Adult Day programs that serve Manhattan residents:

C.V. Starr at the Burden Center for Aging Social Model

445 East 85th Street New York, NY 10028 212-249-0500

www.burdencenter.org

Council Lifetime Learning (LINC) Social Model

241 West 72nd Street New York, NY 10023 646-884-9471

www.ncjwny.orgservices senior.htm

Elder Serve at the Y Social Model

54 Nagle Avenue, 2nd Floor New York, NY 10040 212-942-4188

Hamilton Madison House Adult Day Service Social Model

100 Gold Street, Lower Level New York, NY 10038 212-788-5580 www.hmhonline.org/

Lenox Hill Neighborhood House CARE Program Social Model

343 East 70th Street New York, NY 10021 212-744-5022 ext. 1301

www.lenoxhill.org/content/who-we-help/older-adult-services/social-adult-dav.html

Riverstone Senior Life Services Memory Center Social Model

99 Fort Washington Avenue New York, NY 10032 212-927-5600

www.riverstonenyc.org/programs/memorycenter

Stein Senior Center SPA (Service Program for Older Adults) Social Model

204 East 23rd Street New York, NY 10010 646-395-8083

<u>http://steinseniorcenter.org/programs-activities/early-stage-alzheimers/</u>

Amsterdam Adult Day Health Care Program *Medical Model*

1060 Amsterdam Avenue New York, NY 10025 212-316-7735

http://www.amsterdamcares.org/adhc.html

Isabella Adult Day Health Care Program *Medical Model*

525 Audubon Avenue New York, NY 10040 212-342-9287

http://www.isabella.org/isabella/programs/adultdayhealthcare.aspx

Jewish Home Lifecare Adult Day Program *Medical Model*

140 West 106th Street New York, NY 10025 212-870-5084

http://www.jewishhome.org/our-services/adult-day-program

Village Care Adult Day Health Center *Medical Model*

Parkinson's Disease Specific Program

644 Greenwich Street New York, NY 10014 212-337-5887

http://www.vcny.org/senior/adult day health/

The Hebrew Home at Riverdale

5901 Palisade Avenue Riverdale, NY 10471 1-800-567-3648 or 914-368-5550 www.hebrewhome.org/medical-day-program.asp/

• ElderServe on the Palisades - DAY SESSION Medical Model

• ElderServe at Night - OVERNIGHT SESSION Medical Model

Operates from 7pm - 7am. It is the only overnight adult day healthcare program in the country and is designed for people living at home who require constant supervision during the night.

Services Provided

Both day and night sessions provide assistance with daily living skills, such as bathing, grooming, and eating. The Hebrew Home at Riverdale serves a medically diverse senior population that includes people who are physically frail or have a dementia related diagnosis. This program operates seven days a week, 365 days a year from 9:00 am - 3:00 pm (day session) and 7pm - 7am. Door-to-door transportation is available. This service may be used from one to seven days a week depending upon the senior's primary care physician approval. Nutritious meals and snacks are served each day and night.

• ElderServe Long-Term Health Care Program of the Hebrew Home at Riverdale www.hebrewhome.org/long-term health-care.asp

This program is designed for persons who choose to remain in their own home although are eligible for placement in a long term care facility. The program provides a full range of health care, social and supportive services, including medical management, nursing services, rehabilitation therapies and personal care in a clients own home. Additional care options include home maintenance, Adult Day services, and a personal emergency response system.

≈ Additional Aging in Place Resources ≈

Citymeals-on-Wheels

212-687-1234

www.citymeals.org

Citymeals delivers meals to seniors who are homebound and unable to prepare their own meals. To receive the service, seniors have to be assessed by a case manager. If you are over 60, unable to prepare nutritious meals, ineligible for Medicaid services such as a home care attendant, and unable to afford privately paid home care assistance, call Citymeals at the number above to find the nearest case management agency for referral.

Council of Senior Centers and Services Bill Payer Program

718-858-2360

http://cscs-ny.org/money_management/index.php

The Bill Payer Program is a free service that helps low-income older adults and adults with disabilities to stay in their homes and communities. Clients gain the reassurance of knowing their monthly bills will be paid on time. Visits take place once or twice a month, usually in the client's home. Bill Payers help clients with: organizing bills, writing checks for the client's signature, balancing the checkbook, and reconciling the bank statement. Bill Payers may also assist clients to access cash, budget, lower monthly bills and pay down debt.

CenterLight Health Care

Long-Term Home Health Care Program Beth Abraham Health Services 127 East 107th Street New York, NY 10029 718-636-1000

www.ccmny.org/

CenterLight Healthcare is a not-for-profit New York State Managed Long-Term Care organization that provides home healthcare services to the elderly, disabled and chronically ill in the New York Metropolitan area.

Concerned Home Managers for the Elderly, Inc. (COHME)

11 Broadway, Suite 400 NY, NY 10004 212-514-7147

www.cohme.org

Provides home health aide, nursing and social work case management services to seniors and their family members. Particular expertise in caring for individuals with Alzheimer's disease and other dementias. Serving all five boroughs.

Jewish Guild Health Care GuildNet Managed Long Term Care

15 West 65th Street New York, NY 10023 1-800-284-4422 or 212-769-6200

www.jgb.org/health-plans/guildnet-MLTC

GuildNet is a managed long-term care plan established to coordinate services for Medicaid-eligible, nursing home-eligible adults wishing to remain in their homes as long as possible. Provides health and personal care.

Jewish Home Lifecare

120 West 106th Street New York, NY 10025 1-800-544-0304

Manhattan Center: 212-870-4715

www.jewishhome.org

A non-sectarian organization that provides skilled nursing, home care, day care, senior housing, rehabilitation services, and care coordination to the elderly and the disabled.

Long Term Care Community Coalition (LTCCC)

242 West 30th Street, Suite 306 New York, NY 10001 P:212-385-0355 F:212-239-2801

www.ltccc.org

LTCCC is an organization that was originally founded to keep an eye on the treatment of seniors in nursing homes. Currently, LTCCC is educating, researching and advocating for senior citizens.

Mount Sinai Visiting Doctors Program

5 East 98th Street New York, NY 10029 212-241-4141

www.mountsinaifpa.org/patient-care/practices/visiting-doctors-program

Provides primary medical care for homebound older adults, including prevention, diagnosis, treatment, rehabilitation and support services. A team of physicians, nurses, social workers and assistants from Mount Sinai are on call to visit patients in their homes, with visits prioritized according to medical condition and level of need. All insurance plans are accepted, including Medicare and Medicaid.

New York Foundation for Senior Citizens

11 Park Place, 14th Floor New York, NY 10007 212-962-7559

www.nyfsc.org

Dedicated to helping the elderly continue to live and function in their own communities. Services include home attendants, respite care, guardian services, enriched housing, transportation and low-income housing.

Senior Health Partners for Independent Living

345 East 102nd Street New York, NY 10029 800-633-9717 100 Church Street New York, NY 10007

www.shpny.org

Senior Health Partners is a Managed Long-Term Plan and a Pre-PACE program (Program of All-inclusive Care for the Elderly). It provides a variety of services for people 55 years or older who have health problems and limitations that would qualify for nursing home-level care or long -term health services for at least 120 days.

SeniorBridge

845 Third Avenue, 7th Floor New York, NY 10022 P: 212-994-6100

Email: contactus@seniorbridge.com

www.seniorbridge.com/locations/newyork/newyork.aspx

SeniorBridge provides care at home for clients who have complex, chronic health conditions. Services address the well-being of clients and their families through a comprehensive program that includes assessment, planning, service coordination, advocacy, and direct care. Care is provided by a multidisciplinary team led by a professional geriatric care manager, who is a nurse or social worker. Services are personalized according to the level of need and preference of the client.

The SeniorBridge program is especially beneficial for clients with chronic medical illnesses, or memory disorders such as Alzheimer's disease, and those who require close oversight and management of care.

SelfHelp

520 8th Avenue New York, NY 10018 212-971-7600 or 866-735-1234

www.selfhelp.net

Provides home care, case management services, home health aides, senior housing, and Alzheimer's resource program, senior activity centers and community guardians.

Visiting Neighbors

80 Eighth Avenue, Suite 412 New York, NY 10011 P: 212-260-6200

www.visitingneighbors.org

Serves seniors living from 30th Street south to the Battery, river to river. Visiting Neighbors provides supportive services that help seniors stay independent, including friendly visiting to relieve isolation and loneliness, health advocacy, help with errands and shopping, escorts to medical and other appointments and referrals to needed services. Visiting Neighbors' professional staff recruits, trains and provides support to dedicated volunteers of all ages who can be matched with a senior on an as-needed basis.

Visiting Nurse Service of New York

800-675-0391

www.vnsny.org

Provides home health care and community-based health services, ranging from skilled nursing care and help with day-to-day activities to information on legal and financial matters.

The Wright Center on Aging

1484-1586 First Avenue New York, NY 10021 914-368-5550

www.hebrewhome.org/elderserver-long-term.asp

Provides individuals who are mentally or physically challenged, frail and elderly, or have Alzheimer's or related dementia disorders with nursing services; physical, occupational, and speech therapy; care management; respite care; housekeeping, personal care, specialized Alzheimer's and HIV/AIDS services.

≈ Hospice and Palliative Care Services ≈

The goal of hospice care is to promote comfort and quality of life for terminally ill patients and their families by providing medical, emotional and spiritual care. Hospice care services are available to patients in their own homes or in a hospice facility. Palliative care can begin sooner than hospice care, which will allow the patient and family members more time to think about treatment goals and quality-of-life issues.

Beth Israel Medical Center Symptom Control and Palliative Care Practice

10 Union Square East, Suite 2Q/R New York, NY 10003 212-844-8930

http://www.stoppain.org/main_site/content/aboutus.asp

The practice has an interdisciplinary team of physicians, nurses, a psychologist, and a social worker available to work with each patient. The services offered include: pain management, treatments for symptoms other than pain, psychological therapies to assist patients and families in coping with illness, coordination of care, and bereavement support.

Continuum Hospice Care

39 Broadway, Room 200 New York, NY 10006 212-649-5555 - 24 hour assistance line

www.hospicenyc.org

Interdisciplinary Care Teams provide specialized care to patients with end-stage diseases. Provides a full array of medical and social services to enable patients to remain at home. Staff is specially trained in comforting and alleviating the physical and emotional pain of patients and their family members.

Metropolitan Jewish Health System

Palliative Care Program 877-218-0230

http://www.mjhs.org/

Palliative care specialists work with the patient, his or her personal physician and the family to design a care plan that creates a supportive and comforting environment for patients with chronic or life-limiting disease. Services range from pain management to spiritual and psychological counseling.

Mt. Sinai Palliative Care Institute

1176 Fifth Avenue New York, NY 10029 212-241-1446 – inpatient care 212-659-8552 – outpatient care

http://www.mountsinai.org/Patient-care/service-areas/palliative-care

Focuses on the relief of suffering and quality of life for patients and their families through intensive symptom management, enhancement of function, promotion of physical and psychological comfort, and psycho-social support. Operated by a multidisciplinary team of physicians, nurses, and social workers. Both inpatient and outpatient services are available.

There is a tremendous amount of information about long term care online.

These resources include the following:



AARP

http://www.aarp.org/relationships/caregiving-resource-center/info-08-2010/gs assessment checklist.html

This online resource can help you assess the level of health of your elder. Factors to take into consideration are physical health, mental health, medication use, daily living, home and community safety, support system, appearance and hygiene and finances.



Administration on Aging

http://aoa.gov/

AOA is committed to developing "a comprehensive, coordinated and cost-effective system of home and community-based services that helps elderly individuals maintain their health and independence in their homes and communities." Their website includes many resources for caregivers, as well as the elderly.



Aging Care

http://www.agingcare.com

Aging Care is a website that connects caregivers to each other in order to provide support and advice for one another. This website also provides many local resources for its users.



Aging with Dignity

http://www.agingwithdignity.org/about.php

An organization that is dedicated to helping our elders make their own educated choices in their later stages in life. Their "Five Wishes" program that assists all people ages 18 and up in writing their own personal preferences if their lives were in danger.



American Heath Care Association

http://www.ahcancal.org/Pages/Default.aspx

Advocates for quality in long term care. Provides several resources and lots of information in the areas of long term care providers, state affiliates, residents and families, policy makers, and suppliers of products and services.



http://www.caring.com/

This website is available for all types of questions or concerns about getting help for an elder or help for a caregiver. There are many resources on different medical conditions as well as advice for easy transitions on both ends of the spectrum. The entire website is dedicated to helping elders and helping those who care for them.



Care Conversations

www.careconversations.org

202-842-4444

This website is a part of the American Health Care Association and the National Center for Assisted Living and is dedicated to helping families begin and continue conversations about long term care for their loved ones. They have special sections on finding nursing homes, preparing the family for the transition, writing an advance directive, helping understand Medicare Part D and the financial burden of paying for long term care.



CareGiver.com

http://caregiver.com/aboutus/index.htm

A valuable resource to caregivers of all ages and residences. They produce magazines, newsletters, and special articles solely about the caregiving experience.



Caregivers Library

http://caregiverslibrary.org

A website that includes various descriptions and explanations of different caregiving terms.



Compassion and Choices

http://compassionandchoices.org/

This organization's goals are to support, educate and advocate for people who are in their last stages of life. They believe that all people should have the right to die humanely and with the least amount of pain. They have acted through legislation and the courts and continue to do so.



Elderlaw Answers

http://www.elderlawanswers.com/Default.aspx

A website that gives out up-to-date information about crucial legal issues facing seniors as well as different legal information. You can tap into a network of highly qualified elder law attorneys across the nation and get preliminary answers to your legal questions.



Family Caregiver Alliance

http://caregiver.org/caregiver/jsp/home.jsp

A website is completely devoted to providing all types of information to the public. There are several links to find further information and help as well as information specific to New York. Questions especially about finances and legal issues are answered in detail.



Growthhouse

Growthhouse.org

This website can be used as a search engine or a place to find direct resources for those in need of educational materials on aging. They cover a wide variety of issues including music therapy.



Hospice Foundation of America

http://www.hospicefoundation.org/

Provides resources for people that deal with end of life situations within their families and/or professions. Their goal is to enhance the U.S. Health Care System with its services and resources.



Hospice and Palliative Care Association of New York State (HPCANYS)

http://hpcanys.org/

HPCANYS is an organization that represents hospice and palliative programs that want to see progress within these programs. They focus on educating, researching, public engagement, peer groups, technical assistance and communications.



National Alliance for Caregiving

http://www.caregiving.org

An organization that is a coalition of national organizations based around the subject of caregiving. Its website can send its users to over 1,000 other websites containing resources for caregivers and the elderly.



New York State Office for the Aging (NYSOFA)

http://www.aging.nv.gov

NYSOFA acts as an advocate for senior citizens of New York. They work to ensure that seniors are independent for as long as possible; and provide information and resources for seniors and their caregivers on long-term care options.



PBS Online Handbook

http://www.pbs.org/wgbh/caringforyourparents/handbook/gettingstarted/

This online handbook from PBS is a complete guide on how to care for your parents. It starts with research and a conversation with your elder and then takes you through the following items you may have questions about: finances, legal issues, health care, insurance, home care, housing and transportation, staying active and caring for the caregiver.

OO Police precinct community councils

All police precincts in New York City hold monthly meetings open to the public. The meetings are an opportunity for citizens to learn about recent developments in their community, meet senior police officers, and to discuss any concerns or questions.

The following three precincts cover the majority of Senate District 28:

13th Police Precinct

230 East 21st Street New York, NY 10011 212-477-7411

The Precinct Community Council meets the third Tuesday of every month at 6:30 pm at the precinct station house.

17th Police Precinct

167 East 51st Street New York, New York 10022 212-826-3211

The Precinct Community Council meeting is held on the last Tuesday of every month at 6 pm at the Sutton Place Synagogue, 225 East 51st Street.

19th Police Precinct

153 East 67th Street New York, New York 10065 212-452-0600

The Precinct Community Council meets the first Monday of the month at 7 pm at the precinct station house. Call 212-452-0613 for more information.

Call 311 for locations of other precincts.

SENIOR CENTERS

At present, there are over 100 senior centers located throughout Manhattan operated by the NYC Department for the Aging. To find one close to you call 311 or check the Department for the Aging's website. The Centers offer a variety of services including meals, educational and recreational programs, assistance with benefits, exercise classes, services to the homebound elderly and field trips to theaters and museums. Almost all centers provide lunch daily for a requested donation of \$1.50.

The following centers are located on the East Side of Manhattan:

Carter Burden Center for the Aging

1484 First Avenue New York, NY 10075 212-535-5235 www.carterburdencenter.org Lunch is served at 351 East 74 Street.

The Center helps Manhattan residents aged 60 and older to remain in their homes, allowing them to live safely and with dignity. The Center provides on-site activities including yoga, exercise, chorus, arts and crafts, and computer classes. Home delivered meals are available within a 10-block area on the Upper East Side. Other programs include help for people experiencing memory loss and case management. Social service assistance includes home visits, counseling and help with benefit application, an elder abuse and intervention program, cultural connections, and more. Call for program schedule.

Lenox Hill Neighborhood House Senior Center

343 East 70th Street New York, NY 10021 212-744-5905

http://www.lenoxhill.org/content/who-we-help/older-adult-services.html

Lunch is served at the address above. Some activities may take place at 331 East 70th Street.

The 70th Street Senior Center is open seven days a week from 9 am to 4 pm, Monday through Friday, and from 10 am to 4 pm, Saturday and Sunday. Every day, the Center offers breakfast, lunch, and dinner at 8:15 am, 11:30 am, 5:30 pm and features an array of cultural, educational and recreational activities. There is a suggested donation of \$1 for breakfast and \$1.50 for lunch and dinner. In addition, the Center provides financial and case management services to older adults, and social day care for physically and cognitively frail elders.

Lenox Hill Neighborhood House Senior Center at St. Peter's Church

619 Lexington Avenue New York, NY 10022 212-308-1959

http://www.lenoxhill.org/content/who-we-help/older-adult-services.html

The Senior Center at St. Peter's Church is open Mondays, and Wednesdays through Saturdays from 9 am to 4 pm. The Center provides lunch at noon and a host of activities including on-site jazz concerts every Wednesday, creative movement and language classes, educational lectures on health and finances, and movies. Staffed by a team of dedicated social workers committed to improving older adults' quality of life, free counseling and referrals are provided to all members.

Stanley Isaacs Neighborhood Center

415 East 93rd Street New York, NY 10128 212-360-7620

www.isaacscenter.org

Offers health and wellness programs, social activities, cultural and educational events workshops, adult education, and computer classes. Hot breakfasts are served on weekday mornings and lunches are provided on site every day except Sunday.

Stein Senior Center

204 East 23rd Street New York, NY 10010 646-395-8083

www.steinseniorcenter.org

Lunch and activities for seniors are offered weekdays. Services and programs are continually expanded to answer the needs of the community, with staff to assist with benefits, case assistance and entitlements. There is an on-staff nutritionist, exercise classes, a bi-monthly legal clinic, computer classes, trips, parties, lectures and demonstrations. A new program is SPA (Service Program for Adults), a day care program for those suffering from Alzheimer's disease and related dementia. At this writing, SPA is \$60 a day or \$50 a day for a three-day week. The program is available on Mondays, Wednesdays and Fridays from 1:00 pm to 4:00 pm. Call for more information.

Meal Programs Available at Senior Centers:

Senior Center	<u>Address</u>	Food Ser- vices	Days Available	Meal Times
Carter Burden Center for the Aging	1484 First Ave. New York, NY 10075	Lunch	Monday- Friday	Noon
Lenox Hill Neighborhood House Senior Center	343 E. 70 th St. New York, NY 10021	Breakfast Lunch and Dinner	Every day	Breakfast: 8:15 - 9:15 am Lunch: 11:30-12:30 Dinner: 5:30-6:30
Lenox Hill Neighborhood House Senior Center at St. Peter's Church	619 Lexington Ave. New York, NY 10022	Lunch	Monday, Wednesday Thursday Friday Saturday	Noon-1 pm
Stanley Isaacs Neighborhood Center	415 E. 93 rd St. New York, NY 10128	Breakfast and Lunch	Monday- Friday (breakfast) Monday-Saturday (lunch)	Breakfast: 8:30-9:15 Lunch: 11:45 & 12:15
Stein Senior Center	204 E. 23rd St. New York, NY 10010	Lunch	Monday- Friday	11:30 am- 12:45 pm



Access-A-Ride

877-337-2017 718-393-4999

www.mta.info/nyct/paratran/guide.htm

Provides transportation for people who are unable to use public transportation. One-way fare is the same as full fare on mass transit. Exact change required. Access-A-Ride service operates 24 hours a day, seven days a week. Call for application and/or additional information. Please note you must apply and it will take at least 21 days for approval from the date of application.

Center for Independence of the Disabled of New York (CIDNY)

841 Broadway, Suite #301 New York, NY 10003 P: 212-674-2300 F: 212-254-5953

www.cidny.org

Provides benefits counseling and direct services (e.g. housing assistance, referrals and recreational activities for disabled residents). Also involved in political advocacy to improve the rights and opportunities of people living with disabilities.

Mayor's Office for People with Disabilities

100 Gold Street, 2nd Floor New York, NY 10038 212-639-9675 or 311

www.nyc.gov/html/mopd

Works with other NYC agencies to assure that the voice of the disabled community is represented and that City programs and policies address the needs of people with disabilities. Provides brochures and directories that detail programs, services, activities, and other resources that are accessible to people with disabilities.

New York City Human Rights Commission

40 Rector Street, 10th Floor New York, NY 10006 212-306-5070 or 311

http://www.nyc.gov/html/cchr/home.html

The New York City Human Rights Law is one of the most comprehensive civil rights laws in the nation. The Law prohibits discrimination in employment, housing and public accommodations based on race, color, creed, age, national origin, alien, age or citizenship status, gender (including gender identity), sexual orientation, disability, marital status, and partnership status.

New York State Human Rights Commission

Manhattan Office 163 West 125th Street, 4th Floor New York, New York 10027 212-961-8650

http://www.dhr.ny.gov/

New York has the proud distinction of being the first state in the nation to enact a Human Rights Law, which affords every citizen "an equal opportunity to enjoy a full and productive life." This law prohibits discrimination in employment, housing, credit, places of public accommodations, and non-sectarian educational institutions, based on age, race, national origin, gender, sexual orientation, marital status, disability, military status, and other specified classes.

Transportation and Weekend Connections

331 East 70th Street New York, NY 10021 212-744-5022, Ext. 1057

http://www.lenoxhill.org/content/who-we-help/transportation-services.html

The Lenox Hill Neighborhood House Senior Centers along with their four partners (the Stanley Isaacs Neighborhood Center, the Burden Center, Search & Care, and United Neighbors of East Midtown) provide transportation services to older adults on their wheelchair-accessible bus. Clients are escorted from their doorsteps to supermarkets, religious institutions, senior centers, cultural institutions, and visits to family and friends and special events around NYC.

See page 54 or information about the Disabled Rent Increase Exemption (DRIE) program for low-income renters.

ର୍ଡ © SERVICES FOR THE VISUALLY IMPAIRED

American Foundation for the Blind

2 Penn Plaza, Suite #1102 New York, NY 10121 212-502-7600 or information center 800-232-5463

www.afb.org

Provides a directory of services for seniors with vision impairments. Works to expand the possibilities for people with vision loss.

New York State Commission for the Blind & Visually Handicapped

80 Maiden Lane, 23rd Floor New York, NY 10038 212-825-5710 or hotline 866-871-3000

www.ocfs.ny.gov/main/cbvh/

Provides a listing of not-for-profit agencies in New York that offer on-the-job training, placement services, assistance technology and other services to the blind and visually impaired.

Jewish Guild for the Blind

15 West 65th Street New York, NY 10023 1-800-284-4422 or 212-769-6200

www.iab.ora

Non-sectarian agency that serves persons of all ages who are visually impaired, blind and/or multi-disabled. Programs include medical, vision, low vision, psychiatric, and rehabilitative services, managed long-term care, residential services, day health and training programs.

Lighthouse International

111 East 59th Street New York, NY 10022 212-821-9200 or 800-829-0500

www.lighthouse.org

Provides services to visually-impaired people of all ages, including vision assessments by doctors, mental health services for people experiencing vision loss, vision rehabilitation services to help people adjust to living with reduced vision, mobility training to help people with impaired vision travel safely, career services, adaptive computer training and reading services. Lighthouse International also engages in research and advocacy.

National Federation of the Blind of New York State NYC Chapter

135 West 23rd Street New York, NY 10011 718-491-0053

www.nfbny.org

Support and advocacy group that strives to reform general attitudes towards the blind, and the attitudes blind people have about themselves. Provides phone support groups for seniors as well. NYC Chapter meets on the third Wednesday of each month at 6:00 p.m.

SUNY University Optometric Center

33 West 42nd Street New York, NY 10036 212-938-4001

www.sunyopt.edu/uoc/

The patient care facility of the State University of New York College of Optometry provides a wide range of services for all eye care patients including comprehensive exams, vision therapy, laser eye surgery, and low vision services. Accepts Medicaid and Medicare.

How You Can Help a Visually Impaired Person

- Always make your presence known and identify yourself.
- Be natural. Talk to her as you would a sighted person.
- Your voice should be normal, there is no need to "Shout". His hearing may be perfect.
- Always address the blind person by name if she is the one expected to reply.
- Help to familiarize the blind person with his surroundings.
- When guiding a blind person, never take her arm and push her ahead, this
 could be dangerous. Allow her to take your arm; she will immediately feel
 secure and in control.
- Visually impaired people, as do sighted people, like to be treated with respect and consideration



(ALSO SEE SENIOR CENTERS)

Catholic Charities of the Archdioceses of New York

1011 First Avenue, 11th Floor New York, NY 10022 888-744-7900 – helpline

www.catholiccharitiesny.org

Assists the elderly, poor and vulnerable of all religions through an extensive federation of more than 130 agencies and programs.

Community Service Society of New York

105 East 22nd Street
New York, NY 10010
212-254-8900
212-614-5222 – Public Benefits and Housing Information Line

www.cssny.org

Non-profit organization that helps New Yorkers in need of help with health and housing and offers a wide array of programs and services, from advocacy to case management. Extensive information about public benefits available on website and by calling public benefits line.

DOROT

171 West 85th Street New York, NY 10024 212-769-2850

Email: Info@dorotusa.org

www.dorotusa.org

Addresses basic needs such as food and housing, health and wellness resources, and life management skills, and provides social, cultural and educational activities to alleviate isolation and to foster interaction between the young and the elderly. Operates a number of programs including: Friendly Visiting, Shop & Escort, Holiday Package Delivery, Kosher Meals for the Homebound, support for caregivers, and homelessness prevention. Call Monday through Friday from 9:30 am to 12:30 pm.

Federation of Protestant Welfare Agencies

281 Park Avenue South New York, NY 10010 212-777-4800

www.fpwa.org

Promotes the social and economic well-being of New York's most vulnerable, including the elderly, through their membership of more than 300 agencies and churches.

Food Bank for NYC

39 Broadway New York, NY 10016 212-566-7855

Food Stamp Information Line: 212-894-8060

http://www.foodbanknyc.org/

The Food Bank's Food Stamp Information Line specialists conduct short food stamp pre-screenings — a short, free and confidential interview to determine if you or your family are eligible for food stamps. The Food Bank offers in-person application assistance using an electronic process that is an easy and fast way to submit a food stamp application. The Food Bank also maintains a comprehensive listing of food pantries and soup kitchens on its website.

Health Outreach at New York Weill Cornell Medical Center

525 East 68th Street New York, NY 10021 212-746-4351

www.nypgeriatrics.org/

Promotes health and quality of life for adults age 60 and older. Certified social workers provide health and insurance information and facilitate access to social services. Health education programs include monthly lectures covering medical, social, legal and entitlement issues. Health Outreach also sponsors a find-a-physician program.

Health Advocates for Older People, Inc.

Grace Institute at 1233 Second Avenue, or Church of the Holy Trinity at 341 East 87th Street 212-980-1700

www.hafop.org

Health Advocates' Healthy Aging Program provides seniors the tools, techniques, and support to age with independence and vitality in the city they love. Promotes healthy aging through wellness programs, exercise classes, cultural and museum visits, lectures, and the very popular seasonal luncheons. Another important program is the Home Safety Visit which identifies potential safety hazards and recommends specific low-cost solutions. All programs are free.

Institute for the Puerto Rican Hispanic Elderly

105 East 22nd Street, Suite 615 New York, NY 10010 212-677-4181

www.iprhe.org

Bilingual/bi-cultural services for Hispanic and other minority seniors including help with social security payments, housing and health care. Programs include a mental health clinic, homecare services and affordable housing. The Institute also advocates for increased services for the elderly, with a particular focus on underserved populations.

Jewish Association for Services to Aged

247 West 37th Street New York, NY 10018 212-273-5272

www.jasa.org

Provides social, recreational, health, legal, housing, educational and advocacy programs for the elderly regardless of race, religion or ethnicity.

New York Foundation for Senior Citizens

11 Park Place, 14th Floor New York, NY 10007 212-962-7559

www.nyfsc.org

Provides housing alternatives and professionally administered social service programs to help seniors live healthy, independent lives. Its Ombudsman Program specializes in defending the rights of residents in long-term care facilities.

Search and Care, Inc.

1844 Second Avenue New York, NY 10128 P: 212-289-5300

www.searchandcare.org

A not-for-profit organization whose mission is to help frail and isolated older people live safely and independently in their own homes. Trained social workers, assisted by screened and trained volunteers, visit those who need help in managing and accessing medical and social services. These include a no-fee bill-paying service which helps sort mail, prepares checks for signing, balances bank/check books, mails the checks and creates a record of each visit. To apply for the bill-paying service, call Robin Strashun at the phone number listed above. All Search and Care service is limited to qualified seniors who live between 86th and 102nd Streets from 5th Avenue to the East River.

Selfhelp Community Services, Inc.

520 Eighth Avenue, 5th Floor New York, NY 10018 866-735-1234

www.selfhelp.net

Selfhelp works to enable seniors and at-risk families to live in their own homes independently and with dignity. Provides a comprehensive network of community based home care, social services and senior housing programs, which integrate progressive strategies, and cutting edge technologies that address the changing needs of their clients. Also operates the largest and oldest Nazi victim services program in the country for aged survivors of the Holocaust.

Services & Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders (SAGE)

305 Seventh Avenue, 6th Floor New York, NY 10001 212-741-2247

www.sageusa.org

Meets the unique needs of the senior gay, lesbian, bisexual and transgender communities. Holds various social events, provides social work counselors, cultural workshops, and an exercise group.



Access-A-Ride

877-337-2017

www.mta.info/nyct/paratran/guide.htm

Provides transportation on an "as needed" basis for people who are unable to use public transportation. One-way fare is the same as full fare on mass transit. Exact change required. Access-A-Ride service operates 24 hours a day, seven days a week. Call for application and/or additional information. It will take at least 21 days from the date of application for approval.

Community Arranged Resident Transportation Program (CART)

212-956-0855

http://www.nyfsc.org/services/freetrans.html

CART provides free car service five days a week to and from doctor's appointments and planned events. This service is only available in Manhattan.

EasyPay MetroCard

877-323-RIDE (877-323-7433)

http://www.easypaymetrocard.com/

Assistance available 9 am to 5 pm on weekdays, except holidays, and 9 am to 2 pm Saturdays. Allows seniors to pay for rides automatically with a credit or debit card. Monthly statements are sent to account holders and are available online. Call for application and/or additional information.

Metropolitan Transportation Authority (MTA)

New York City Transit Customer Service Center 212-638-7622 – Customer Service & MetroCard line

www.mta.info

Web site provides schedules, maps, service advisories, trip planner, and more.

Reduced Fare MetroCards

212-638-7622

www.mta.info/nyct/fare/rfindex.htm

Reduced Fare MetroCards currently offer \$1.25 fare to seniors 65 and older and to people with disabilities of any age. Reduced Fare cards work like standard MetroCards, but are personalized with your name and photo. Pay-per-ride and unlimited-ride options available, as well as EasyPay. Call for a form, or apply in person at 3 Stone Street (at Broadway). Two valid I.D.s needed.

Transportation and Weekend Connections

331 East 70th Street New York, NY 10021 212-744-5022, ext. 1057

www.lenoxhill.org/content/who-we-help-transportation-services.html

The Lenox Hill Neighborhood House Senior Centers, along with their four partners (the Stanley Isaacs Neighborhood Center, the Burden Center, Search & Care, and United Neighbors of East Midtown) provide transportation services to Older Adults on their wheelchair-accessible bus. Clients are escorted from their doorsteps to supermarkets, religious institutions, senior centers, cultural institutions, visits to family and friends, and special events around New York City. 85

ETERANS' BENEFITS

If you are a U.S. Armed Forces Veteran who served during wartime, and you meet certain financial qualifications, you may be entitled to certain healthcare benefits. These include:

- Outpatient Pharmacy Services
- Dental Care
- Vision Care
- Hearing Aids

Veterans' Health Administration Long Term Care Benefits:

VA Long Term Care: The VA offers a spectrum of geriatric and extended care services to veterans enrolled in its health care system.

Non-Institutional Care: Veterans can receive home-based primary care, contract home health care, adult day health care, homemaker and home health aide services, home respite care, home hospice care and community residential care.

For free assistance in accessing your veterans' benefits, contact your state, county or local veterans' benefit counselor at 888-VETS-NYS (888-838-7697) or 718-447-8787, or www.veterans.ny.gov.

The local office is located at 245 West Houston Street and is open Monday to Friday from 8:30 a.m. - 6:30 p.m.

Additional V.A. Locations

NYC Mayor's Office of Veteran Affairs (MOVA) 346 Broadway (bet. Catherine Lane & Leonard St.) New York, NY 10013 212-442-4172

www.nyc.gov/veterans

NYS Division of Veteran Affairs - Manhattan Center Manhattan Veteran Center

423 East 23rd Street (bet. 1st Ave. & Asser Levy Place) New York, NY 10010 212-686-7500 www.veterans.ny.gov/

NYS Division of Veteran Affairs - Central Office

2 Empire State Plaza, 17th Floor Albany, NY 12223 1-888-838-7697 www.nys.gov/veterans

Harlem Veteran Center

2279 Third Avenue (bet. East 123rd & 124th Streets) New York, NY 10035 212-426-2200 or 646-273-8139 Monday-Friday, 8:00 am-4:30 pm

32 Broadway, Suite 200 (bet. Morris St. & Exchange Alley) New York, NY 10004 212-742-9591 Monday-Friday, 8:00 am-4:30 pm

USO of Metropolitan New York

625 Eighth Avenue (bet. West 40th & West 41st Streets) New York, NY 10018 212-695-6160 www.usonvc.org/

Daily 8:30 am-7:30 pm

Veterans' Health Care Benefits:

CHAMPVA 800-733-8387 Medical care for dependents and survivors of veterans

General Benefits 877-222-VETS (877-222-8387

Mammography Helpline 888-492-7844

Veterans' Homeowner Tax Exemption:

The Veterans' Tax Exemption is a partial property tax exemption available to property owners who served in the U.S. armed forces in WWI, WWII, Korea, Vietnam, and the Gulf or the Global War on Terrorism. The spouse of a qualified veteran, the unmarried surviving spouse of a qualified veteran, and a Gold Star parent (the parent of a child who died in the line of duty while serving in the U.S. armed forces during one of the periods above) are also eligible for this exemption. To receive an application, contact the NYC Department of Finance at 311 or www.nyc.gov/html/dof/html/property/veterans.shtml

New York City Bar Association's Veterans Assistance Project

42 West 44th Street New York, NY 10036

www.nycbar.org/citybarjusticecenter/projects/economic-justice/veterans-assistance-project

The Veterans Assistance Project provides skilled legal counsel with the hope for seniors to receive the benefits they deserve. The Project is designed to meet the needs of the 254,000 veterans living in New York City by providing pro bono assistance with disability benefits claims before the New York City Regional Office of Veterans Affairs. You can call 212-382-4722 or 877-564-3383 for questions.

Additional Toll Free Numbers:

Department of Veterans' Affairs

888-838-7697

 Counselor Services 718-624-2765

Education and Training (GI Bill) 888-442-4551

 Life Insurance 800-669-8477 Special Issues (Gulf War/Agent Orange)

800-749-8387

•Telecommunications Device for the Deaf (TTY)

800-829-4833

 NYS Department of Labor Veterans' Program Office 800-342-3358



There are countless volunteer opportunities with organizations throughout NYC. Below is a small sample:

American Red Cross

520 West 49th Street New York, NY 10019 877-733-2767

www.nyredcross/ny/new-york/volunteer

Trains volunteers to work in a variety of capacities, including disaster response, teaching health and safety and support services.

Big Apple Greeters

1 Centre Street #2313 New York, NY 10007 212-669-2896

www.bigapplegreeter.org/become-a-volunteer

Through this program, volunteer greeters show visitors to New York around all the boroughs. Volunteers who speak languages other than English are especially in demand.

Joint Public Affairs Committee for Older Adults (JPAC)

247 West 37th Street New York, NY 10018 212-273-5272

www.jasa.org/volunteering

JPAC is a social action coalition that offers senior volunteers a leadership training course. Volunteers mobilize friends and neighbors to take action. Volunteers are also needed for office work.

Learning Leaders

80 Maiden Lane, 17th Floor New York, NY 10038 212-213-3370

www.learningleaders.org

Most public schools need tutors. Contact Learning Leaders for an application and information on how you can become a tutor.

New York Cares

65 Broadway, 19th FL New York, NY 10006 212-228-6414

www.nycares.org

Non-profit organization that matches people of all ages with hundreds of volunteer opportunities across New York City. Opportunities are available for volunteers who want to help out for as little as one day. $_{88}$

NYC Service

253 Broadway, 8th Floor New York, NY 10007 212-788-7550

www.volunteernyc.org

Refers volunteers to a wide range of city organizations.

Retired & Senior Volunteer Program (RSVP)

Community Service Society of New York 105 East 22nd Street New York, NY 10010 212-254-8900

www.cssny.org/programs/entry/retired-and-senior-volunteer-program

Encourages and assists older adults who want to volunteer in their communities. Includes a senior-to-youth mentoring program.

Senior Companion Program

212-406-5044

www.seniorcorps.gov/about/programs/sc.asp

This program arranges for senior citizen volunteers to reach out to other seniors who need friendship and help with simple chores.

The NYC Sub-State Long Term Care Ombudsman Program

800-342-9871

www.ltcombudsman.ny.gov/volunteers/volunteers.cfm

In this program senior citizen volunteers work to ensure that nursing home residents are properly cared for.

Time Banks New York City

nyc.gov/html/timebanks/html/home/home/shtml

A city-wide network for people to share their skills and support one another. Contact the Manhattan Borough Coordinator at manhattan@timebanks.nyc.org or call 311 for more information.



WHAT ARE ADVANCE DIRECTIVES?

HEALTHCARE PROXY

The New York Health Care Proxy Law allows you to appoint someone you trust — for example, a family member or close Friend – to make health care decisions for you if you lose the ability to make decisions yourself. By appointing a health care agent, you can make sure that health care providers follow your wishes. Your agent can also decide how your wishes apply as your medical condition changes.

Hospitals, doctors and other health care providers must follow you agent's decisions as if they were your own. You may give the person you select as your health care agent as little or as much authority as you want. You may allow your agent to make all health care decisions or only certain ones. You may also give your agent instructions that he or she has to follow. This form can also be used to document your wishes or instructions with regard to organ and/or tissue donation. You can download copy of the NYS Healthcare Proxy at: http://www.health.ny.gov/forms/doh-1430.pdf

POWER OF ATTORNEY

The "durable power-of-attorney" is one of the most powerful planning tools that an attorney can recommend to a client, not only for estate planning, but also for Medicaid and other entitlement programs. When a person (the principal) signs a power-of-attorney, he gives another person (the agent) the power to act in his place and on his behalf in managing his assets and affairs. The agent's powers may be broad and sweeping so as to include almost any act which the principal might have performed. It should be noted, however, that, in general, acts which are inherently testamentary in nature, such as the authority to make or revoke a will, may not be performed by an agent.

A power-of-attorney can be either a "general" power-of-attorney, where the agent may perform almost any act the principal might have performed himself regarding the financial management of his affairs, or a "limited" power-of-attorney where the agent has one or more specific powers, such as the power to sell a particular property to a particular purchaser at a particular time.

A single principal may name one or more agents who can be authorized to act either "jointly" or "severally" (alone without the signature of the other agent or agents).

The "durable" power-of-attorney is unlike the ordinary power-of-attorney in that it does not become inoperative upon the incapacity of the principal. The durable power-of-attorney provides that those powers granted to the agent will not be affected by the subsequent disability or incapacity of the principal or by the lapse of time.

In drafting powers-of-attorney, care should be given to confer powers with as much specificity as possible in order to avoid the possibility of a court construing a specific omission as an intent to fail to grant that specific power. Such an adverse finding could be a serious detriment to the principal's assets.

The power-of-attorney for asset management in the case of a seriously ill or disabled person is especially useful in situations where the person's assets may be modest and, accordingly, do not warrant the expense associated with other planning techniques such as trusts or guardianships.

The great advantage of the durable power-of-attorney is that it remains effective after the principal's incapacity. The agent, therefore, can act immediately upon the principal's incapacity to manage his assets or to take various measures without initiating costly and time-consuming guardianship proceedings to obtain the court's authorization for such transactions.

In a few states, the principal is allowed to delegate to the agent in the durable power-of-attorney various health care powers in addition to control over financial matters. In New York State, however, a health care power-of-attorney or proxy must be a separate document from a power-of-attorney.

NEW YORK STATE HEALTHCARE PROXY

SAMPLE COPY

Health Care Proxy	
(1) I,	
hereby appoint	
	e number)
(2) Optional: Alternate Agent	
If the person I appoint is unable, unw appoint	villing or unavailable to act as my health care agent, I hereby
otherwise.	and all health care decisions for me, except to the extent that I state
shall Remain in effect indefinitely. (O	piration date or circumstances under which it will expire, this proxy ptional: If you want this proxy to expire, state the date or conditions y date or conditions):
limitations, as he or she knows or as health care decisions for you or to give	y date or conditions): agent to make health care decisions according to my wishes and stated below. (If you want to limit your agent's authority to make ve specific instructions, you may state your wishes or limitations o make health care decisions in accordance with the following additional pages as necessary):
In order for your agent to make healt (nourishment and water provided by your wishes. You can either tell your	h care decisions for you about artificial nutrition and hydration feeding tube and intravenous line), your agent must reasonably know agent what your wishes are or include them in this section. In this torm that you could use if you choose to include your wishes on this form
5) Your Identification (please print) Your Name	
Your Signature	Date
Your Address	
(6) Optional: Organ and/or Tissue Do I hereby make an anatomical gift, to (check any that apply) ■ Any needed organs and/or tissues ■ The following organs and/or tissue ■ Limitations	be effective upon my death, of: s
not be taken to mean that you do not authorized by law, to consent to a do	tructions about organ and/or tissue donation on this form, it will twish to make a donation or prevent a person, who is otherwise mation on your behalf. Date ses must be 18 years of age or older and cannot be the health care
	ses must be 18 years of age or older and cannot be the health care
	this document is personally known to me and appears to be of own free will. He or she signed (or asked another to sign for him or
Date	Date
Name of Witness 1 Name of Witness	
(print)	(print) Signature 91
	Address

appearing in my stead at hearings;

NEW YORK STATUTORY FORM
THE POWERS YOU GRANT BELOW CONTINUE TO BE
EFFECTIVE SHOULD YOU BECOME DISABLED OR INCOMPETENT.
CAUTION: THIS IS AN IMPORTANT DOCUMENT. IT GIVES THE PERSON
WHOM YOU DESIGNATE (YOUR AGENT@) BROAD POWERS TO HANDLE YOUR
PROPERTY DURING YOUR LIFETIME, WHICH MAY INCLUDE POWERS TO
MORTGAGE, SELL OR OTHERWISE DISPOSE OF ANY REAL OR PERSONAL
PROPERTY WITHOUT ADVANCE NOTICE TO YOU OR APPROVAL BY YOU.
THESE POWERS WILL EXIST EVEN AFTER YOU BECOME DISABLED, OR
INCOMPETENT. THE POWERS ARE EXPLAINED MORE FULLY IN NEW YORK
GENERAL OBLIGATIONS LAW, ARTICLE 5, TITLE 15, SECTION 5-1502A THROUGH
1503, WHICH EXPRESSLY PERMIT THE USE OF ANY OTHER OR DIFFERENT FORM
OF POWER OF ATTORNEY.

THIS DOCUMENT DOES NOT AUTHORIZE ANYONE TO MAKE MEDICAL OF OTHER HEALTH CARE DECISIONS. YOU MAY EXECUTE A HEALTH CARE PROXY TO DO THIS. IF THERE IS ANYTHING ABOUT THIS FORM THAT YOU DO NOT UNDERSTAND, YOU SHOULD ASK A LAWYER TO EXPLAIN IT TO YOU.)

THIS is intended to constitute a DURABLE GENERAL POWER OF ATTORNEY pursuant to Article 5, Title 15 of the New York General Obligations Law: _____, residing at_____ New York, DO HEREBY APPOINT residing at MY ATTORNEY-IN-FACT TO ACT IN MY NAME, PLACE AND STEAD in any way which I myself would do, if I were Personally present, with respect to the following matters as each of them is defined in Title 15 of Article 5 of the New York General Obligations Law to the extent that I am permitted by law to act Through an agent: (DIRECTIONS: Initial in the blank line to the left of your choice ANY ONE or MORE of the following lettered subdivisions to which you WANT to give your agent authority. If the blank line to the left of any particular lettered subdivision is NOT initialed, NO AUTHORITY WILL BE GRANTED for matters that are included in that subdivision. Alternatively, the letter corresponding to each power you wish to grant may be written or typed on the blank line in Subdivision "(S)" and you may then put your initials in the blank space to the left of Subdivision "(S)" in order to grant each of the powers so indicated.) _ (A) real estate transactions; (B) chattel and goods transactions (including the transfer of any motor vehicle registered with the New York State Department of Motor Vehicles); (C) bond, share and commodity transactions; _____(D) banking transactions including access to safe deposit boxes: (E) business operating transactions; __ (F) insurance transactions; ___ (G) estate transactions: (H) claims and litigation; (I) personal relationships and affairs; ____ (J) benefits from military service; __(K) records, reports and statements: ____ (L) retirement benefit transactions (M) tax matters including the ability to sign tax returns, IRS and State Powers of Attorney for tax matters, and the power to settle tax matters; (N) making gifts to my spouse, children and parents and more remote descendants, and my agent(s), not to exceed in the aggregate to each of such persons in any year, any more than the federal annual exclusion in any given year [NOTE, if AN@ is selected, one may also select A-Q 4)@]; (O) OR [Choose either N or O, not both] making gifts to my spouse, children and parents and more remote descendants, and my agent(s) however, none of my Agents may gift to himself or herself, in the aggregate, any more than the federal annual exclusion in any given year: (P) It is my intention to return home if I should be in a hospital, rehabilitation center or nursing home and my attorney-in-fact shall take all steps to effectuate same 92 Principle represent me in making applications for such entitlements by making applications or

(Q) All other matters: includes the power to act on behalf of the principal in other matters or affairs not otherwise listed on the form, and which shall include but not be limited to the power to: 1) create, fund and revoke inter vivos trusts; 2) make statutory elections and disclaimers;
3) collect amounts due to me, and the power to qualify me for various government entitlements, such as Medicaid and supplemental social security and which may require that my Principle represent me in making applications for such entitlements by making applications or appearing in my stead at hearings;
 4) make distributions and transfers on my behalf, including transfers for the purpose of Medicaid planning and other planning techniques in the event of my disability; and 5) establish one or more "individual retirement plans or arrangements in my name I understand that (Q) does not include health care decision making and that I must execute a separate Health
Care Proxy form in order to give my Principle that power or ability. (R) full and unqualified authority to my attorney-in-fact to delegate any or all of the foregoing powers to any person or persons whom my attorney-in-fact shall select; (S) each of the above matters identified by the following letters:
(Special provisions and limitations may be included in the statutory short form durable power of attorney only if they conform to the requirements of section 5-1503 of the New York General Obligations Law.) THIS DURABLE POWER OF ATTORNEY SHALL NOT BE AFFECTED BY MY SUBSEQUENT DISABILITY OR INCOMPETENCE.
If my agent named above is unable or unwilling to serve, I appoint:,
residing atto be my agent for all purposes hereunder.
TO INDUCE ANY THIRD PARTY TO ACT HEREUNDER, I HEREBY AGREE THAT ANY THIRD PARTY RECEIVING A DULY EXECUTED COPY OR FACSIMILE OF THIS INSTRUMENT MAY ACT HEREUNDER, AND THAT REVOCATION OR TERMINATION HEREOF SHALL BE INEFFECTIVE AS TO SUCH THIRD PARTY UNLESS AND UNTIL ACTUAL NOTICE OR KNOWLEDGE OF SUCH REVOCATION OR TERMINATION SHALL HAVE BEEN RECEIVED BY SUCH THIRD PARTY, AND I FOR MYSELF AND FOR MY HEIRS, EXECUTORS, LEGAL REPRESENTATIVES AND ASSIGNS, HEREBY AGREE TO INDEMNIFY AND HOLD HARMLESS ANY SUCH THIRD PARTY FROM AND AGAINST ANY AND ALL CLAIMS THAT MAY ARISE AGAINST SUCH THIRD PARTY BY REASON OF SUCH THIRD PARTY HAVING RELIED ON THE PROVISIONS OF THIS INSTRMENT.
THIS DURABLE GENERAL POWER OF ATTORNEY MAY BE REVOKED BY ME AT ANY TIME.
IN WITNESS WHEREOF, I have hereunto signed my name and affixed my seal thisday of, 20
STATE OF NEW YORK)
COUNTY OF NEW YORK) On, 20, before me, the undersigned, a Notary Public in and for the State of New York, personally appeared, personally known to me on the basis of satisfactory evidence to be the individual whose name is subscribed to the within instrument and acknowledged to me that s/he executed the same in her/his capacity, and that by her/his signature on the instrument, the individual, or the person upon behalf of which the individual acted, executed the instrument.

NEW YORK STATE DEPARTMENT OF HEALTH

Medical Orders for Life-Sustaining Treatment (MOLST)

THE PATIENT KEEPS THE ORIGINAL MOLST FORM DURING TRAVEL TO DIFFERENT CARE SETTINGS. THE PHYSICIAN KEEPS A COPY.
LAST NAME/FIRST NAME/MIDDLE INITIAL OF PATIENT
ADDRESS
CITY/STATE/ZIP Male Female
DATE OF BIRTH (MM/DD/YYYY) eMOLST NUMBER (THIS IS NOT AN eMOLST FORM)
Do-Not-Resuscitate (DNR) and Other Life-Sustaining Treatment (LST)
This is a medical order form that tells others the patient's wishes for life-sustaining treatment. A health care professional must complete or change the MOLST form, based on the patient's current medical condition, values, wishes and MOLST Instructions. If the patient is unable to make medical decisions, the orders should reflect patient wishes, as best understood by the health care agent or surrogate. A physician must sign the MOLST form. All health care professionals must follow these medical orders as the patient moves from one location to another, unless a physician examines the patient, reviews the orders and changes them.
MOLST is generally for patients with serious health conditions. The patient or other decision-maker should work with the physician and consider asking the physician to fill out a MOLST form if the patient:
 Wants to avoid or receive any or all life-sustaining treatment. Resides in a long-term care facility or requires long-term care services. Might die within the next year.
If the patient has a developmental disability and does not have ability to decide, the doctor must follow special procedures and attach the appropriate legal requirements checklist.
SECTION A Resuscitation Instructions When the Patient Has No Pulse and/or Is Not Breathing
Check <u>one</u> :
CPR Order: Attempt Cardio-Pulmonary Resuscitation CPR involves artificial breathing and forceful pressure on the chest to try to restart the heart. It usually involves electric shock (defibrillation) and a plastic tube down the throat into the windpipe to assist breathing (intubation). It means that all medical treatments will be done to prolong life when the heart stops or breathing stops, including being placed on a breathing machine and being transferred to the hospital.
DNR Order: Do Not Attempt Resuscitation (Allow Natural Death) This means do not begin CPR, as defined above, to make the heart or breathing start again if either stops.
SECTION B Consent for Resuscitation Instructions (Section A)
The patient can make a decision about resuscitation if he or she has the ability to decide about resuscitation. If the patient does NOT have the ability to decide about resuscitation and has a health care proxy, the health care agent makes this decision. If there is no health care proxy, another person will decide, chosen from a list based on NYS law.
Check if verbal consent (Leave signature line blank)
SIGNATURE DATE/TIME
DOINT NAME OF RECISION MAYOR

	E		PRINT SECOND WITNES		
Who made the decision	? Patient	☐ Health Care Agent	☐ Public Health Law Surrogate	☐ Minor's Parent/Guardian	□ §1750-b Surrogati
SECTION C	hysician Sig	nature for Sections A	and B		
PHYSICIAN SIGNATURE			PRINT PHYSICIAN NAME		DATE/TIME
HYSICIAN LICENSE NUMB	ER		PHYSICIAN PHONE/PAGER NUMBI	ER	
SECTION D	Advance Direc	tives			
All bearing the street and the stree	ctivas known i	to have been completed			
Check oll advance dire	CLUS KILOWII I		Documentation of Oral Adva	m! 41	

Medical Orders for Life-Sustaining Treatment (MOLST)

Honoring patient preferences is a critical element in providing quality end-of-life care. Medical Orders for Life-Sustaining Treatment (MOLST) is a program designed to improve the quality of care patients receive at the end of life by translating patient goals for care and preferences into medical orders. MOLST is based on communication between the patient, his or her health care agent or other designated surrogate decision-maker, and health care professionals that ensures shared, informed medical decision-making.

A health care proxy and a living will are traditional advance directives for adults 18 years of age and older. These documents are completed when a patient has capacity to do so and only apply when medical decision-making capacity is lost.

To complement the use of traditional advance directives and facilitate the communication of medical orders impacting end-of-life care for patients with advanced chronic or serious illness, the Medical Orders for Life-Sustaining Treatment (MOLST) program was created. The MOLST contains specific and actionable medical orders that **transition with the patient across health care settings.** Health care proxies and living wills typically contain more general instructions, and cannot be followed by EMS providers in an emergency.

In contrast to a health care proxy, the MOLST applies as soon as a patient consents to the orders in it and a physician signs it. It is not conditional on a physician's determination that a patient has lost medical decision-making capacity. The MOLST program is based on the belief that patients have the right to make their own health care decisions, including decisions about life-sustaining treatment, to describe these wishes to health care providers and to receive comfort care while wishes are being honored.

The MOLST form should be printed **on bright** "pulsar" pink, heavy stock paper. Hard copies of the card stock pink form (with all four pages printed landscape/double-sided on a single 11" X 17" sheet folded in the middle) can be ordered using a form that can be downloaded at www.compassionandsupport.org/.

This Guide was compiled and made available through the courtesy of:

The Office of NYS Senator Liz Krueger 1850 Second Avenue, Ground Floor New York, NY 10128 212-490-9535

A link to the online version of the Guide is available at:

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