



# Senior Services

*of Albany*

Offering Choice, Independence and Dignity

## ***GENERATIONS***

### **AGENCY NEWSLETTER**

*Edition 1, 2018*



# *Who We Are*

The mission of Senior Services of Albany (SSA) & Cohoes Multi-Service Senior Center (CMSSC) is to foster independence and enhance the quality of life of older adults by providing innovative services and caregiver support. We offer choice, independence and dignity and work to help our older neighbors age in place wherever they wish to reside.

## **SSA & CMSSC provides:**

- **Senior Center Enrichment** programs and activities including recreation, socialization, and educational opportunities
- **Nutrition sites** provide a hot, nutritious lunch and weekly dinners often augmented with entertainment at Westview, South Mall Towers, Hilltown Senior Center, Cohoes Multi-Service Senior Center, and Watervliet Senior Center.
- **Transportation services** including medical rides, lift-equipped wheelchair vans, senior center-to-home shuttle, and vans available to take groups of older adults on recreational trips and rides for grocery shopping purposes.
- **Cohoes and Newgate Social Adult Day Programs** provide supervision, socialization and stimulation to the physically and mentally frail senior and respite to the overwhelmed caregiver.
- **Meals on Wheels Service** provides a delicious homemade hot meal to seniors throughout the Capital Region each day. Many also get a cold “lunch type meal” for later in the day. This service makes a huge difference for some of our older homebound neighbors. All our meals are made from scratch and provide each senior with 1/3 to 2/3 of the daily recommended nutritional requirements.
- **Health and Wellness programs** provide education and strategies for maintaining optimum health. We offer a variety of programs including evidence-based seminars on fall prevention, aging well, and more.
- **Community Care Management** provides case assistance to older individuals in need of assistance with life transitions or care coordination to improve quality of life.
- **The Caregiver Connection** provides educational opportunities and intensive personalized counseling to caregivers at home or in the workplace, as well as conducting telephone support groups for adult children and spousal caregivers of older adults across the Capital Region.



*Programs are funded in part by the Albany County Department for Aging, New York State Office for the Aging, the Albany Housing Authority and the City of Albany.*

***Helping Seniors Stay Independent Since 1952***

## *From the Executive Director's Desk*

It's Spring!!.... Oh no it's not. It's Spring.... Oh no it's not. Hopefully by the time you read this, Spring has finally overpowered Jack Frost and you are enjoying the longer days, warmer evenings, flowers and sunshine.

Please take a moment to look within these pages and hopefully you will find a story that makes you smile, some information that you can use or share with others, and be reminded that Senior Services is here to support you and your neighbors as we all strive to age better and live longer.



**Monika Boeckmann**  
*Executive Director of Senior Services of Albany  
& Cohoes Multi-Service Senior Center*

### Thank You to Our 2018 Newsletter Sponsor



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### Thank You to Our Corporate & Community Partners



*Helping Seniors Stay Independent Since 1952*

## *6 Tips for Improving Bladder Control*

**Lifestyle changes can improve bladder control for many people. Although some cases may require medication, changing one's daily habits is often a first step, or can be combined with medication.**



### **Consider trying these tips:**

1. Drink fluids as needed: Are you drinking too much fluid? Not enough? Keep track of how much fluid you're drinking, and try to find the right balance.
2. Avoid foods that irritate your bladder: Avoid caffeine and alcohol, as they stimulate urine production. It can also be helpful to avoid spicy food, milk products, sugar, artificial sweeteners, and sour foods.
3. Maintain a healthy weight: Being overweight can put extra pressure on your bladder. Losing weight could help relieve that pressure.
4. Speak with your doctor about bladder training: This method involves keeping track of how often you're going to the bathroom, and then holding back to gradually increase the time in between trips.
5. Schedule your bathroom visits: Fully emptying your bladder every few hours could help you prevent sudden urges. If you get an urge, try waiting until your next scheduled bathroom visit whenever possible.
6. If all else fails, talk to your provider about medication: Certain medications might be able to help you with bladder control. Talk to your doctor about whether or not this option is right for you.

To learn more about improving bladder control and other important health topics, visit [fideliscare.org/en-us/members/healthresources.aspx](https://www.fideliscare.org/en-us/members/healthresources.aspx).



## *What's Happening at SSA*



**SSA's Health Insurance Counselor Saves the Day:** Each year all of us go through the challenging process of choosing the health insurance plan that is best for us. The process is complicated and stressful. Last June, Mr. B. met with SSA's Health Insurance (HIICAP) Counselor because he was very worried that his wife was about to lose her Medicaid and the health plan she had with it, due to a change in income eligibility. Mr. B.'s wife has advanced Alzheimer's Disease and goes to an adult day program 4 times a week. They

also require a home health aide to help manage his wife's personal care needs. Due to her illness, any disruption to his wife's daily routine causes chaos and she becomes frightened and anxious. In order to remain eligible for Medicaid, they would have to pay a spend-down of \$931 each month; an amount which this family cannot afford, given all their other expenses.

Our HIICAP Counselor connected Mr. B. to NYSARC Trust Services, an agency which helps older adults preserve their income for living expenses and supplemental needs by establishing a trust. Instead of paying the \$931 spend-down, Mr. B. will now be able to put that money into the trust and his bills, including rent and utilities, are then paid from the trust. This arrangement allows Mr. B. to stay in his home and continue to be able to access the support he needs to keep his wife from having to go into a nursing home.

**Meals on Wheels Driver Saves Life with Help of Senior's Dog:** It has been said before, and we will say it again, Meals on Wheels is SO much more than just a meal. Our trained drivers see their clients every day and they get to know them well. They are observant and let us know if something is wrong.

Every year the Meals on Wheels program saves the lives of at least 3 local seniors. In November of 2017, Paul (one of our Meals on Wheels drivers) noticed that his client, a frail, homebound City of Albany resident, was not sitting in her chair by the front door waiting for him.



Paul was concerned, so he opened her door and called out her name, but instead of the client, her dog came over to him. As was their routine, Paul petted the dog for a moment, but the dog seemed nervous and darted into another room after only a moment. Paul found this quite unusual, as the dog would usually stay at his side throughout his visit, so Paul followed the dog, which led him to his client, lying on the floor of her home, gasping for breath. Paul called 911 and stayed with her until the ambulance arrived.

## *What's Happening at SSA*



**SSA and Albany Guardian Society Expand Partnership on Villages and Shared Housing:** The “Village Movement” is proving to be a very effective way of helping neighbors help neighbors so older adults can age in place and remain in the communities they helped build. Senior Services of Albany, in partnership with the Albany Guardian Society, started the first “Village” in Albany in 2016. Our agencies are once again partnering to expand our involvement with “Villages” to help bring additional neighborhoods together to create safety nets and volunteer opportunities for older adults.

To that end, we will be hosting an AmeriCorps fellow from Siena College who will explore various models for engaging neighborhood residents in an effort to help older neighbors remain in their community. By offering volunteer opportunities, social activities which foster caring and connectivity, and providing a variety of supportive services, the “Village Movement” can help older adults stay in their homes, as well as positively impacting the quality of life for all.



**57 Older Adults Graduate from the *Aging Mastery Program*:** Thanks to partnerships with NY State Office for the Aging and the B’Nai B’Rith Gideon Foundation, SSA was able to offer a ten-session educational series at Westview Apts., Ohav Sholom Apts., and the Watervliet Senior Center. On average, 20-30 older adults attended the weekly sessions at each of the 3 sites, learning strategies to help them “age well” - everything from A (Advance Planning ) to Zzzz (Improving Sleep). Participants who attended at least 8 of the 10 sessions “graduated” from the program, receiving a Certificate of Completion, an AMP lapel pin, and a modest monetary reward. All those who attended agreed that it was a wonderful program, and as one participant stated “We have learned much, not the least of which is that we seniors matter and can still accomplish a great deal.” Congratulations Graduates!



## *What's Happening at SSA*

# LifePath

**SSA will be Rebranding:** Over the past 65 years, Senior Services of Albany has reinvented itself a number of times to make sure we stay relevant and provide meaningful programs to those we serve. Over the last few years, we have once again reviewed our services, contemplated how we can do the most good in our changing environment, and reevaluated how we think and talk about aging. All that soul-searching led us to the realization that it is time to shed our outdated name, in much the same way as society is starting to shed some outdated notions about what getting older looks like.

We reaffirm that we are committed to working with others to help build age-friendly communities. We support the creation of neighborhood villages. We embrace evidence-based programs that show us how to age well and offer strategies to manage the many transitions of aging with grace and dignity. We remain dedicated to helping all seniors stay as independent as possible for as long as possible. We understand that aging changes us, but it does not make us less. We believe we all deserve opportunities to grow, opportunities to give help and get help, opportunities to make a difference, and *LifePath* will be here, helping to achieve those goals.



## ***Announcing our 22nd Annual Third Age Achievement Awards***

**Awardees to be honored on May 18, 2018 at Wolferts Roost Country Club**

**T. Gregory Dewey, Ph.D. - Education**

**Barbara Hildreth - Volunteerism**

**Robert W. Lazar, CPA - Volunteerism**

**Bernadette Mayersohn - Volunteerism**

**Edward Neary - Health & Human Services**

**Kenneth Raymond - Business**

**Kevin B. Tully, CPA - Business**

**Michele Vennard - Business**

## *What's Happening at Cohoes*



**Cohoes Seniors Step Up for Annual Flea Market & Bazaar:** With the help of dozens of Cohoes Senior Center participants and supporters, the annual Flea Market, Bazaar and Bake Sale raised nearly \$2,300 to benefit the numerous programs and services offered by the Cohoes Multi-Service Senior Center. We are so grateful to all those who volunteered, donated, purchased a vendor table, and visited the Flea Market to shop!

### **Cohoes Social Adult Day Program Creates City Based Board Game:**

The Cohoes Social Adult Day Program developed a game called the *Cohoes Board Game*. The game resembles Monopoly, but all the stops on the board are historic places and shops that are in Cohoes, NY. This generates lots of fond memories and stories for Day Program guests, as well as staff and visitors.



### **Cohoes Social Adult Day Program Prepares for Easter:**

The Cohoes Adult Day Program loved getting ready for Easter. Spring crafts and poems were created by and shared with our guests. Students from SAGE Occupational Therapy Program came to our Center and helped create Self-Care Wheels. Each guest created his/her own personal wheel. SAGE students also introduced the Day Program guests to chair yoga, which was a big hit and will be held on a weekly basis. At the end of the week, staff, students and Senior Center volunteers colored Easter eggs with all the guests, which they then took home for a special treat!!



### **Watervliet Seniors get Student Visitors**

At the Watervliet Senior Center we are very excited to have a group of students from the Watervliet High School sports teams coming out to help serve our congregate meals. The older adults love seeing the young people and the students enjoy spending time and sharing stories with the seniors. At the Ham and Cabbage dinner in March, the Varsity Baseball Team helped to serve the meal and then stayed for awhile to dance to the music of Paul Sluzar. A fun time was had by all!



## *5 Great Things to Know About Dual Eligible Health Coverage*

A person who is “dual eligible” qualifies for both Medicare and Medicaid. Dual eligible health insurance, such as Fidelis Dual Advantage plans, allows your health care needs to be managed seamlessly between both programs without any gaps in coverage, and with one point of contact — all for little to no out-of-pocket cost.

People over the age of 65 who meet Medicaid income requirements and manage multiple health issues can especially benefit from this type of coverage. It’s also available year-round, so there is no need to wait for the Annual Election Period.



Here are some of the dual eligible health benefits you should know more about:

### **We will make sure you get to the doctor.**

If you are unable to get to the doctor on your own, your dual eligible benefits allow us to arrange for transportation to and from your doctor appointments at no additional charge to you.

### **We connect you with community services.**

From medical supplies, to home health aides, to adequate access to food and housing — your dual eligible benefits allow us to help you find community services that help you live more independently while taking care of your health.

### **You’ll get help managing your health.**

Dual eligible benefits ensure you have the support you need to manage any chronic illnesses, including access to equipment and services that can help you stay safely in your home.

### **You’ll get help understanding medications.**

With dual eligible coverage, you can have an assigned Nurse Case Manager explain your medications to you, help you with dosages, talk to you about side effects, and check in regularly to make sure your medications are working for you.

### **You always have a personal health advocate.**

As a dual eligible member, you can have an assigned Nurse Case Manager speak with your providers to ensure you are receiving the most coordinated care possible for your needs. They can also offer you help and advice with your day-to-day health concerns.

If you or someone you know is interested in learning more about dual eligible coverage, visit [www.fideliscare.org/medicare](http://www.fideliscare.org/medicare) or speak with one of our licensed Medicare Sales Representatives. They are able to meet with you in the comfort of your home to answer all your questions and help you find out if you qualify. Call us at 1-800-860-8707 (TTY: 1-800-558-1125) to speak with a Representative over the phone, or to arrange an in-person meeting.

# Got these cards? GET MORE.

Get more benefits than you're currently getting from Original Medicare with a **UnitedHealthcare Dual Complete® (HMO SNP)** plan. It combines your doctor, hospital and prescription drug coverage into one plan – for a **\$0 plan premium**.

## Additional benefits may include:



**Dental Coverage**  
\$3,000 toward dental services.



**OTC Network Card**  
Up to \$1,500 in credits to buy health-related items you may need.



**Hearing Coverage**  
Annual exam and \$2,000 credit every 2 years for hearing devices.



**Vision Coverage**  
Annual exam and \$300 credit every 2 years for eyewear.



**Call today to enroll or get answers to your questions.**

**Ken Howansky**

Licensed Sales Agent

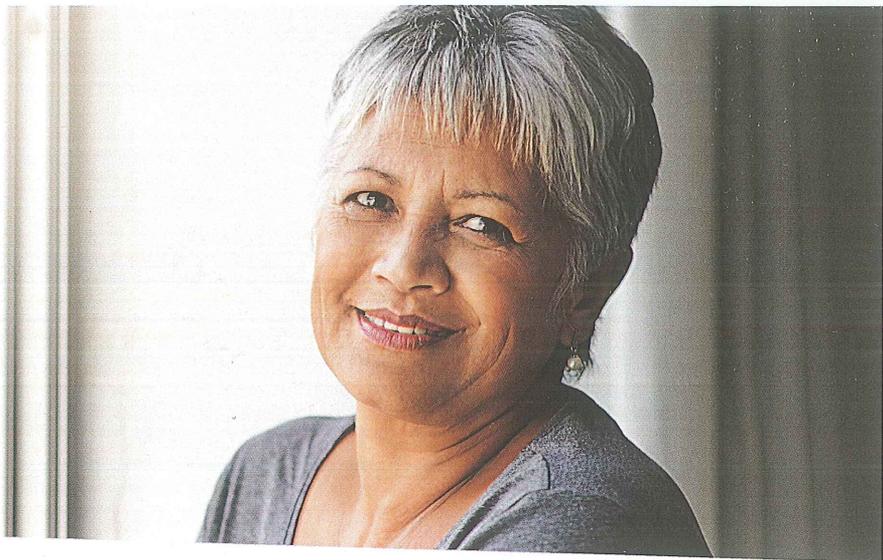
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Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a contract with the State Medicaid Program. Enrollment in the plan depends on the plan's contract renewal with Medicare. This plan is available to anyone who has both Medical Assistance from the State and Medicare. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premium and/or copayments/coinsurance may change on January 1 of each year. You must continue to pay your Medicare Part B premium, if not otherwise paid for under Medicaid or by another third party. Premiums, copays, coinsurance, and deductibles may vary based on the level of Extra Help you receive. Please contact the plan for further details.

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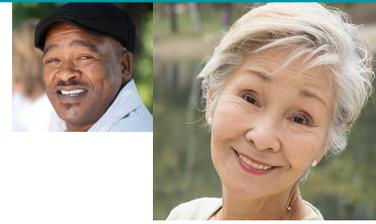
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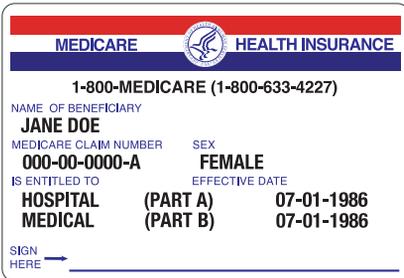
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# Medicare + Medicaid = More Benefits for You!

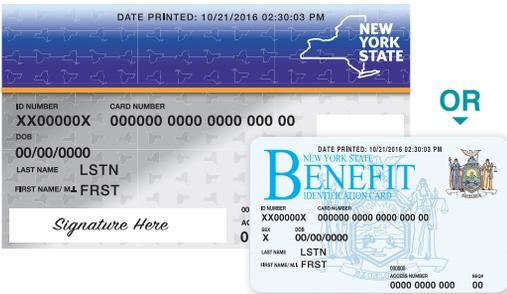
## Medicare Card



You may be eligible for additional money-saving benefits through Fidelis Dual Advantage plans, including:

- **Monthly Over-the-Counter (OTC) Card (to pay for items like OTC medications, toothpaste, incontinence supplies, and more)**
- **Transportation**
- **Flexible Spending Dollars**
- **Dental**
- **Care Management support**
- **Top-quality doctors and hospitals**
- **Discounts for hearing devices\***

## Medicaid/Common Benefit Identification Card (CBIC) NEW ▾



This is not a complete listing of plans available in your service area. For a complete listing, contact the plan. The benefit information provided is a brief summary, not a complete description of benefits. For more information, contact the plan. Limitations, copayments, and restrictions may apply. Benefits, formulary, pharmacy network, premium and/or copayments/coinsurance may change on January 1 of each year. You must continue to pay your Medicare Part B premium. Out-of-network services may require more out-of-pocket expense than in-network services. Benefit restrictions apply. Fidelis Care is an HMO plan with a Medicare contract. Enrollment in Fidelis Care depends on contract renewal. \*Fidelis Care partners with TruHearing for discounted purchases of hearing devices.

**Call us today! 1-800-860-8707 TTY: 1-800-558-1125**

Monday–Sunday, 8:00 a.m.–8:00 p.m. from October 1–February 14  
Monday–Friday, 8:00 a.m.–8:00 p.m. from February 15–September 30