Guide to Respite Care Providers

Of

Livingston County

www.NYConnectsLivingstonCounty.org

1-888-443-7520
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What are Respite Services?
Respite services are programs that provide a brief period of relief or rest for family members, guardians or other people who are regular caregivers of dependent adults or children. These programs offer temporary or intermittent care in the home or in a community setting/facility.

Home Respite:

- Informal family support and relief
- Online caregiver communities and video workshops
- Volunteer or paid companionship
- Personal care or skilled health assistance

In-home respite care generally involves the following four types of services for the more impaired older person:

1. **Companion services** to help the family caregiver supervise, entertain, or just visit with the senior when he or she is lonely and wants company.

2. **Homemaker services** to assist with housekeeping chores, preparing meals, or shopping.

3. **Personal care services** to help the aged individual bathe, get dressed, go to the bathroom, and/or exercise.

4. **Skilled care services** to assist the family caregiver in tending to the senior’s medical needs, such as when administering medications.

Residential Respite:

- Adult day programs
- Residential respite care
- Caregiver support groups

Private Aide Lists
Contact the Livingston County Office for the Aging for a list of private aides from the local area:

**Livingston County Office for the Aging**
8 Murray Hill Drive
Mount Morris, N.Y. 14510
Phone: (585) 243-7520
Fax: (585) 243-7516
Or Call Toll Free:
Geneseo / Mt. Morris: 243-7520
Avon / Caledonia: 226-6380
Dansville / Springwater: 335-2190
Nunda/Dalton: 468-5165
Livonia / Conesus 346-6210
Email: ofa@co.livingston.ny.us
**How Can I Ensure That Respite Care Is Quality Care?**

When evaluating a respite care program, family members should check to see if it is licensed by the state where they live (where required) and if the caregivers have the qualifications necessary for the job. They can ask respite care program managers the following questions to assess their credentials:

- Are families limited to a certain number of hours for services needed?
- Can the provider take care of more than one person at a time?
- Can family members meet and interview the people who will be providing the respite care?
- Does the program provide transportation for the caregiver/senior?
- Does the program keep an active file on the senior’s medical condition and other needs? Is there a written care plan?
- How are the caregivers screened for their jobs?
- How are the caregivers trained? Do they receive extra training, where appropriate, to meet specific family needs?
- How are the caregivers supervised and evaluated?
- How much does the respite care cost? What is included in the fee?
- How far ahead of time do family members have to call to arrange services?
- How do the caregivers handle emergencies? What instructions do they receive to prepare them for unexpected situations (being snowed in or losing power during a thunderstorm, for example)?
- How is the program evaluated? Are family members contacted for their feedback? If so, review their comments!

Second, when interviewing an in-home respite care aide, you may want to ask these questions:

- Are you insured?
- Do you have any references? What are they?
- Do you have any special skills that might help you with this job?
- Have you ever worked with someone in the same medical condition as my loved one?
- How would you handle the following situation? (Cite examples of challenges you have encountered as a family caregiver.)
- What is your background and training?
- What are your past experiences in providing respite care?
- When are you available? Do you have a back-up/assistant if you are unable to come when expected?
- Who can I talk to at your agency if I am concerned about something?
- Why are you interested in this job?
- Why did you leave your last job?

(Source: www.eldercare.gov)
Find Eldercare, Disability, Long Term Care Resources & Information

NY Connects Livingston County is designed to help you quickly and easily access information about long term care health services available to the Livingston County community. NY Connects Livingston County is a hassle-free, one-stop resource, where users can quickly and easily access information on the services and resources they want – and when they need them. The tool eliminates the need to search endlessly through the telephone book or rely on word of mouth to try and find a service or resource. You can call toll free or visit the web site 24 hours a day, 7 days per week.

To help those in need find appropriate services, NYConnectsLivingstonCounty.org enables the user to simply click on the services they are interested in. NYConnectsLivingstonCounty.org then lists the matching service providers that relate to the user’s needs. The addresses, phone numbers, fax numbers, and Web sites for each matching provider are included.

Instantly Notify Providers of Your Needs
You also have the option to instantly notify agencies and providers of your needs through an automated email alert. If your needs match the services provided by an agency or health organization, you can select to have NYConnectsLivingstonCounty.org generate an automated referral email to that specific provider. The email immediately alerts the provider that the user may be interested in their services, and asks the provider to contact the user to further determine eligibility.

Find local resources for:

- Meals
- Immunization & blood pressure clinics
- Health insurance information & counseling
- Senior Nutrition Sites
- Transportation programs
- Volunteer income tax assistance
- Housing
- Caregiver support
- Support groups
- In-home health care
- Dementia services
- Home-delivered meals
- Protective services
- Homemaker & handyman services
- Medical Alert Service: E.A.R.S. Lifeline
- Nursing homes
- Assisted living
- Hospice
- Speech, physical & occupational therapy

AND MUCH MORE!
The Noyes Caregiver Resource Center is Available to Help You!

In 2009, the new Noyes Caregiver Resource Center started serving Livingston County caregivers. This new program was the result of a successful collaboration between the hospital and the Livingston County Office for the Aging. The program is funded by an Office for the Aging Title III-E Services to Caregiver grant and is located and managed within Noyes Community Outreach Services.

The program assists informal caregivers—spouses, adult children, other family members, friends and neighbors in their efforts to care for older persons who need help with everyday tasks. Because of this assistance, these older persons with chronic illnesses or disabilities are able to remain in their own homes in the community. Informal caregivers are an invaluable resource to their loved ones and to the United State’s health care system because of the care they provide.

Caregivers often neglect themselves and suffer with high rates of stress related illness. It is vital for caregivers to take care of themselves and to educate themselves about available caregiver resources.

Dale Sells started as the new Caregiver Coordinator in October 2009 and the program currently offers the following services to caregivers:

- **Information and Assistance**: to learn about and gain access to available resources and services. Caregiver Information Resource Centers are currently located in all Livingston County Public Libraries and at Livingston Health Services in Geneseo and Noyes Hospital in Dansville. And a free monthly caregiver newsletter is available by mail or email to all caregivers.

- **Individual Counseling, Support Groups and Training**: to assist caregiver in the areas of health, nutrition, and financial literacy and to help them make decisions and solve problems relating to their caregiver roles. There are currently two Alzheimer’s Caregiver Support Groups that meet monthly at the hospital and in Geneseo. Dale also works with individual caregivers to assess needs, answer questions and direct them to services to support them in their caregiver role.

- **Respite Care**: to temporarily relieve caregivers from their responsibilities by providing a short-term break through home care, adult day care, and/or other community-based care. Plans to establish a directory of available respite services and a handbook to assist caregivers are underway.

- **Educational Programs/Discussions** including but not limited to:
  - Matter of Balance (fear of falling program)—An 8 session program; researched based helping elderly to understand why they fear falling and tend to isolate. Program offers opportunity to examine fears and begin exercising.
  - Powerful Tools for Caregivers—This is a 6 session program which helps caregivers understand the need for self-care during their journey of caregiving. Examination of local resources as well as learning to ask for help and discussing the best way to interact when asking for help and assistance are part of this researched based program.

- **Social Gatherings**:
  - Caregiver Brunch Bunch. Held in Geneseo at the Omega Restaurant on the last Tuesday of each month at 9:30 AM to 10:45 each month.

For more information please contact:
Dale Sells, Caregiver Coordinator
(585) 335-4358
caregiver@noyes-hospital.org
Web site:  www.avonnursinghome.com

Email address:  tthompson@avonnuringhome.com

Hours of Operation: Unlimited

Do you provide home respite or residential respite? Residential respite

Description of Respite Services: Stay for as many days as needed

Eligibility Requirements: None.

Application Process: Contact Tessa Thompson at tthompson@avonnursinghome.com or 226-2225.

Cost of Services: Call for information.

Payment Methods: All payment methods accepted.
Livingston County Center for Nursing & Rehabilitation
11 Murray Hill Drive
Mt. Morris, NY 14510
(585) 243-7200
Fax: (585) 243-7999

Web site: http://www.co.livingston.state.ny.us/cnr.htm
Email address: cmckinney@co.livingston.ny.us

Hours of Operation:
The Admissions Coordinator’s Office is open M – F, 8 AM – 4:30 PM.
The Center for Nursing and Rehabilitation is open 24 hours a day, 7 days a week.

Do you provide home respite or residential respite? Residential Respite Services

Description of Respite Services:
Nursing services, medication & treatment administration, meals, recreational programming, personal hygiene, social work services and other services as required by the individual’s clinical care needs.

Eligibility Requirements:
Must require nursing home level of care. Must have a PRI & SCREEN completed. Contact the Admissions Office at 585-243-7209 for additional information.

Application Process:
Contact the Admissions Office at (585) 243-7209 for additional information.

Cost of Services:
Private Daily Room Rate is $325 + NY State Assessment.

Payment Methods:
Chronic Care Medicaid, Private Resources and Eligible Insurances.
Do you provide home respite or residential respite? Residential Respite

Description of Respite Services: Nursing services, medication & treatment administration, meals, recreational programming, personal hygiene, social work and other services as required for individual’s care.

Eligibility Requirements: Must have application, PRI and Screen completed.

Application Process: Contact Tracey Mayen, SW for information.

Cost of Services: Call for information.

Payment Methods: Chronic Care Medicaid, Private Resources, and Eligible Insurances.
Web site:  www.aboutcclc.org

Email address:  cbarrows@dor.org

Hours of Operation:  Monday through Friday, 8:00 a.m. to 4:00 p.m.

Do you provide home respite or residential respite?  Home respite

Description of Respite Services:  Volunteers can provide short term respite for family members and may be able to assist with housekeeping, preparing meals, or shopping.  All services are dependent upon volunteer availability.  Volunteers are not allowed to provide personal care, pass medications, or transport non-ambulatory individuals.

Eligibility Requirements:  Seniors

Application Process:  Call 658-4466 to request services

Cost of Services:  No fee; Donations gladly accepted.

Payment Methods:  n/a
Health and Wellness Referral Services, Inc.
212 Main St.
PO Box 194
Leicester, NY 14481
(585) 382-3260
Fax: (585) 382-9842

Web site:  http://www.healthandwellnessny.org/

Email address:  healthandwellness@frontiernet.net

Hours of Operation:  Office: 9 am to 5 pm Mondays through Fridays
Services: 24/7

Do you provide home respite or residential respite?  Home respite

Description of Respite Services:  Short term or long term non-skilled respite

Eligibility Requirements:  None

Application Process:  Call office for information or to set up services

Cost of Services:  $13.25 to $16.25 per hour or $248 per 24 hours

Payment Methods:  Cash or check
Livingston County Office for the Aging
Livingston County Campus
8 Murray Hill Drive
Mt. Morris, NY 14510
(585) 243-7520
Fax: (585) 243-7516

Web site:  http://co.livingston.state.ny.us/ofa.htm

Email address: ofa@co.livingston.ny.us

Hours of Operation:  Office for the Aging: Monday – Friday from 8am to 4pm
Caregiver Respite Program: generally Tuesday – Thursday from 8am to 5pm

Do you provide home respite or residential respite?  Home respite

Description of Respite Services:  In-home companion care aide services up to 4 hours/week or 8 hours every two weeks. Socialization, recreational activities, set up/assist with meals, bathroom assistance.

Eligibility Requirements:
• You are a resident of Livingston County.
• You are a caregiver caring for a loved one in your home.
• You or the one you are caring for is age 60 or over and
• You are ineligible to receive the same or similar services under another public program.

Application Process:
• Call the Livingston County Office for The Aging and reference the Caregiver Respite Program. You will be referred to the Office for the Aging funded Caregiver Respite Program at Noyes Memorial Hospital: (585) 335-4358
• A brief telephone interview will be conducted to explain the program, gather preliminary information and determine initial eligibility.
• A home visit will be conducted to gather information that will assist the Caregiver Respite Coordinator in finding the best “match” between your loved one (the care receiver) and the respite worker.

Cost of Services:
Respite services are made available by funding provided under the Older Americans Act Title III-E National Caregiver Grant. Caregivers will be informed of the suggested contribution. A monthly statement will be sent to advise caregivers of the amount of respite services received.

No one is denied service because of an inability to contribute.

Payment Methods:  Monthly invoice for suggested donation – cash or check.
Werth Adult Care Home
4823 Stoner Hill Rd.
Dansville, NY 14437
(585) 335-8625
Fax: (585) 226-9226

Web site: none

Email address: sdrace@bluefrog.com

Hours of Operation: Flexible – call for information

Do you provide home respite or residential respite? Residential

Description of Respite Services: Meals, recreational activities, personal care assistance, medication monitoring, and other services based on individual needs.

Eligibility Requirements: None

Application Process: Call for information.

Cost of Services: Call for information.

Payment Methods: Primarily self pay (cash or check)