Dear Caregiver:

We have received information that your family member was recently admitted to the short term rehab. This can be a very difficult time for both you and your family member. The short term rehab stay itself can be stressful but your family member’s discharge from the short term rehab can also be stressful. It is often difficult to know what questions to ask at discharge and what services are available when your loved one returns home.

We have enclosed a packet of information to assist you in becoming more informed about the discharge process and allow your loved one to have a smoother transition from the short term rehab to home.

If you have any questions or concerns please contact the Cortland County Area Agency on Aging- Caregiver Resource Center at 607-753-5060.

Sincerely,

Cortland County Area Agency on Aging
Dear Caregiver:

When a loved one is hospitalized it can be a very difficult time for both you and your family member. The hospital stay itself can be stressful but your family member's discharge from the hospital can also be stressful. It is often difficult to know what questions to ask at discharge and what services are available when your loved one returns home.

We hope that you find the information in this packet helpful to assist you in becoming more informed about the discharge process and allow your loved one to have smoother transitions from the hospital to home.

If you have any questions or concerns please contact the Cortland County Area Agency on Aging and speak to an Aging Services Specialist in the Caregivers Resource Center at 607-756-5060.

Sincerely,

Cortland County Area Agency on Aging
You are a caregiver if...

- You are visiting or telephoning your elderly loved one frequently to provide emotional support or companionship.
- You are providing meals or transportation for an elderly relative, friend, or neighbor who lives in the community.
- You are cleaning, running errands, or shopping for an elder.
- You are providing physical care to an elder: feeding, bathing, toileting, dressing, or grooming.

SEND FORM TO:

Caregivers Resource Center
Cortland County
Area Agency on Aging
60 Central Ave.
Cortland, NY 13045

For more information
Call the Resource Center at 753-5060, email to ccaaa@cortland-co.org or mail the attached form.

The Cortland County Area Agency on Aging is sponsored by the Cortland County Legislature in conjunction with the New York State Office of the Aging under Title III of the Older Americans Act of 2016 as amended.
**Personal Counseling**

Trained personnel will guide you through the service system, help you formulate a plan of care, and assist you in handling the concerns, questions, and need for information that often accompany the caregiving experience.

**Caregivers Support Group**

Meets monthly to provide information and peer support to those who provide care to an elderly loved one and who may be experiencing stress.

**Workshops/Seminars**

Provide timely information on the physical, mental, and emotional aspects of aging and caregiving; community resources; legal services; Medicare and Medicaid.

**Senior News Newsletter**

Contains information, ideas, and suggestions to support and guide family caregivers.

**Caregivers Resource Library**

A resource for books, videotapes, DVD’s, pamphlets, and articles about caregiving and aging.

**Project Lifesaver**

Project Lifesaver is a public safety program to locate missing persons who are at risk for wandering due to Alzheimer’s disease or related dementia, autism or Down’s syndrome. A transmitting device similar to a watch, is worn on the wrist or ankle. When 911 is notified that the client is missing, the Sheriff’s Dept. will activate the device to locate the individual.

**Respite**

Offers an opportunity to take a break from caregiving to rest, relax and refresh, or to take time for your own needs. Respite options include services of a home care aide.

**Grab & Go Notebook**

A Grab & Go Notebook is a notebook for individuals and for caregivers who want to organize and keep all their medical information and documentation in just one place, ready to “grab and go”. Grab & Go’s are available for a small donation.
Connect to long term services and supports in your community

- Personal care services
- Education and counseling
- Health and wellness
- Behavioral health supports and services
- Intellectual/developmental disability supports and services
- Social supports

Three ways to reach NY Connects

By phone.
Call 1-800-342-9871.
Interpretation and translation services are free. Individuals who are deaf or hard of hearing can use NY Relay System 7-1-1.

Online.
Visit our website:
www.nyconnects.ny.gov

In-person.
To find the NY Connects office near you, call our toll-free number, visit our website, or see the address below.

Your local NY Connects office:

Cortland County Area Agency on Aging
60 Central Avenue
Cortland, NY 13045
(607) 756-3485
NY Connects

NY Connects can help you...
- Find care and support
- Remain independent
- Understand care options
- Find transportation
- Learn about supports in caregiving
- Find supported employment programs
- Get answers about Medicare
- Apply for Medicaid and other benefits

Community long term services and supports are designed to help people remain healthy and independent:

Personal care services
- Preparing meals
- Housekeeping
- Bathing
- Transportation
- Home safety and accessibility
- Household finances

Behavioral health/developmental supports and services
- Intellectual/developmental disability supports and services
- Mental health services
- Substance use disorder services

Education and counseling
- Independent living skills
- Supported employment
- Adult education
- Building occupational skills

Health and wellness
- Abuse prevention and protection
- Managing chronic conditions
- Building community relationships
Health Insurance Information, Counseling and Assistance (HIICAP)
Provides counseling and assistance to individuals age 60 and older, caregivers and all Medicare beneficiaries regardless of age on health insurance options and programs available in Cortland County. HIICAP also provides assistance with community education, billing issues, the Medicaid application process, insurance fraud and abuse, and appeals.

Transportation
Tokens are available to seniors age 60 and older for the Cortland Transit bus system. This program provides transportation assistance for both the fixed route system and the door to door (Dial-A-Ride) component.

Home Delivered Meals
Available to homebound individuals 60 and older, unable to cook and without someone to cook for them. Individuals under 60 may purchase meals for a daily fee through the Mealtime Express Program.
Call: 753-5084

Handyman
This program provides assistance with minor home repairs and installs safety devices and equipment for income eligible home owners age 60 and older.

Home Energy Assistance Program (HEAP)
Seniors 60 and older may receive assistance with a one-time payment to their heating company if income eligible. A specialist will assist with the application and approval process.

Cost Savings Programs
- Food Stamp Assistance
- Telephone
- STAR/RPTE
- IT-214 Tax form
- Farmer Market Coupons

Retired and Senior Volunteer Program (RSVP)
Recruits adults age 55 and over to use their life experiences and skills to meet community needs through volunteering. Volunteers are matched with local non-profit agencies.
Call: 753-5057

Make A Ramp®
Modular aluminum ramp systems are purchased, and owned, by the Agency and are installed for short-term or long-term use. When the ramp is no longer needed by the individual, it is removed and reconfigured for another person. Available to individuals 60 and over.

Information and Assistance Program
Provides access to services offered by the Agency as well as referrals to other community agencies and programs.

Legal Services
Provides advice and representation to individuals 60 and older related to tenant and landlord matters, social security, POA, Medicaid, and consumer issues. Services provided by appointment only.
Cortland County New York Connects: Choices for Long Term Care

This program offers consumers of all ages in need of long term care services a single access point to provide long term care information and assistance. Cortland County New York Connects: Choices for Long Term Care will provide individuals, caregivers and families comprehensive and objective information about providers, community services and eligibility criteria for long term care. The program will assist with linking consumers with services and resources available to meet their needs.

For information call 756-3485.

The Cortland County Area Agency on Aging is sponsored by the Cortland County Legislature in conjunction with the New York State Office for the Aging under Title III of the Older Americans Act of 2016, as amended.

Elizabeth Haskins
Director
“‘The mission of the Area Agency on Aging is to advocate, plan, develop and provide a coordinated system of programs and services on behalf of all aging citizens of Cortland County so that they may live with maximum independence and dignity.’
ccaa@cortland-co.org
www.cortland-co.org/434/Area-Agency-on-Aging
CORTLAND COUNTY
AREA AGENCY ON AGING
CAREGIVERS SUPPORT GROUP

EVERY 4TH THURSDAY OF THE MONTH (NOVEMBER WILL BE THE 5TH THURSDAY)
FROM 3-4 PM

AT THE CORTLAND REGIONAL MEDICAL CENTER IN THE BASEMENT,
CONFERENCE ROOM B

FOR MORE INFORMATION CALL THE CAREGIVERS’ RESOURCE CENTER AT 753-5060.
WALK INS WELCOME!

Selfless Love... What we do for ourselves dies with us. What we do for others and the world remains immortal. —Albert Pine

The Cortland County Area Agency on Aging is sponsored by the Cortland County Legislature in conjunction with the New York State Office of the Aging under the Title III of The Older Americans Act of 2016, as amended.
Family caregivers in New York now have more support. The CARE Act.

Nearly 2.6 million New Yorkers care for older parents, spouses or other loved ones, helping them to live independently at home. These family caregivers have a huge responsibility, and now there’s a new law in place that will make life a little bit easier for them.

The CARE (Caregiver Advise, Record, Enable) Act helps family caregivers when their loved ones go into the hospital and as they transition home. The CARE Act requires New York hospitals to offer to:

♥ Record the name of the family caregiver when a loved one is admitted into a hospital;
♥ Notify the caregiver if the loved one is to be discharged to another facility or back home; and,
♥ Provide the family caregiver with instruction and demonstration on all tasks that the family caregiver will have to perform at home — such as medication management, injections, wound care, and transfers.

AARP New York fought for the CARE Act because supporting caregivers is a top priority for all of us. We hope you will cut out the card below and fold it around your insurance card to keep in your wallet. That way, you’ll have important information about this new law available when you need it most.

For more information about caregiving resources, visit aarp.org/caregiving or aarp.org/ny.

To share your caregiving story, visit aarp.org/ihartcaregivers.

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KEEP THIS CARD IN YOUR WALLET

WHEN YOUR LOVED ONE ENTERS THE HOSPITAL
Flip this card for information about The Caregiver Advise, Record, Enable (CARE) Act

I ❤️ Caregivers | AARP® Real Possibilities

The CARE Act requires New York hospitals to offer to:
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♥ Notify the caregiver if the loved one is to be discharged to another facility or back home; and,
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For more information about caregiving resources, visit aarp.org/caregiving.
New York State’s CARE Act: Basic Facts for Hospital Patients and Caregivers

New York State’s CARE (Caregiver Advise, Record, and Enable) Act is a new law about discharge from the hospital. It is intended to help patients and their caregivers plan a safe transition from hospital to home.

More than 30 states now have laws like the CARE Act. It was developed by AARP, a group focused on helping older adults and family caregivers.

If you are, or may be, a hospital patient, here’s what the CARE Act requires:

- Someone from the hospital staff must ask you if you want to name a caregiver. The caregiver can be a family member, friend, or someone else who agrees to help plan your discharge from the hospital and assist with your care at home. The caregiver can help with tasks like setting up appointments, making sure you have and take the right medicines, and getting medical supplies.
- You do not have to name anyone as your caregiver. While in the hospital, you can change your mind and name someone else.
- You will be asked to sign a paper saying that you agree that the hospital staff can share your medical information with the caregiver.
- The hospital does not have to delay your discharge because you have not named a caregiver.

The CARE Act doesn’t cover everything you need to know. Here are some other points to keep in mind:

- It is hard to know ahead of time how much help you will need from the caregiver.
- The caregiver should be willing and able to help. If the person you name does not live with you, he or she should live close enough to help when needed.
To learn more:

\textbf{Delivered meals,}
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More than 30 states now have laws like the CARE Act. It was developed by AARP, a group focused on helping older adults and family caregivers.

If you are, or may be, a *hospital patient*, here's what the CARE Act requires:

- Someone from the hospital staff must ask you if you want to name a caregiver. The caregiver can be a family member, friend, or someone else who agrees to help plan your discharge from the hospital and assist with your care at home. The caregiver can help with tasks like setting up appointments, making sure you have and take the right medicines, and getting medical supplies.

- You do not have to name anyone as your caregiver. While in the hospital, you can change your mind and name someone else.

- You will be asked to sign a paper saying that you agree that the hospital staff can share your medical information with the caregiver.

- The hospital does not have to delay your discharge because you have not named a caregiver.

Information for the hospital patient

The CARE Act doesn't cover everything you need to know. Here are some other points to keep in mind:

- It is hard to know ahead of time how much help you will need from the caregiver.

- The caregiver should be willing and able to help. If the person you name does not live with you, he or she should live close enough to help when needed.
New York State Sheriff’s Association Yellow Dot Program

Yellow Dot is a program designed to help first responders provide life-saving medical attention during that first “golden hour” after a crash or other emergency. A Yellow Dot in the driver’s-side rear window of your vehicle will alert first responders that vital medical information is stored in the glove compartment.

Grab & Go

What is a Grab & Go Notebook?

A Grab & Go Notebook is a notebook for individuals and for caregivers who want to organize and keep all their medical information and documentation in just one place, ready to “grab and go”.

For more information about the “First 48 Hours” program and other long term services and supports for older persons call: Cortland County Area Agency on Aging at: (607) 753-5060

The Cortland County Area Agency on Aging is sponsored by the Cortland County Legislature in conjunction with the New York State Office for the Aging under Title III of the Older Americans Act of 2016, as amended.
What is the “First 48 Hours” Program?

The “First 48 Hours” is a partnership between rural fire departments, Cortland County Department of Social Services/Adult Services Division, and the Cortland County Area Agency on Aging. The program is designed to assist older persons develop a “First 48 Hours” plan in the event of an emergency that affects the caregiver. The emergency may be a medical emergency, natural disaster or any other crisis that may occur.

Who Would Benefit from the “First 48 Hours”

- Are you caring for a spouse, parent, adult child, grandchild and/or pets?
- Are you worried about what would happen to the person you are assisting if YOU suddenly had a medical emergency?
- Do you or your loved one need assistance a couple times per week with transportation, personal care, medication management, running errands, cooking etc.?
- Do you worry about a family member, neighbor, friend, or pet if they are left alone for any length of time?

If you answered YES to any of these questions you may want to learn more about the “First 48 Hours” plan and how it would work in your community.

How does the “First 48 Hours” work?

Emergency responders, medical professionals, caregivers, consumers, family, & friends can make a referral to the Cortland County Area Agency on Aging Caregivers Resource Center.

- Once the referral is received, the client will be contacted by an Aging Services Specialist from the Cortland County Area Agency on Aging.
- The individual and/or caregiver in need of emergency planning will receive education about the program and be offered a home visit from an Aging Services Specialist.
- During the home visit the client will be assisted with completing a full, no cost, unbiased assessment and develop an individualized short-term plan as well as a long term emergency plan. The client will be offered a “Grab-N-Go” notebook to organize their medical information and their emergency plan once in place.
- The completed notebook should be kept on the top of the refrigerator for easy access in the event of an emergency.