

ERIE COUNTY (716) 858-8526  
**SENIOR SERVICES**  
**NY CONNECTS**

**CELEBRATING SENIORS' CONTRIBUTIONS!**



County Executive  
Mark Polonacarz

It has been my privilege as your County Executive to meet many area seniors throughout Erie County, men and women who have contributed much to our society throughout their lives and continue to do so today. In early May, I was pleased to be joined by Commissioner of Senior Services Randy Hoak to award "Senior of the Year" honors to Mr. Clint Salmon of Chaffee, a gentleman with a long history of volunteerism and service to his community. (Read more on page 2 about our Senior of the Year.) We all benefit when outstanding individuals like Mr. Salmon give back to their communities, and that is why

we will be recognizing them throughout the year with our "Senior of the Month" presentations.

With the help of the Senior Services Department, we will be visiting senior centers around Erie County each month to present "Senior of the Month" honors at each one. I am sure the selection process will be a difficult one, as the contributions our older adults make to our lives are both numerous and generous and there are many deserving candidates. If you know a senior who should be recognized for their accomplishments and service to the community, please contact Senior Services Commissioner Hoak at 858-6046. I look forward to seeing you soon!

**BE HEARD AT PUBLIC HEARING**

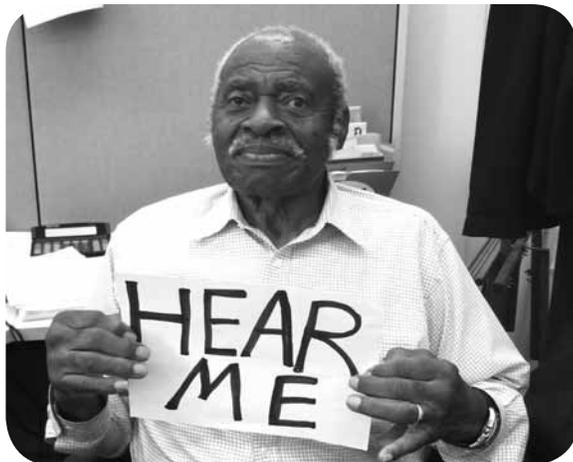
Because we welcome your concerns and want to hear about what's important to YOU, two public hearings are planned for this fall:

**3:00 PM on Wednesday, October 23<sup>rd</sup>**  
 The American Red Cross  
 786 Delaware Ave, 14209

**1:00 PM on Wednesday, October 30<sup>th</sup>**  
 The Lancaster Senior Center  
 100 Oxford Place, 14086

This is an opportunity to voice your opinions about future plans for Erie County programs and services for adults 60 years and older.

Are the services for Erie County older adults well run? Do you have a concern about any of them? Come tell us about it! Call 858-7532 to register to speak, or email SeniorInfo@erie.gov, or write to us.



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## CLINT SALMON NAMED SENIOR OF THE YEAR 2013

In May, Erie County Executive Mark C. Poloncarz was joined by Commissioner of Senior Services Randy Hoak, community members, and family members as he recognized Mr. Clint Salmon as Erie County's 2013 "Senior of the Year". Mr. Salmon, age 87, of Chaffee, NY was selected for the award by a committee of the Erie County Department of Senior Services Advisory Board, who sought to honor an individual whose volunteer contributions to the community have had a significant impact on the quality of life for a large number of Erie County residents.

"I congratulate and thank Mr. Salmon for the many positive ways that he continues to give back to his community," said Poloncarz. "He is closely involved in senior issues in the Town of Sardinia, is a long-standing member of several civic and veterans' organizations, and continues to volunteer with Rural Transit Service and the Southtowns Meals on Wheels program. Mr. Salmon is a very deserving recipient for the honor of 2013 Erie County Senior of the Year."

A retired New York State Trooper, Mr. Salmon took initiative in creating new by-laws for the Town of Sardinia senior citizens organization, and has served as its president for 10 years. His insistence that every senior is represented and attended to in Town affairs continues to make him a favorite in that role. Additionally, Mr. Salmon has served on the Rural Transit Service Advisory Board since 1997, and volunteered as a driver for the Service for more than 15 years. Since 2002, Mr. Salmon has volunteered tirelessly as area coordinator for Southtowns Meals on Wheels in the Town of Sardinia, delivering meals, making contacts with clients, handling paperwork, and connecting Sardinia's seniors to the program.

Mr. Salmon has also served on the Chaffee-Sardinia Kiwanis for 50 years, been a member of American Legion Post 1248 for 40 years, and is a lifetime member of VFW Post 374.

"Without dedicated volunteers like Mr. Salmon, we simply could not maintain the services needed by older adults in Erie County," said Commissioner Hoak. "Clint's dedication and enthusiasm for helping his community are what make Erie County a great place to live, and as we kick off Older Americans Month I am honored to recognize his contribution."

Chair of the Advisory Board Rose Marie Hall added, "Selecting only one individual is always a challenge taken very seriously by the committee. It's very difficult



Senior Services' Commissioner Randy Hoak, Senior of the Year Clint Salmon and wife Jeanne, and County Executive Mark Poloncarz

to judge and choose, because each candidate we hear about is truly an inspiration to all of us. We come away humbled, amazed, and impressed by each of these older individuals, who make a real difference in the lives of others through their contributions to our community." Other nominees considered for the 2013 Senior of the Year Award were from Buffalo, Angola, Springville, and Tonawanda.

### TIMELY TIPS FOR FALL...

**Are You Properly Registered to Vote?** If you've moved, or changed political parties, or changed your name, don't forget... Update your voter registration information! To register for the first time, or to make changes, call 858-8526 for a form or assistance.

**When setting clocks back on Nov. 3**, remember to change the batteries in your CO/smoke detectors too! Also, it's a good time to review your emergency plan and supplies. Visit our website for useful ideas and lists.

**Medicare Open Enrollment runs Oct. 15 – Dec. 7.** You can review all your options by visiting [www.medicare.gov](http://www.medicare.gov) or call us at 858-7883 if you'd like help.

**Year-round, 24/7/365, Senior Services' website** [www2.erie.gov/seniorservices](http://www2.erie.gov/seniorservices) offers information on hundreds of topics: grandparenting assistance, emergency preparedness, housing options and lists, advance health care planning, events, classes, programs, and much more.

## POWERFUL TOOLS FOR CAREGIVERS CLASSES

### *Classes for People Helping Older Relatives or Friends*

A six-week educational program designed to provide caregivers the tools needed for taking care of themselves is now being offered. Through six 2 1/2 hour sessions held on a weekly basis, caregivers learn to reduce stress, improve self-confidence, better communicate feelings, and locate helpful resources. Attendees also learn how to increase their ability to make tough decisions and balance their lives. **Pre-Registration is required - Call 858-2177** or e-mail [caregiver@erie.gov](mailto:caregiver@erie.gov) for more information about Powerful Tools for Caregivers Classes and to register. There is a \$25 cost for the course, which includes a copy of *The Caregiver Helpbook\**

- **Alzheimer's Association**, 2805 Wehrle Dr., Williamsville  
Thursdays, Oct. 3 – Nov. 7 12:30 pm-3pm
- **Holy Cross RC Church**, 345 7th St., Buffalo  
Tuesdays, Oct. 15 - Nov. 19 6 pm – 8:30 pm
- **Amherst Senior Center**, 270 John James Audubon, Amherst  
Wednesdays, Oct. 16 – Nov. 20 1 pm – 3:30 (*Free respite for the memory impaired offered at this site*)
- **Elderwood at Rosewood**, 76 Buffalo St., Hamburg  
Tuesdays, Nov. 12 – Dec. 17 6 pm – 8:30 pm

*\*Complete course cost is covered for all Blue Cross/Blue Shield of WNY and Independent Health members.*

Additional classes are being scheduled. For more information or to register, contact:  
Erie County Department of Senior Services at: 858-2177 or email: [caregiver@erie.gov](mailto:caregiver@erie.gov)  
Class listing is also on our website at: [www2.erie.gov/seniorservices](http://www2.erie.gov/seniorservices)

Supported by a grant from The Health Foundation for Western and Central New York and co-sponsored by The University at Buffalo, School of Public Health and Health Professions and the Erie County Caregiver Coalition.

## ALZHEIMER'S PROOFING YOUR HOME, A HELPFUL SERVICE



Caregivers often struggle with ways to keep their loved ones with dementia in a safe, yet stimulating home environment. The Alzheimer's Proofing Your Home project provides caregivers with information customized to their individual caregiving situations.

When someone caring for an older adult contacts the Caregiver Resource Center (Erie County Department of Senior Services) for information about the program, a trained staff person will make an appointment for a home visit. As the caregiver introduces the care receiver and shows the staff person through the home, they look at safety, convenience and activity issues together.

The needs of both the caregiver and care receiver are kept in mind while information about local programs and services is shared. After noting areas in the home where modifications may be beneficial, the staffer will provide a brief demonstration of some of the assistive devices available to make the lives of people with dementia and their caregivers easier and safer. Sometimes, changes can be as simple as reducing glare on a floor so it doesn't look like ice to a person whose vision has been diminished by Alzheimer's. If someone tends to wander, painting a door to match the surrounding wall

may help so the person doesn't realize it is an exit. Many solutions don't cost much; mainly requiring creativity and insight on the part of the caregiver. Suggestions such as putting current daily information on a white board and asking the person who repeatedly asks what day it is to go find the information, can reduce a caregiver's frustration and make the person with memory loss feel more independent.

At the conclusion of the visit the caregiver receives a copy of "Tips for Alzheimer's Proofing Your Home," created from information gained from Project C.A.R.E.S. (Caregiver Adaptations To Reduce Environmental Stress) from the National Resource Center on Supportive Housing and Home Modification and Mark L. Warner, author of the complete guide to Alzheimer's Proofing Your Home.

Caregivers are amazed at how much they benefit from "a fresh set of eyes" looking at their situation. They appreciate the wealth of information, expertise of the staff person, and relaxed feeling of the visit. Home visits typically require one and a half to two and a half hours. There is no charge for this program and there is no sales pitch to buy anything. If you would like more information about the program, give us a call at 858-2177.

# CAREGIVER RESOURCE CENTER

716-858-2177



**Although there is no charge for this Workshop & Resource Day, registration is required.**

To register please call:  
(716) 858-2177  
or e-mail  
caregiver@erie.gov

**Lunch and adult respite care will be provided at no charge.**

Visit resource tables with local vendors!

**More info:**  
[www.2.erie.gov/seniorservices](http://www.2.erie.gov/seniorservices)

#### **Workshop topics include:**

- Who's Helping the Family Caregiver?
- Dealing With Challenging Behaviors
- An Attorney Talks with Caregivers about Legal & Financial Issues
- Home Activities for Loved Ones With Dementia
- Laughter for a Happy, Healthy Life!
- Confronting Depression and Guilt
- Coping with Personal Care Issues
- End of Life Issues - Helping the Caregiver and Your Loved One

#### **NEW this year - Small Group Discussions on:**

- Understanding Levels of Care
- Resistant Care Receivers
- Driving Concerns
- Medications
- Veteran's Benefits
- 10 Top Funeral Fallacies
- UNYTS - Donate Life

**Hosted by: Erie County Caregiver Coalition and the Alzheimer's Disease Assistance Center**

# INSURANCE RESOURCE CENTER

716-858-7883

If you have ANY questions about your health insurance options, please call us, Senior Services' Insurance Resource Center, at (716) 858-7883. Insurance is our favorite thing to talk about!! We don't sell insurance, so there is no sales pressure – we try to help you find the best option for you. We work with all the local companies, so you don't have to make a million calls. We have the unbiased information you need to make an educated decision. We know about services and programs that help with long-term care as well as traditional healthcare.

Our webpage <http://www2.erie.gov/seniorservices/index.php?q=health-insurance> is loaded with information and resources, and we work hard to keep it current and up-to-date. If you don't have internet access, we can mail you the information. This Fall, look for newly updated resources such as:

- Medicare Supplemental (Medigap) Plans
- Medicare Advantage plans – PPOs, PFFS, and HMOs, Special Needs
- Medicare Savings Plans to help pay premiums and out-of-pocket expenses
- Extra Help / Low Income Subsidy guidelines for Part D
- Medicare & You booklet linked electronically
- Steps to health insurance for people without Medicare

If you're confused about your **prescription coverage**, let us help. New York EPIC (Elderly Pharmaceutical Insurance Coverage) is a prescription plan able to help many residents. If you meet the income guidelines, the co-pays will be substantially lower, and it offers donut hole protection. We also know about Premium Assistance which can help you pay toward your plan.



**REMINDER: Open enrollment starts October 15 and ends December 7 – now's the time!! Gather information, examine facts and options, and call us if you need help.** Even people who are perfectly happy with their current Medicare or Medicare Advantage plan should review their coverage every year, because plans can change, doctors come and go, premiums increase, drugs come off the preferred list, or vice versa. You can do all this yourself at [www.medicare.gov](http://www.medicare.gov), or if you'd like Senior Services' help, call us at 858-7883.

Do you know someone without insurance, either due to job loss or inability to pay? We might be able to help them too, so pass the word! We will talk with you one-on-one over the phone, in person at one of our outreach locations, or we can come and present information to a group at a senior center or club.

**If you need help dealing with your insurance, finding insurance or getting answers to questions, call: 858-7883 or email: [seniorinfo@erie.gov](mailto:seniorinfo@erie.gov)**

## FABRIC ALWAYS WELCOME AT RSVP

If you find yourself with extra yarn, unused fabric, particularly cotton, flannel or batting, call RSVP at 858-7548 and we'll get it into the crafting hands of our volunteers who will turn it into mittens, baby caps, lap robes, or quilts!

## OPPORTUNITIES ABOUND!

Want a "taste" of volunteering? Join our email list to receive notice of upcoming one-day or short-term opportunities! Contact [carrie.smith@erie.gov](mailto:carrie.smith@erie.gov) to be added to the list. You might just love it! Our website [www.erie.gov/rsvp](http://www.erie.gov/rsvp) also updates each month a Spotlight of current needs for volunteers, and our full listing of Volunteer Opportunities is posted there as well.

## WHAT IS RSVP? FIND OUT HERE.

RSVP is America's largest network for people age 55 and over. With RSVP, you choose how and where you want to serve. You choose the amount of time you want to give. And you choose whether you want to draw on your skills, or develop new ones. RSVP helps you find a satisfying volunteer experience, so you ENJOY it.

## GO "BACK TO SCHOOL" WITH UNIVERSITY EXPRESS THIS FALL!

Remember how much fun learning is? You'll enjoy University Express, a unique lifelong learning program coordinated by the Erie County Retired & Senior Volunteer Program (RSVP) and Erie County Dept. of Senior Services. Instructors are retired faculty and other professionals who volunteer to teach one hour classes at senior centers. Classes are FREE, and open to all Erie County residents age 55 and over!

Initiated in 2005, University Express has grown from two classes to currently offering more than 30 topics each semester! The goal is to provide older adults with a way to keep their minds active through intellectual stimulation and discussion of ideas. Hundreds of adults attend each semester, giving rave reviews about the interest level, quality of the instructors, and the engaging discussion and questions from audiences. Instructors say University Express participants are among their best students because they are enthusiastic, well-informed, willing to question and discuss, and attending because they want to learn.

If you're interested in WNY history, University Express is the place to go this Fall! Find out about Buffalo's towering grain elevators, the people who worked in them, and the surrounding First Ward, including one of the most famous residents, General "Wild Bill" Donovan; explore Buffalo from the water and the air – classes cover maritime history as well

as aviation history of the region. Learn why Olmsted called Buffalo the "best-planned city in the world." Buffalo was home to cultural greats such as Charles Burchfield and Mark Twain, and our jazz scene included names from Billie Holiday to Count Basie.

Explore in depth world events in the news: Drones, Counterterrorism, and the Future of Warfare; Immigration Law; Uneasy Neighbors – Pakistan and India; Confucianism and Modern China are a few topics this semester. If you enjoy history, literature or art, University Express offers opportunity to learn more about: Franklin and Eleanor during the War years; Robert Frost; History of Allegany Park; McCarthyism's Effect on 1950's Culture; and the political context behind Alice In Wonderland. Other topics include: Coyotes; Evolution; Ethics of Eating Meat vs. Vegetarian; Food as Medicine; Tips for Healthy Aging; Communicating across Generation Gaps; Finding Your Immigrant Ancestors; Digital Photography 101; and much, much more.

The senior years are not a time to slow down and stop learning - It's a time for older adults to delve into areas of knowledge, find new interests, and put greater depth into their lives. RSVP and University Express has the goal of making lifelong learning accessible in WNY. Find the full catalog every semester at [www.erie.gov/rsvp](http://www.erie.gov/rsvp) or call RSVP at 858-7548 to have one mailed to you.

## THE "JIM KELLY COMMUNITY QUARTERBACK AWARD" FOR VOLUNTEERING GOES TO...

...RSVP volunteer Leona Prinzbach, a member of Ladies of Charities of Catholic Charities of Buffalo, NY for 19 years. Leona works with the Fresh Start program, which provides basic household items such as bedding, pots-n-pans, small appliances, etc. for people who have to move under emergency or stressful conditions (fire, flood, domestic violence, etc). Leona shops for deals and closeouts and maintains a meticulous inventory of supplies. She includes gender appropriate items, especially for children. Leona also keeps itemized

records of every penny received and spent from a recently started scrap metal collecting program. Also, Leona is the first one to take home any fabric donations to sew curtains – sometimes even using large tablecloths! At the age of 80, Leona is a whirlwind of activity – always thinking of ways to increase donations for the Fresh Start program and is a perfect example of a dedicated volunteer! Congratulations Leona on making a difference, and on the award, which comes from the Buffalo Bills with \$12,000 donation to Ladies of Charity.

## THE NEXT GENERATION NEEDS HELP IN OUR SCHOOLS!

The 2012 graduation rate for the Buffalo Public Schools (BPS) was 47%. One in three adults in Buffalo is illiterate. WNY employers often hire from outside our region because the local workforce lacks skills needed in a knowledge-based economy. But there is reason for new hope. Positive change is being fostered by many schools, educators, and community organizations - and RSVP volunteers are invited to be part of this change. Through Catholic Charities' Closing the Gap and Charles Drew Magnet School, volunteers work with students to improve reading, math and computer skills while encouraging them to realize their dreams and succeed. But much more work needs to be done! Currently, 24 more BPS teachers have requested the skilled and dedicated volunteers that only RSVP has to offer. Volunteers can work with students

from Pre-K through 8th grade, at Southside Elementary, Lorraine Academy, Discovery School, Charles Drew School or West Hertel. A special orientation session was held in August, but volunteers are still welcome for placement – Call RSVP at 858-7548.



## RSVP'S CARRIE SMITH NAMED 2013 WNY VOLUNTEER ADMINISTRATOR

May 15, 2013 was a very special day as RSVP Volunteer Coordinator Carrie Ann Smith was named the Gretchen E. Stringer Volunteer Administrator of the Year by the Volunteer Administrators of Western New York. Carrie received her award at a lovely ceremony held in the stately boardroom in the American Red Cross Chapter headquarters on Delaware Avenue. The Award is given annually to the VAWNY member who best exemplifies the characteristics of a professional volunteer administrator.

Did you know that Carrie began her career in service as an AmeriCorps member? She led and supervised hundreds of volunteers for episodic events, national days of service, and community revitalization projects including the Extreme Makeover project here in Buffalo. She also supervised a team of volunteers in the Hurricane Katrina aftermath in New Orleans addressing critical human and community needs for a 30 day deployment. In recognition of her leadership skills and dedication to service, she received the National Service Award, presented by Hillary Clinton in Washington, DC in 2006.



Carrie is absolutely committed to the value of volunteer service, and the potential for dedicated and skilled volunteers to improve our community. Through her presentations, orientations, or even e-mails, she is able to inspire others to serve! She has respect for the gifts of each volunteer, and an understanding of what it takes to help a volunteer find a satisfying volunteer opportunity to match their interests and skills. She stepped into RSVP from working with mostly young adults in hands-on settings such as disasters, delivering food, etc. She quickly learned about working with older volunteers. Carrie approaches her job as Volunteer Coordinator with a big heart and generous spirit, a strong sense of our mission, and a vision of what volunteers can accomplish with the right support.

We congratulate Carrie — and wish her many more successes along the way in her career in the field of volunteer management! The Award is named for Gretchen Stringer, a WNY native and a dedicated and beloved community volunteer and consultant who was a local and national pioneer in the field of volunteer management.

## VOLUNTEERS NEEDED !

There are community problems to solve, and YOU have the experience to help. You can make a difference to many people, in so many different ways... RSVP focuses on six impact areas: Economic Opportunity; Food Security; Independent Living and Aging in Place; Environmental Stewardship; Cultural Heritage & Tourism; and Education & Literacy. A partial list:

- drive to medical appointments, shopping, or other destinations
- phone or visit frail isolated individuals
- read books/news to broadcast to visually impaired people
- assist families to select and pack bags of groceries at food pantries
- prepare meals, greet guests, do light housekeeping at temporary shelters
- Help build a new house or rehab an existing one
- provide information or referral about benefits and services
- lead tours, workshops, classes
- remove invasive species or plant native trees and shrubs
- learn how to test and monitor water quality
- provide clerical assistance or data entry in offices
- visit patients who may not have family in the area
- provide hospitality or assist with recreational activities

Call RSVP at 858-7548 or visit [www.erie.gov/rsvp](http://www.erie.gov/rsvp) for more information.

# STAY FIT DINING PROGRAM

716-858-7639



## A MATTER OF BALANCE

MANAGING CONCERNS ABOUT FALLS

Many older adults experience a fear of falling from time to time. Oftentimes, people who develop this fear will begin to limit their activities, which can result in physical weakness making the risk of falling even greater. Erie County Senior Services is now offering a program that can help address the fear of falling in a positive way that increases activity levels and reduces the risk of experiencing a fall. Matter of Balance is a nationally recognized program developed at Boston University that helps people come to terms with their fear of falling and take steps that make the chances of falling less likely.



Managing their concerns about falling.

Residents of the Sisters of St. Joseph residence on Strickler Rd. in Clarence are joined by other seniors in this Matter of Balance Class.

A Matter of Balance consists of eight (8) two-hour sessions for a small group (maximum 12) led by a trained facilitator. During these sessions the participants learn how to view falls as controllable, set goals for increasing activity, make changes to reduce fall risk at home, and learn exercises designed to increase strength and balance. After completing the eight sessions of the Matter of Balance program, participants demonstrate significant improvements in their level of falls management, falls control, level of exercise and social limitations.

If you are age 60 or older and find yourself restricting your activities because you have concerns about falling you should consider joining one of the group classes now being scheduled for 2013 and 2014. To learn more about the Matter of Balance program call Program Coordinator Richard Derwald at 716-858-6975. Groups are encouraged to talk to their local senior center directors about setting up a class at their favorite Stay Fit Dining Sites.

## STAY FIT DINING CONTINUES TO OFFER FUN NUTRITION EDUCATION!

This season, Stay Fit sites will offer cooking demonstrations to show how fun and easy nutritious eating can be, even at home! From Healthy Breakfasts to Utilizing Your Thanksgiving Pumpkin to the Fullest, Assistant Program Director Mike Saccomanno and Chef Jim Strusienski will demonstrate healthy cooking techniques such as sauteing, steaming, grilling and roasting.

Our professionally trained and certified Registered Dietitians who work for the Erie County Department of Senior Services' Stay Fit Dining Program are experts in the field of dietary needs of older adults, and always willing to answer any questions you may have about nutrition, dietary special needs, or eating healthy.

Did you realize Supplemental Nutrition Assistance Program/Food Stamps can help stretch your budget? Food stamps and/or SNAP benefits are here to put healthy and nutritious food within reach of everyone who qualifies! At **least one million New Yorkers age 60 and older may be eligible for benefits, but less than half are enrolled!**



At all Stay Fit Dining Sites, our staff will explain and offer opportunity to learn more about this federal program. Benefit value depends on size, income and expenses of a household. Approximate gross monthly income limits in 2013 are \$1,862 single/\$2,522 couple. Erie County Senior Services' Stay Fit Dining accepts EBT SNAP (food stamps) for payment of meals at all 45 of our dining sites so you can save your cash for other important needs in your budget.



## JOIN US FOR SPECIAL CELEBRATIONS

OKTOBERFEST MEAL - 10/2

HALLOWEEN MEAL - 10/31

VETERANS DAY MEAL - 11/8

THANKSGIVING MEAL - 11/26

CHRISTMAS MEAL - 12/18

NEW YEAR'S MEAL - 12/31



## MESSAGE FROM COMMISSIONER HOAK



Randall A. Hoak  
Commissioner

We have had another great Western New York Summer. I have had the opportunity to visit some wonderful senior programs here in Erie County, and I have been learning about what other parts of the Country are doing to serve the older adults in their communities.

I attended the National Association of Area Agencies on Aging Conference in Louisville, Kentucky at the end of July. I can tell you that the aging network is evolving at a fast pace as we get ready for changes in healthcare and increased demand for our services. I can also tell you that Erie County is well positioned for these

changes. We have a perfect opportunity to build on the fine work of Erie County Senior Services/NY Connects, and we look forward to collaborating with our robust and innovative partners in the community.

With that in mind, we have brought together many of our community partners to form a learning collaborative that has received assistance from the Administration on Community Living. We are one of nine groups nationwide to receive this assistance, with a goal of building skills and enhancing service capacities to promote integrated care and effectively coordinate services. I look forward to updating the community on the work that we are doing in this area as we strive to improve services to Older Adults in Erie County.

## LET HOME ENERGY ASSISTANCE PROGRAM (HEAP) HELP IN 2013-14

The Home Energy Assistance Program is federally funded/designed to assist eligible households with home heating costs and energy conservation. The HEAP season officially opens November 18, 2013.

Households that received HEAP last season and have a Senior Citizen, Disabled, or vulnerable member should have already received an "Early Access" application in the mail - please mail it or submit through MyBenefits, as soon as possible. The only documentation needed for early access application is copies of earned income, if any (last 4 weeks proof of wages/pay stubs). Applicants who received HEAP last season are not required to submit proof of Social Security, SSD, workers comp, unemployment, utility bills, or proof of residency.

New applicants may apply November 18, 2013 when the season officially opens and are required to submit documents supporting all income, along with proof of residency.

Clients who are receiving Temporary Assistance (TA) or Supplemental Nutrition Assistance Program (SNAP) may have Regular HEAP benefits credited automatically to their heating bill in December or January. TA or SNAP households do not need to apply and will not receive an early access application. Clients wishing to verify an automatic HEAP benefit may call the HEAP hotline (858-7644) beginning October 15th.

The HEAP application request line (858-1969) will begin accepting requests on October 15th from households who believe they should have received an early access

application but did not, and for those new to HEAP. HEAP will not mail out or process applications from new applicants until official program opening date of November 18, 2013.

New this season, you may apply for Regular HEAP benefits online - visit [MyBenefits.NY.gov](http://MyBenefits.NY.gov) Complete and detailed 2013-14 program details will be available at [www2.erie.gov/seniorservices](http://www2.erie.gov/seniorservices) as HEAP season opens on November 18.

Monthly Household Gross Income Cannot Exceed for 2013-2014 Season:

Household Size	Gross Monthly Income
1	\$2,175
2	\$2,844
3	\$3,513
4	\$4,182
5	\$4,852
6	\$5,521

## ADVISORY BOARD CORNER

Advisory Board member Tonnalee Batchelor has a radio show "Preserving our Legacy" every Wednesday 12:30-1:30 pm on WUFO 1080 AM. The radio series is focused on the need for geriatric care improvements and features experts from across the field. Call-in, comment, and ask questions – 834-1080.

You can also join the conversation in person! Public Forums will be held at UB's South Campus Allen Hall on Saturdays 10/19, 11/9, 12/7 from 11am-1pm. Call 202-8177 to reserve seating.

## HEALTH CARE IS A DIFFERENT LANGUAGE



Like any profession, health care has its own “language.” It’s a verbal short-hand that health care professionals use when talking with each other and in their documentation. Unfortunately, health care professionals can be so used to using that language that they accidentally use it with patients and their families.

Here are some terms you may hear from health care professionals and what they mean:

- **PCP, or Primary Care Provider:** This term almost always refers to doctors, nurse practitioners, or physician assistants who diagnose and treat common medical problems, assess how urgent these problems are, and may refer patients to other specialists if needed. PCPs practice in the community, not a hospital or other health care facility.
- **ADLs, or Activities of Daily Living:** Daily functions such as getting dressed, eating, taking a shower or bath, going to the bathroom, and getting into a bed or chair. The amount of help a person needs with ADLs is often used to assess whether he or she meets the requirements for long-term care services at home or in a nursing home.
- **IADLs, or Instrumental Activities of Daily Living:** Tasks a person usually performs when he or she is able to live independently (without help). These include grocery shopping, cooking, using the telephone, paying bills, doing laundry, and taking medications as ordered. These tasks are in addition to ADLs.
- **Formulary:** A list of medications covered by a health plan, insurance company, or provided in a hospital. Not all medications are included in each organization’s formulary.
- **Duals, or Dual Eligibles:** People who qualify (meet the requirements) for both Medicare and Medicaid.

Some terms can have more than one meaning:

- **Resident:** A person who lives in a long-term care setting (such as a nursing home), **OR** a medical doctor who has finished medical school and internship and now is being trained in a specialty (such as surgery, internal medicine, or geriatrics).
- **Intern:** A student working (usually without pay) for an organization to gain hands-on learning with supervision by a seasoned professional, **OR** a doctor who has finished medical school and likely in the first year of special training. Interns are supervised by attending doctors and residents.

*This article is adapted from the list of terms and definitions available at [www.nextstepincare.org](http://www.nextstepincare.org), a free website for family caregivers and health care providers.*

Erie County NY Connects is available to help consumers understand ALL their options regarding health care and long term care choices. Just call us at 858-8526 or visit our website at [www2.erie.gov/nyconnects](http://www2.erie.gov/nyconnects) to learn more.

## FREE LIVING HEALTHY CHRONIC DISEASE SELF-MANAGEMENT WORKSHOPS

According to the Centers for Disease Control and Prevention, 80% of older adults have at least one chronic health condition. Because conditions such as hypertension, arthritis, heart disease, lung disease, and diabetes affect adults, their family members, friends and caregivers, the Erie County Department of Senior Services now offers the **FREE Living Healthy Chronic Disease Self-Management Program (CDSMP)**, an evidence based, interactive health education program developed by Stanford University. Living Healthy is designed to help individuals and/or their caregivers increase the skills necessary to better manage their disease and to confront the many challenges of living with chronic illness. The six 2½ hour classes, held weekly, are facilitated by trained leaders who have a personal understanding about living with a chronic condition. People who have participated in “Living Healthy” report:

- Increased energy
- Increased physical activity
- Better management of stress
- Better management of pain
- Less time in the hospital
- Improved communication with health care providers
- Confidence in ability to manage their condition(s)
- Increased participation in activities

**All participants completing the series will receive a copy of the book  
Living Healthy with Chronic Conditions, 4th edition.**

### CURRENTLY SCHEDULED LIVING HEALTHY CDSMP WORKSHOPS

**Thursdays: September 26th – October 31st: 12:30PM – 3:00PM**

ElderWood at Maplewood Commons Office/Community Room  
151 Bennett Road,  
Cheektowaga, NY 14227  
Contact: **Ann at (716) 961-9663**

**Tuesdays: October 15th – November 19th: 9:15AM – 11:45AM**

Golden Age Center  
3278 Whitehaven Road  
Grand Island, NY 14072  
Contact: **Barb Gannon at (716) 773-9683**

**Tuesdays: October 22nd – November 26th: 1:00PM – 3:30PM**

Orchard Park Senior Center  
70 Linwood Ave.  
Orchard Park, NY 14127  
Contact: **Anna Willems at (716) 662-6452**

**Mondays: October 21st – November 25th: 12:30PM – 3:00PM**

The Salvation Army Golden Age Center  
960 Main Street  
Buffalo, NY 14202  
Contact: **Lisa Holmes at (716) 888-6261**

To register for Living Healthy workshops, call the contact listed above or visit the Senior Services' website at <http://www2.erie.gov/seniorservices/>, click on the “Wellness” tab and then click on Living Healthy. **We continuously schedule workshops**, so check frequently. If you'd like more information, or would like to host a Living Healthy series at your site or to schedule an overview session for your group, please call 858-8081.



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## ELDER LAW DAY A GRAND SUCCESS IN THE CITY OF BUFFALO!

More than 300 people attended Elder Law Day in June at the Adam's Mark Hotel in downtown Buffalo, a first for this annual event. A representative for Senator Kirsten Gillibrand addressed the crowd in opening remarks, explaining "with a growing population in New York State and across the nation, these needs and challenges cannot be ignored." All sponsors and presenters agree, "No matter where you hold it, this event is successful because there's a huge need for this important information which is current and up-to-date."

The morning featured twelve seminars, of which each attendee could attend three. Speakers presented on: Wills, Trusts & Estate Planning; Medicaid & Long Term Care; Medicare, Medicare Advantage Plans, and Private Health Insurance; as well as elder abuse, grandparents' rights, LGBT legal issues, and scams and identity theft. The NYS Veteran's Affairs office presented information on veterans' rights. More than 100

people took advantage of the one-on-one private consultations with a Bar Association of Erie County attorney, coordinated by Legal Services for the Elderly, Disabled & Disadvantaged of Western New York.

Thanks to our vendor sponsors Blue Cross/Blue Shield of WNY; M&T Bank,; NYS Funeral Directors' Association; and Prudential Financial. Elder Law Day is sponsored by Erie County Department of Senior Services; The Network in Aging of WNY, Inc.; Legal Services for the Elderly, Disabled, or Disadvantaged of WNY, Inc; the New York State Bar Foundation; the Bar Association of Erie County; University at Buffalo Law School; New York State Bar Association, Elder Law Section; and AARP-NY. Almost 30 volunteers also



Attorney Gayle Eagan (on right) rushed from presenting on topic of Estate Planning to private consultations with individuals.

gave their time and support!

Another Elder Law Day is being planned for 2014.