

*Counseling. Support. Service.*



*Informing and supporting families who provide assistance and care for older adult relatives, partners or friends.*

**Counseling**

Get assistance identifying strategies, options and resources for the care of your loved one through personal consultations with an eldercare counselor. Consultations take place by phone, email or in-person. Receive a packet of targeted information and have follow-up contact with the counselor as needed.

Instead of spending hours piecing together information on the tangled web of services available, let us streamline your search and offer a comprehensive, accurate, and detailed look at all options available including housing options, home care, adult daycare, financial assistance, transportation and caregiver support services.

**Seminars**

Learn about a variety of aging and eldercare topics by attending informational seminars held throughout the region in community locations and workplaces. Topics include: "Effective Communication with Older Adults", "Senior Housing Options", "Managing the Stress of Caregiving" and "Elder Care Essentials". Call for current schedule or to arrange to host a seminar.

**Telephone Conference Call Programs**

**Telephone Seminars:** Learn conveniently by telephone from home. Listen to presentations by local experts on matters of interest to family caregivers, ask questions and receive written handout materials. One-hour seminars held periodically, often in the evening for convenience. Call for current schedule.

**12-Week Tune-up Class:** Reduce the stress and strain of caregiving; solve problems more effectively and learn about community resources. Attend award-winning and effective conference call classes led by a licensed clinical social worker. This 12-week program is held periodically with convenient one-hour evening telephone classes. Call for current schedule.

**Telephone Support Groups**

To access any of these services, call The Caregiver Connection at 518-465-1398.

*[seniorservicesofalbany.com/caregiver.htm](http://seniorservicesofalbany.com/caregiver.htm)*

<p><b>Albany Area Services and Centers</b></p> <p><b>Meals on Wheels and Food Service Division</b> 20 Rensselaer Street, Albany, NY 12202 .....518.465.6465</p> <p><b>Newgate Social Adult Day Services</b>.....518.449.8035 760 New Scotland Avenue Albany, NY 12208</p> <p><b>Westview Senior Center</b> .....518.482.2120 680 Central Avenue Albany, NY 12206</p> <p><b>Transportation</b>..... 518.434.4219 20 Rensselaer Street Albany, NY 12202</p>	<p><b>Community Care Services Division</b> 20 Rensselaer Street, Albany, NY 12202</p> <p>Shopping Assistance ..... 518.432.0813</p> <p>Friendly Home Visitors ..... 518.432.0813</p> <p>Caregiver Connection..... 518.465.1398</p> <p>Volunteer Services..... 518.432.0813</p> <p>HIICAP.....518.935.2307 (Health Insurance Information, Counseling and Assistance Program)</p> <p><b>Administrative Offices</b> 32 Essex Street, Albany NY 12206 Phone: 518.465.3322 Fax: 518.465.6188</p>	<p style="text-align: center;"><b>Senior Services</b> <i>of Albany</i></p> <hr/> <p style="text-align: center;">Offering Choice, Independence and Dignity</p> <p style="text-align: center;"><b><a href="http://www.seniorservicesofalbany.com">www.seniorservicesofalbany.com</a></b></p> <p style="text-align: center;"><small>Programs funded by Albany County Department for Aging, New York State Office for the Aging, City of Albany, United Way of the Greater Capital Region, and community support.</small></p>
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*Reliable. Nutritious. Delicious.*



## Reliable Providers of Quality Food to the Homebound

Senior Services of Albany provides meals seven days a week to the homebound through its Home-Delivered-Meal program, **Meals on Wheels**. The price is reasonable, the service is reliable and the food is nutritious and delicious.

## Referring Organizations

- **New York Connects**
- **Eddy Visiting Nurse Association**
- **Fidelis Health Care**
- **Senior Whole Health**
- **Visiting Nurse Association of Albany, Inc.**
- **Visiting Nurse Service Association (Schenectady)**

To access the government subsidized program in Albany County, call New York Connects at (518) 447-7177. Clients must be at least 60 years of age and have disabilities that inhibit the ability to prepare meals, as well as no access to a congregate meal setting. Individuals who do not have cooking, refrigeration or food storage facilities are also eligible. Referrals from a neighbor, family, or friend, as well as self-referrals are welcome. Once eligibility has been established, service can be started within 24 hours for those coming home from the hospital or those that have an acute illness.

Meals are delivered five (5) days per week between 10 a.m. and 1 p.m. except major holidays. Frozen meals are used as alternatives for weekends and holidays.

Each hot or cold meal provides 1/3 of the RDA for vitamins and minerals. Meals have no added salt and the following modified diets are available: No Concentrated Sweets, Low Fat, Ground and Pureed meals.

## Payment Options

Clients aged 60 and over are asked to give as much of the suggested contribution of \$3.25 for 1 meal per day and \$4.50 for 2 meals per day. No one is denied service due to an inability to contribute. Cash, check or food stamps are accepted.

For those under 60, payment is on a fee-for-service basis; \$6.25 for 1 meal per day, or \$12.00 for 2 meals per day; and is required in advance. Call Senior Services of Albany at (518) 465-6465 for details.



**Over 7,000,000 meals served since 1986.**

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*Compassion. Companionship. Respite.*



## Newgate - Compassionate Adult Day Service

At Newgate, social and recreational activities are provided to older adults by a staff of experienced, caring individuals. Newgate provides caregiving families with respite and support.

Newgate's population includes older adults with mental, physical and/or emotional impairments who are:

- 60 years of age or older. Adults under 60 considered on a case-by-case basis.
- Able to communicate in a socially appropriate manner.
- Free from uncontrollable wandering.
- Able to ambulate independently or with assisted devices.
- Possess the desire and ability to participate in the daily activities of the program.
- Able to toilet themselves with direction.
- Clients in the early stages of Alzheimer's may be accepted as long as their behavior can be managed within a group setting.

## Our Services Include:

- A safe, secure environment.
- Cozy, homelike setting.
- Stimulating activities for mind and body.
- Socialization and peer connections.
- Healthy, tasty meals and snacks.
- Special events, trips and outings.
- Full or part-time day services.
- Low staff-to-client ratio.
- Transportation to and from home if within the City of Albany.
- Information and counseling for families and caregivers.

## Program Hours and Fees

Newgate is 100% accessible to the disabled and is open Monday thru Friday, 8:30 a.m. to 4:30 p.m.

We strive to provide affordable care. Several payment and funding options are available.

[seniorservicesofalbany.com/adultdaycare.htm](http://seniorservicesofalbany.com/adultdaycare.htm)

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*of Albany*

Offering Choice, Independence  
and Dignity

**seniorservicesofalbany.com**

Programs funded by Albany County Department for Aging,  
New York State Office for the Aging, City of Albany, United  
Way of the Greater Capital Region, and community support.

*Practical. Friendly. Supportive.*



*For older adults who are generally homebound, isolated, and in need of a little extra help.*

## Shopping Assistance

Volunteers go to a senior's home and pick up their shopping list and payment. After shopping, volunteers bring in the purchases, receipt and change. Shopping is done weekly or bi-weekly at a time convenient to both parties.

## Friendly Home Visiting

Volunteers go to a senior's home weekly to provide socialization and companionship. Activities may include playing cards, taking walks or chatting. Matches are made based on personality, common interests and geographic location. Visits occur at times agreeable to both the senior and volunteer.

## Getting Started

To learn more about these programs, call the Volunteer Services Department, 518-432-0813. Calls may be placed by seniors themselves, friends, family or other community agencies.

The Volunteer Coordinator conducts home visits with all interested seniors. Volunteers are carefully screened and trained. These services are dependent on the availability of a well-matched volunteer so not all requests for service can be fulfilled.

## Details

Services are partially funded by the Albany County Department for Aging; there is no cost to receive these services. (Grocery expenses are the responsibility of seniors receiving shopping services).

Those utilizing the programs will be given an opportunity to make a contribution towards expanding the programs to serve others. No one is denied service because they are unable to or choose not to contribute.

*[seniorservicesofalbany.com/shopping.htm](http://seniorservicesofalbany.com/shopping.htm)*

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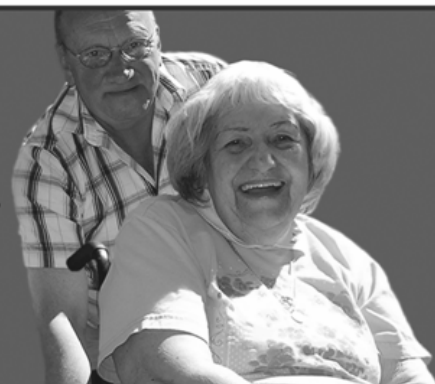
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*Assistance. Flexibility. Freedom.*



## Need a ride?

For friendly curbside service, no parking worries, even help with your bags when grocery shopping, call our Senior Transportation at (518) 434-4219.

*To be eligible, you have to be 60 years of age or older and a resident of Albany County.*

## ❖ Group Transportation

Our Senior Transportation is available to Senior Groups (up to 12 people) in the Albany area for trips to places such as Walmart, Target, shopping malls, restaurants or special events within a 50-mile radius of Albany. Most of these trips are booked between 10:30 a.m. and 3:00 p.m. Please call (518) 434-4219 for more detailed information.

Reservations can be made up to 6 weeks in advance. Suggested contribution is requested for transportation services. Call for wheelchair arrangements.

[seniorservicesofalbany.com/transportation.htm](http://seniorservicesofalbany.com/transportation.htm)

## ❖ Medicaid Transportation

If you are Medicaid eligible, request for Senior Services of Albany to be your transport provider when making your medical appointments. Our drivers are friendly, courteous and helpful; AND we are on time! Call 434-4219 when you are done with your appointment for a ride home. LAST CALL for pick up is 3:30 p.m. for return trips.

## • Center Shuttle and Newgate Service

Service to and from home to our Senior Centers and Newgate Social Adult Day Services  
Monday – Friday, 8:30-3:30

For transportation to evening senior dinner service at Westview Homes Senior Center, South Mall Towers, or the Jewish Community Center to and from your home, please call 518-434-4219 in advance to reserve your ride or arrange with your site or center coordinator.

## • Grocery Shopping

Service to designated supermarkets in the City of Albany. For details and schedules, call (518) 434-4219, Monday-Friday, between 9:00-3:00.

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*Rewarding. Fulfilling. Enriching.*



*Over 500 volunteers assist Senior Services bring programs and services to Capital Region elders and their families.*

***Volunteer Opportunities:***

**Friendly Home Visitors**

Visit weekly with a homebound senior in Albany County. Connect, share interests and begin a long-lasting friendship.

**Grocery Shoppers**

Shop weekly or bi-weekly for Albany County seniors who are unable to shop for themselves. Get matched with a senior in your area. Go to the senior's home, pick up their list and payment, shop, and then return with the groceries.

**Meals on Wheels Delivery**

Deliver meals and smiles to homebound seniors in the Capital Region one to five days a week. Work as a part of a team, or as an individual. Meal delivery occurs weekday mornings and takes about an hour.

*seniorservicesofalbany.com/volunteer.htm*

**Health Insurance  
Volunteer Counselors**

Work with our HIICAP (Health Insurance Information, Counseling and Assistance Program) Coordinator to provide education on Medicare, Medicare Part D Prescription Coverage, Medicare Savings Plans and more. SMP (Senior Medicare Patrol) volunteers are also needed to educate seniors on how to identify and report Medicare fraud which costs the U.S. up to 60 billion dollars each year.

**Design Your Own  
Community Service Day**

Work with our volunteer coordinator to create a customized one or two day community project event for your organization, faith-based group or company. Past projects include: preparing and serving meals, washing delivery vehicles, and helping out at special events.

**Becoming a Volunteer**

Contact our volunteer services office at 518.432.0813 to receive an application or download from our website. A personal interview is required and training is provided.

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