



THE GRAPEVINE EXPRESS

March/April 2020

Pro Action Yates Office for the Aging
Hours of Operation: 8:30am-4:30pm Monday-Friday



Friday, April 10

Tax Appointments Are Still Available!

Pro Action Yates Office for the Aging and the AARP Taxaide Program are offering free income tax service through Tuesday, April 14.

To schedule an appointment, call Pro Action Yates Office for the Aging at 315-536-5515. You can make an appointment, or if you get a voicemail box, leave a message for a callback. When leaving a voice message, please clearly leave your name and phone number. You can call Monday thru Friday from 8:30 AM to 4:30 PM. Use the same phone number to cancel or reschedule appointments.

All tax appointments will be held at the Pro Action Yates Office for the Aging, located in the Yates County Office Building at 417 Liberty Street, Suite 1116 in Penn Yan. Appointments start at 9:00AM Tuesdays, Thursdays and Fridays. Please arrive 15 minutes before your scheduled appointment.

Where do you find help and information on services and supports in your Community?

Call NY Connects of Yates County at 315-536-5515 or visit the NY Connects Resource Directory at <https://www.nyconnects.ny.gov/>

What is NY Connects? NY Connects is a trusted single point of access where you can get information and assistance you need to make informed decisions about long term services and supports. Long term services and supports can be provided in your home, in your community, in assisted living facilities, or in nursing homes. It is for people of all ages. You could be paying for services yourself, through insurance, or be eligible for a government program. NY Connects is a free service and there are no eligibility requirements to access the information and consultation services.

Who does NY Connects serve? Anyone who needs information on long term services and supports:

- A child or adult with a disability
- An older adult
- Family members and caregivers
- Friends or neighbors
- Helping professionals

What kind of help can I get from NY Connects? Comprehensive and unbiased information about long-term services and supports including:

- In Home Services
- Caregiver Supports
- Care Coordination
- Respite Care
- Transportation
- Home Delivered Meals
- Health Insurance Information
- Nursing Homes And More!



NY Connects
Your Link to Long Term
Services and Supports

of YATES COUNTY

LOCAL EVENTS

March 2 and March 19

- ◆ Thera Blasio, from the Alzheimer's Association, is available at the Pro Action Yates Office for the Aging from 11am-1pm for care consultation. No appointment is required.

March 10 and April 14

- ◆ "Our Town Rocks" Champions Meeting will be held at the Our Town Rocks Office, 12 Main Street in Dundee at 10:00 am. For more information call Caryl Sutterby at 607-426-4015, go to www.ourtownrocks.org or email ourtownrocks@ourtownrocks.org. All residents of the Towns of Barrington, Starkey, and the Village of Dundee are welcome to attend.

March 12

- ◆ All family caregivers are welcome to come anytime to visit and share with others who take care of, or are concerned about loved ones with dementia or Alzheimer's at the Alzheimer's Support Group meeting at 2:00 pm in the Yates County Office Building Room 1037 in Penn Yan.

March 17

- ◆ Come learn the basics about Medicare! Welcome to Medicare Presentation by Pro Action Yates Office for the Aging from 3:00– 5:00 pm in Room 1037 at the Yates County Office Building. To register, contact 315-536-5515.

March 20

- ◆ All family caregivers are welcome to come anytime to visit and share with others who take care of, or are concerned about loved ones with dementia or Alzheimer's at the Alzheimer's Support Group meeting at 12:30 pm at the Branchport Library located at 699 NY-54A in Branchport.

March 23 and April 27

- ◆ "Our Town Rocks" Community Gathering monthly meeting will be held at 6:00 pm at the Our Town Rocks Office, 12 Main Street in Dundee. For more information call Caryl Sutterby at 607-426-4015, go to www.ourtownrocks.org or email ourtownrocks@ourtownrocks.org. All residents of the Towns of Barrington, Starkey, and the Village of Dundee are welcome to attend.

April 2

- ◆ Free to all Yates County Seniors, 16th annual HUBBA "Afternoon Tea", Penn Yan Academy Gymnasium, from 4:00—5:30 p.m. This event is a gift to the community by the Youth of Penn Yan. To place a reservation, please call 315-536-5515 by Friday, March 27. Transportation is available by calling 315-536-5517.

April 6 and April 16

- ◆ Thera Blasio, from the Alzheimer's Association, is available at the Pro Action Yates Office for the Aging from 11am-1pm for care consultation. No appointment is required.

April 9

- ◆ All family caregivers are welcome to come anytime to visit and share with others who take care of, or are concerned about loved ones with dementia or Alzheimer's at the Alzheimer's Support Group meeting at 2:00 pm in the Yates County Office Building Room 1037 in Penn Yan.

April 17

- ◆ All family caregivers are welcome to come anytime to visit and share with others who take care of, or are concerned about loved ones with dementia or Alzheimer's at the Alzheimer's Support Group meeting at 12:30 pm at the Branchport Library located at 699 NY-54A, in Branchport.

April 28

- ◆ Come learn the basics about Medicare! Welcome to Medicare Presentation by Pro Action Yates Office for the Aging from 3:00– 5:00 pm in Room 1037 at the Yates County Office Building. To register, contact 315-536-5515.

Appointments Encouraged

Nothing is more frustrating than driving all the way to our office for help with a situation only to find that the staff person you need to see is unavailable or busy assisting other customers. Given the number and complexity of issues we assist with, we want you to meet with the staff person best able to help you. Please remember to call ahead and make an appointment. This will guarantee that you will be able to meet with someone experienced in the topics you are asking about. It will also reduce your wait time and increase our ability to see everyone in a timely manner. Call Pro Action Yates Office for the Aging at **315-536-5515** to schedule your appointment.

**Do you want to feel great when you wake up in the morning?
What if you fall, do you want to learn how to get up?
Would you like to feel stronger and have more stamina?
Do you want to have fun and be active at the same time?**

Bone Builders – Osteoporosis Prevention and Bone Strengthening

Penn Yan – Tuesdays: January 7 to March 24 from 10:00-11:00 am.

April 7 to June 23 from 10:00-11:00 am.

Penn Yan – Thursdays: January 9 to March 26 from 10:00-11:00 am.

April 9 to June 25 from 10:00-11:00 am.

Tai Chi – Relieve Pain and Improve Health and Balance

Penn Yan — Tuesdays: **Advanced class** – April 7 to June 23 from 8:30-9:30 am.

Penn Yan – Mondays: **Beginners class** – April 6 to June 22 from 11:00 am-12:00 pm.

Heathy Living with Chronic Pain–Learn how to manage your chronic pain to make your life better

Penn Yan- New class will start May 5. Please call for more information or to sign up.

Walk with Ease— Helps people with arthritis improve balance, reduce pain, and improve overall health.

Penn Yan- Classes will be held on Mondays, Wednesdays and Thursdays. New class will start May 4. Please call for more information or to sign up.

To sign up for these classes, call Pro Action Yates Office for the Aging, Pam Swarthout, at **315-536-5515**.
Most classes can be joined at any time! Transportation may be available.

Top Scams in 2019

Each year, the Federal Trade Commission (FTC) takes a hard look at the number of reports people make to their Consumer Sentinel Network. In 2019, they received more than 3.2 million reports to the FTC from individuals.

- **Imposter scams were the number one fraud reported to Sentinel in 2019.** Imposter scams come in many varieties, but work the same way: a scammer pretends to be someone you trust to convince you to send them money. People reported losing more than \$667 million to imposters, who often pretended to be calling from the government or a well-known business, a romantic interest, or a family member with an emergency. When people lost money, they most frequently reported paying scammers with a gift card.
- **Social Security imposters were the top government imposter scam reported.** There were 166,190 reports about the Social Security scam, and the median individual loss was \$1,500.
- **Phone calls were the number one way people reported being contacted by scammers.** While most people said they hung up on those calls, those who lost money reported a median loss of \$1,000 in 2019.

Due to these reports, the FTC and its law enforcement partners are able to investigate the people and companies that trick people into paying money. Your reports help build and bring those cases, which also helps the FTC enforce laws that stop scams and other dishonest business practices that take people's money.

During 2019, FTC law enforcement actions led to more than \$232 million in refunds to people who lost money. More than 1.9 million people cashed checks mailed by the FTC. In the last four years, people have cashed more than one billion dollars in FTC refund checks.

If you have spotted a scam, keep telling the FTC about it at [ftc.gov/complaint](https://www.ftc.gov/complaint). If you need more information about these top frauds, visit [ftc.gov/imposters](https://www.ftc.gov/imposters), and [ftc.gov/giftcards](https://www.ftc.gov/giftcards). Source: Federal Trade Commission

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Know Your Rights as a Caregiver

NYS Caregiver Advise Record and Enable (CARE) Act: The CARE act requires that during a general hospital stay patients can officially name a caregiver (i.e., a relative, partner, spouse, friend, or neighbor) who would help the patient after he or she is discharged from the hospital. Hospitals must:

- Provide each patient, or their legal guardian, with at least one chance to identify at least one caregiver prior to the patient’s discharge or transfer.
- Attempt to notify the caregiver of the patient’s transfer to another healthcare facility or before the patient returns to their residence.
- Consult with the named caregiver and patient regarding the patient’s post-discharge needs at their home, offer the caregiver education in all required post-discharge tasks (while taking into account the capabilities and limitations of the caregiver).
- In the formal discharge plan, identify the caregiver(s), recommended post-discharge care, contact information for community resources and long-term services and supports to help the caregiver(s) provide the recommended post-discharge care.

Did you know the law protects patients from being discharged without having needed services in place? Go to www.health.ny.gov/professionals/patients/patient_rights for more information.

Family and Medical Leave Act (FMLA): The Family and Medical Leave Act of 1993 (FMLA) is a federal law that allows eligible employees of covered employers to take unpaid, job-protected leave for specific family and medical reasons. Group health insurance coverage is available as if the employee had not taken leave. Contact your employer’s human resources department and/or the United States Department of Labor at www.dol.gov/whd/fmla or (866) 487-9243 for more information.

New York State Paid Family Leave Act: Beginning in January 2018, all employees in NY State became eligible for up to 12 weeks of paid leave to take care of a family member with a serious health condition, care for a newborn or adopted/foster child, or any urgent matter regarding a spouse, child, domestic partner, or family member serving in the military. The law covers employees under the NY State’s temporary disability law and those who have been employed for at least 26 weeks. The law happens in stages. Starting January 1, 2018 being granted a maximum of 8 weeks and increasing through 2021 to 12 weeks off in a 52-week period and up to 67% of the employee’s salary.

For more information, go to www.ny.gov/programs/new-york-state-paid-family-leave.

Source: NYS OFA Caregiver Guide

Feeling Stretched as a Caregiver?

Powerful Tools for Caregivers is an educational series designed to provide you with the tools you need to take care of yourself while caring for a friend or relative.



This program helps informal caregivers reduce stress, improve self-confidence, communicate feelings, balance their lives, increase their ability to make tough decisions, and locate helpful resources. Classes consist of six sessions held once a week, led by two trained Class Leaders. Interactive lessons, discussions and brainstorming will help you take the “tools” you choose and put them into action for your life.

Each caregiver will receive a book, *The Caregiver Helpbook*, developed specifically for the class. Classes and the book will be FREE, thanks to support from the Finger Lakes Alzheimer’s Caregiver Institute.

Classes will be held at the Yates County Office Building, Room 1037, 417 Liberty Street, in Penn Yan from 12:30-2:00 pm. Sessions are held every Monday from April 13— May 18, 2020. For more information or to register, contact Amy Canfield or Becky Bennett-Tears at **Pro Action/Yates Office for the Aging at 315-536-5515**. Class size is limited and pre-registration is required by 4/6/2020.

Transportation for those age 60 and older may be available by contacting the Pro Action/Yates Office for the Aging Transportation Program at 315-536-5517.

Pro Action Yates OFA Transportation, Emergency Response, and Project Lifesaver Programs

Transportation Program

Transportation Route Schedule:

- * Monday – Appointments in Dundee or to Dundee between 9am-11am
- * Tuesday – Canandaigua between 9:45am-12 noon
 - *Bi-weekly trips to Walmart in Watkins Glen are available on 2nd and 4th Tuesdays from 1:30pm-3:00pm.
- * Wednesday – Rochester between 10am-12:30pm, Rushville between 11:30am and 1:30pm
- * Thursday – Geneva between 9:30am-11:30am, Clifton Springs between 10am-11:30am
- * Friday – Montour Falls/Watkins Glen between 9:30am- 12 noon
 - *Dundee to Penn Yan for Grocery shopping Tops/Aldi's 1st and 3rd Fridays from 11:00am-12:30pm.

Bath, Hammondsport, Elmira and Corning— please call for availability.

Rides within Penn Yan are Monday –Friday 8:30am-3:30pm. Shopping trips are available Tuesday and Thursday afternoons in Penn Yan from 12:30-3:00pm.

- If you need to cancel a scheduled trip the day of your appointment, please call 315-536-5515 and let the receptionist know you are canceling your ride for that day.
- Please note we require two business days' notice for local trips within Penn Yan. We require a week's notice for out of town trips. **We cannot accommodate next day or same day trips.**
- Reminder calls are made the day before your scheduled ride. If you do not receive a call by 2pm the day before, call our office and speak to Terri Becker.
- For scheduling transportation, call 315-536-5517 or send an email to beckert@proactioninc.org. If you require a wheelchair bus or prefer riding in the van please mention that at time of call. We will be happy to accommodate you with a comfortable ride.
- **Did you know that you can ride in our vehicle with your own Transportation Companion?** Many times, riders ask if it is ok if their friend, neighbor or family member can ride along. The answer is **YES**. Pro Action Yates OFA also has volunteer companions who are available to help you find your way to your medical appointments and will wait for you while you are in the appointment. They will ride with you on our vehicles to keep you company. Let Terri know you are interested in having a Transportation Companion.

Please remember that Office for the Aging is not a Medical Transport. Our drivers and volunteers cannot lift, pull, push or tug riders to help them get in or out of our vehicles. You must be able to get to and from the vehicle on your own or with your companion. Drivers can assist with lending an arm and each vehicle has a step stool to help with getting in/out of the vehicle.

Personal Emergency Response System (PERS) is a push button alert system for seniors and caregivers. It helps you maintain your independence and also gives you and your family peace of mind. If you have a medical emergency, you push the button on your pendant or wristband. Your call will be sent to our monitoring station. They will be able to dispatch Emergency help if needed. This is ideal for anyone who lives alone!

Project Lifesaver System is designed to rescue individuals with cognitive conditions like Alzheimer's, dementia, autism, and Down Syndrome who tend to wander. It is never too early to enroll your loved one in this program, even if they are not showing signs of wandering yet. It's better to be safe than sorry. Project Lifesaver is not only for our over 60 residents; this program is for ANYONE who lives in Yates County!

Attention PERS and Project Lifesaver Clients

- If you have activated your PERS button and are admitted to the hospital, please make sure that the PERS Pendant stays with your belongings. There is a \$37.00 fee to replace the pendants.
- If your loved one has a Project Lifesaver bracelet and is admitted to a hospital or care facility, please make sure that the staff gives you the bracelet so it can be returned to OFA. You can ask them to call us and we will be glad to pick it up at that location, **315 536-5515. The PL bracelets are very costly to replace.**

****For information on Yates OFA Transportation Services, Emergency Response System, or Project Lifesaver, call Terri Becker at 315-536-5515.**

The Penn Yan Area Council of Churches provides transportation to Sunday Worship Services in Penn Yan. To arrange for a ride or to volunteer to drive, call Jennifer Jensen at 315-536-8281.

GET INVOLVED!

Strengthening yourself by Strengthening your Community

- ◆ **Pro Action Home Delivered Meals Drivers-** We cannot serve our customers without the help of volunteers who deliver the meals. Volunteers are the heart and soul of our program, providing so much more than a meal. Volunteers provide the warm, human contact our seniors need and may be the only contact that senior has that day. Whether you have only a few hours one day per week, can volunteer every day, or can only work a few hours a month, your assistance is needed. Background and driver's license checks are required. Mileage is paid. Call Becky Bennett-Tears at 315-536-5515 for more information.
- ◆ **Dundee Meals on Wheels-** Would you like to deliver meals to homebound seniors in the Dundee area? Please contact Charlene Stanton at 607-243-8371 for more information.
- ◆ **HIICAP (Health Insurance Information, Counseling and Assistance Program) Volunteer-**Are you someone who has some free time to spare and the drive to help others? Pro Action Yates Office for the Aging is looking for individuals interested in volunteering to assist Medicare Beneficiaries comparing health plans and screening for financial assistance programs. Training and learning materials will be provided. If you are interested, please contact Becky Bennett-Tears at 315-536-5515.
- ◆ **Front Office help-** Pro Action Yates Office for the Aging is seeking volunteers to answer and transfer phone calls, help customers who come into our office, and general clerical duties. Volunteers decide how often they assist. We will train you! Call Becky Bennett-Tears at 315-536-5515 for more information.
- ◆ **Milly's Pantry** - we are looking for some friendly folks to volunteer at the Pinwheel Market. For more information, please stop in (19 Main Street, Penn Yan), call 315-595-2500, or email volunteer@millyspantry.org.
- ◆ **Phone Friends-** Pro Action Yates Office for the Aging is seeking volunteers to make brief, friendly phone calls to homebound seniors to provide emotional support and to enhance social contact. Please contact Becky Bennett-Tears at 315-536-5515 for more information
- ◆ **Volunteers Needed: To Advocate, Educate, Empower. New York State Long Term Care Ombudsman program** is in need of volunteers to join a team of advocates for older adults residing in nursing homes, adult care/assisted living communities in Yates County region. With just a few volunteer hours each week, you can help ensure quality of care and quality of life for individuals living in long-term care settings. We are accepting applications for our May 2020 NYS Mandated Certification Training. For more information about the application process, dates, times and location of training please contact the Ombudsman program at: 585-287-6414 for long distance 1-866-454-5110 ext. 114 and for email Debra Frink at dfrink@lifespan-roch.org. Make a difference for the older adults in your community by becoming an Ombudsman.
- ◆ **Keuka Comfort Care Home**—Throughout the year we look for people to help with our fundraisers; we need cookie bakers in December, pie makers in September, and various other tasks. We also have openings for volunteer caregivers for our residents. For more information call 315 536-1690 or email events@keukacomfortcarehome.org.

7 Tips to Prevent Wandering

Many people with Alzheimer's disease wander away from home or their caregiver. There are ways you can help prevent wandering and keep the person with Alzheimer's safe. Check out these 7 tips:

- Do not leave a person with Alzheimer's who has a history of wandering unattended.
- Place STOP, DO NOT ENTER, or CLOSED signs on doors.
- Divert the attention of the person with Alzheimer's disease away from using the door by placing small scenic posters on the door; placing removable gates, curtains, or brightly colored streamers across the door; or wallpapering the door to match any adjoining walls.
- Install safety devices found in hardware stores to limit how much windows can be opened.
- Install an "announcing system" that chimes when a door is opened.
- Secure the yard with fencing and a locked gate.
- Keep shoes, keys, suitcases, coats, hats, and other signs of departure out of sight.

Learn more at <https://www.nia.nih.gov/health/wandering-and-alzheimers-disease>

How to Prevent Medical Errors

Experts agree that taking an active role in your own healthcare is critical to preventing medical errors. Evidence suggests that patients who actively participate in their own treatment decisions are more likely to be satisfied with the care they receive. Here are a few ways you can make sure that you have the input you need in your own healthcare decision-making.

Medications safety Let your physician know about all the medicines you take. This includes prescription medicines, over-the-counter medications, vitamins, nontraditional supplements and diet pills. Bring all your medicines to your doctor visits. This way your doctor can evaluate the safety of the medications you take as well as guard against potentially dangerous drug interactions. Make sure your physician knows about allergies and adverse reactions you have to specific medications. Always check if you're able to read the medication instructions written by your doctors. Make sure to ask questions about any medication you take: • What is the medicine for? • How am I supposed to take it and for how long? • What side effects are likely? What do I do if they occur? • Is this medicine safe to take with other medicines or dietary supplements I am taking? • What food, drink, or activities should I avoid while taking this medicine? When you go to the pharmacy to pick up your medicine, make sure to ask the pharmacist if this is the medication your doctor prescribed. If you're at all confused about the labels on a medication, make sure the pharmacist clarifies dosage and frequency. Ask your pharmacist for the best device to measure your liquid medicine. Ask for written information about the side effects your medicine could cause.

Hospital safety If you are in a hospital, don't hesitate to ask health care workers whether they have washed their hands. Handwashing is essential in preventing hospital-acquired infections. When you are being discharged from the hospital, ask your doctor to explain the treatment plan you will follow at home. It is very important to know whether you should continue to take medications you were taking prior to your hospital stay—this helps assure you don't risk another hospital stay. If you are having surgery, make sure that you, your doctor, and your surgeon all agree on exactly what will be done. Having surgery at the wrong site (for example, operating on the left knee instead of the right) is rare. But even once is too often. The good news is that wrong-site surgery is 100% preventable. If you have a choice, choose a hospital where many patients have had the procedure or surgery you need. Research shows that patients tend to have better results when they are treated in hospitals that have a great deal of experience with their condition.

Communicating with your doctors Communicating with your doctors Speak up if you have questions or concerns. You have a right to question anyone who is involved with your care. Make sure that someone, such as your primary care doctor, coordinates your care. This is especially important if you have many health problems or are in the hospital. Make sure that all your doctors have your important health information. Do not assume that everyone has all the information they need. Ask a family member or friend to go to appointments with you. Even if you do not need help now, you might need it later. Know that "more" is not always better. It is a good idea to find out why a test or treatment is needed and how it can help you. You could be better off without it. If you have a test, do not assume that no news is good news. Ask how and when you will get the results.

Source: IPRO Healthy Insights 2020 Issue 1

Need An Email Account?

Interested in setting up an email account? Adult Services Librarian Alex Andrasik at Penn Yan Public Library is available to assist and educate seniors on setting up an email address to be used as more and more government programs are encouraging online accounts to ease access of benefits, like Medicare and Social Security. You do **not** need your own computer or smartphone, just call the library at 315-536-6114 to set up an appointment with Alex.

Electronic Grapevine Express

If you are an older adult or caregiver/family member of an older adult and would like to receive the Grapevine Express via email, call our office at 315-536-5515 and let us know. You will need to supply your email address.

Yates County Office for the Aging
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Interested In Taking College Courses?

New York State Law permits residents 60 years or older to audit credit-bearing classes at state-affiliated campuses, without tuition, examination, grading or credit upon a space-available basis. Finger Lakes Community College (FLCC) permits persons sixty years of age or over to audit courses without tuition, examination, grading or credit on a space-available basis. This auditing privilege is restricted to courses that are offered for college credit. Any materials or supplies that are needed for class and that are not covered by normal tuition will be the responsibility of the person auditing the class.

- To view classes, go to: <https://webadvisor.flcc.edu/>. Once on this page, select Guest Access and then select Search for Classes.
- For the Senior Citizen Audit registration procedures, contact Finger Lakes Community College's One Stop Center, 3325 Marvin Sands Drive in Canandaigua at (585)785-1000 or e-mail: onestop@flcc.edu

Stay Informed

- Follow Yates NY Connects/Office for the Aging on Facebook.
- Go to our website for previous issues of The Grapevine Express at <http://proactioninc.org/thriving-seniors/>



Yates NY Connects/Office for the Aging

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