

April, May, June 2024



GENE-SENIOR

Genesee County Office for the Aging



2 Bank Street, Batavia, NY 14020 585-343-1611
Website: www.co.genesee.ny.us Email: ofa.dept@co.genesee.ny.us

FROM THE DESK OF DIANA FOX, DIRECTOR

CONTRIBUTION LETTERS, COST SHARES & SURVEYS ABOUT OUR SERVICES

Sometimes something will happen to me that gives me one of those, “Aha moments” and I see things from a different perspective. I was talking with a friend recently and she mentioned that she had just paid the bill she got from our office, and she said she hadn’t realized she was going to get one. When I looked at the letter I said it wasn’t a bill, but a voluntary contribution letter. I explained that the NYS Office for the Aging instructs our agency to provide users of our programs/services with the opportunity to make voluntary contributions. Not a bill, *in my mind*, just simply part of our normal day to day of sending a letter with a suggested voluntary contribution amount for the services received. *AND then*, I had the, “Aha moment” and thought if this person thinks they got a bill, I should really provide some information about the contribution letters and how they came to be, and, “Voila” I had my topic for this newsletter! I will apologize in advance that some of what you read is going to be “legal speak.”

So, WHY do we send these letters out to you asking for a voluntary contribution and how is it different from a bill?

Section 315 of The Older Americans Act (OAA) deals with Consumer Contributions, i.e., Cost Sharing and Participant Contributions. Various laws and regulations, specifically including federal regulations at 45 CFR § 1321.67, state law at Section 214(4)(k) of the NYS Elder law, and state regulations at 9 NYCRR §§ 6654.5 and 6654.6, also impose requirements on program income.

Contributions - Section 315(b) of the OAA states that “Voluntary contributions shall be allowed and may be solicited for all services for which funds are received under this act provided that the method of solicitation is non-coercive. Such contributions shall be encouraged for individuals whose self-declared income is at or above 185 percent of the poverty line, at contribution levels based on the actual cost of services.” Area Agencies on Aging (AAAs) and service providers may not means test for any service for which contributions are accepted or deny services to any individual who does not contribute to the cost of the service.

Director’s Article Continues on Page 7

ADVISORY COUNCIL MEETINGS

Office for the Aging

Wednesday, April 3rd, May 1st and June 5th
2:30 pm

Genesee Senior Foundation, Inc.

Thursday, April 18th and June 20th
2pm

Feeling the Stress?

Genesee County Mental Health

Providing phone, video and in-person sessions
(accepts most insurances) - 585-344-1421

Care & Crisis Helpline
585-283-5200

Crisis Text Line
Text GOT5 to 741741

Suicide & Crisis LifeLine
Call or Text 988 or
Chat at 988lifeline.org/chat

**If your life or someone else's is in imminent
danger, please call 911**

NY CONNECTS of Genesee County



NY Connects
Your Link to Long Term
Services and Supports

**1-800-342-9871 or
585-343-1611**

NY Connects of Genesee County is here to help you. Whether you are an older adult, person with a disability, or caregiver, we have a fair and easy way for you to get connected to the long term care help you need.

We make the hard choices simpler for you.

Information is available in printed form
Or

Reach us on the web at:

www.nyconnects.ny.gov

Prescreen for programs you may be eligible for at: **www.mybenefits.ny.gov**, it's quick, easy, and confidential!

This work funded through grants from NYS Office for the Aging, NY Connects, Administration on Community Living, and the generous support of the Genesee County Legislature.

WHAT'S HAPPENING

Call 585-343-1611 for more information!

MONDAY:

- 9:30am-10:30am - **Arthritis Exercise** (\$1.50 suggested contribution)

TUESDAY:

- 10am-12pm - **Mahjong**

WEDNESDAY:

- 9am-12:30pm - **Quilting/Sewing Group**

THURSDAY:

- 10am-12pm - **Euchre**
- 1pm-4pm - **Cribbage**

FRIDAY:

- 9:30am - 11am - **Line Dancing**
- 1pm-2:30pm - **Young at Art** (\$10 per class)

MEALSITES (Must Pre-Register)

Lunch served at noon
(suggested contribution \$3.50/meal)

Havenwood:

Monday through Friday
Call 344-1330

Batavia at the Senior Center:

Monday, Thursday and Friday
Call 343-1611

Leisuretimers:

Tuesday
Call 343-1611

Corfu Presbyterian Church:

Thursday
Call 343-1611

MAHJONG LESSONS

If you are a beginner and want to learn to play Mahjong please join us every Tuesday at the Senior Center at 9:30am. There are individuals willing and able to teach the game of Mahjong.

It is a great group of people and fun too!



GENESEE SENIOR FOUNDATION, INC. DONATIONS

Lorri Goergen
Kathy Foster
THANK YOU!



YOUR SUPPORT IS APPRECIATED

Because needs are always greater than the funds available to meet them, the Genesee County Office for the Aging (OFA) encourages monetary donations to our not-for-profit **Genesee Senior Foundation, Inc.**

Name _____

If you do not want your name published in our monthly newsletter, please indicate by marking the box.

(Street Address)

(City, State, Zip)

Gift amount: \$ _____

In Memory of: _____

In Honor of: _____

Funds received will be used to support OFA Programs such as: Project Lifesaver (tracking system for individuals with dementia), Home Delivered Meals, Recreation/Senior Trips, Transportation and other services as needed.

Please designate contribution use:

- Where most needed
 For this program:

All donations are greatly appreciated & are tax deductible to the extent of the law.

Please make checks payable and send to:

**Genesee Senior Foundation, Inc.
2 Bank Street
Batavia, NY 14020**



“Do You Remember These?”

Co-hosts Connie and Charley

Listen to our radio show! Tune in to WBTA at
1490 AM or 100.1 FM

Sundays 9:00 a.m. or 9:00 p.m.

Or listen afterward online at:

<http://wbta.com/do-you-remember-these/>

We'd love your feedback about the show!

Write DYRT@WBTAi.com

Lots of topics & music to take you back to fun memories!

**Sponsored by the
Genesee Senior Foundation, Inc.**

askmarshall
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The Handyman Friendly Visits Library Visits Financial Management Transportation

CONNECT www.askmarshall.net
(585) 815-7979 askmarshall@co.genesee.ny.us
VOLUNTEER TO MAKE A DIFFERENCE!

The Financial Assistance, Library Visits, Handyman, Home Visitation and Transportation Programs are funded by a grant from the Muriel H. Marshall Fund for the Aging in Genesee County; the fund is overseen by the Rochester Area Community Foundation.

**Website Address for the Genesee
County Office for the Aging**

www.co.genesee.ny.us

CAREGIVERS

TOP MASS-MARKETING & IDENTITY THEFT SCAMS

Submitted by: Jessica Riley

- 1) **Reverse Mortgage Scam:** Callers offer home refinance assistance that sounds too good to be true. **Recommended Action:** Always seek out your own mortgage counselor and refuse to sign anything that you do not fully understand without an attorney present.
- 2) **Tech Support Scam:** A pop-up window appears that looks like an error message from your operating system or antivirus software. The pop-up warns of a security issue on your computer and directs you to click on a link for assistance. **Recommended Action:** Never click on pop-up links. Contact the operating system or antivirus company directly for tech support using the number on their website
- 3) **Money Mule Scam:** Emails direct you to move money from your personal bank account for purposes that seem legitimate. **Recommended Action:** Always be wary of emails requesting access to your bank accounts. Look for warning signs and conduct your own research before agreeing to participate. Notify the appropriate authorities if you have any concerns.

Information provided by: Homeland Security Investigations. If you believe you have been a victim of a scam, call NY Connects at Office for the Aging at 585-343-1611 for information, assistance, and referrals.



SAVE THE DATE Celebrating 50 years in Genesee County!

Office for the Aging will be hosting an Open House on **Tuesday, May 14th from 2 - 4pm**. Come and learn about programs and services, meet our staff, and reminisce on **50 YEARS** of serving Genesee County's older adults!!

CARING FOR A LOVED ONE

Submitted by: Laurie Watson,
Specialist, Aging Services

If you are caring for a loved one who is 60 years or older, please give Office for the Aging a call. Our staff can provide you information to assist you and your loved one. This includes information about support groups, training, respite (short term break), managing stress, counseling and much more!

Please contact the Office for the Aging at 585-343-1611 for more information.

ARE YOU CARING FOR A LOVED ONE WITH MEMORY IMPAIRMENT?

Submitted by: Laurie Watson,
Specialist, Aging Services

The Alzheimer's Association – WNY Chapter and the eight WNY Offices for the Aging, including Genesee County are part of the Alzheimer's Disease Caregiver Support Initiative (ADCSI). This program is funded through the New York State Department of Health and designed to support caregivers and people with dementia in the community.

The core services of this program include: Caregiver Assessments, Education, Support Groups, Safety Services, Respite Services and Legal Services

To learn more about this program, call Genesee County OFA at 585-343-1611.

CAREGIVER SUPPORT GROUP

Submitted by: Laurie Watson,
Specialist, Aging Services

If you are a caregiver of **someone with a memory impairment** and feeling overwhelmed, depressed or angry, it is time for you to get help for yourself. We offer a caregiver support group where you can freely express yourself among people who are going through a similar, if not the same, experience.

Meetings focus on providing emotional support, tips for coping with behavior issues and sharing experiences.

For more information please call 585-343-1611.

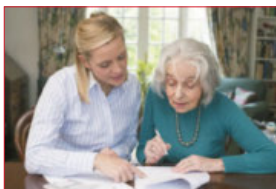
Meetings are held the 3rd Thursday of each month at 1pm at Office for Aging
2 Bank St. Batavia

HOME VISITATION/FRIENDLY PHONES PROGRAM

Submitted by: **Linda Chadderdon, Home Visitation Program Manager**

Let the Home Visitation Program brighten your day!

Are you a person, age 60+ who misses socializing with people as you once could, or are you a person 21+ looking for the perfect volunteer opportunity as a way to give back? Then the Home Visitation Program is for you!



There are many agencies and programs in our community who depend on volunteers to make their programs function and the Home Visitation Program is one of them. We are generously funded by the Muriel Marshall Fund so there is never a cost for our services. Our Home Visitation volunteers do wonderful work in our community simply through a weekly, one hour, in person visit that can include crafting, playing cards/board games, or just enjoying conversation. Our volunteers make a huge difference in a person's life whose social circles have become smaller.

Volunteering increases a sense of happiness, empathy for others and it creates new friendships. Friendships can be created from the people we help or, in the case of the Home Visitation Program, the people we visit. Give just one hour of your time a week and receive the gift of friendship in return! Scheduling is flexible with visit times agreed upon by the volunteer and client and the volunteer determines the distance they wish to travel for their visit. Now that warmer weather is upon us, come volunteer with us and be the sunshine in a person's day!

It is likely that we have an older adult living near you who would greatly appreciate your friendship. Our volunteer training takes just 1½ - 2 hours and background checks and references checks are required before visits begin. We are currently looking for a volunteer to visit a lovely woman in Pavilion who has been waiting patiently for a friend to chat with. Volunteers who have served in the armed forces are also greatly welcomed as we strive to match Veterans with Veterans who can appreciate sharing their experiences of service to our country with each other. The Home Visitation Program is always accepting new clients so volunteers are always needed.

If you would like to volunteer, or you're an older adult in Genesee County who could benefit from volunteer visits, we'd love to talk to you. Please call **ask marshall** at 585-815-7979 and ask about The Home Visitation Program.

LIBRARY VISITS

Submitted by: **Lucine Kauffman, Coordinator**

The Library Visits Program volunteers deliver to individual patrons, but did you know we also deliver mini-libraries to residential facilities? We provide rotating collections of large print books, DVD movies, music CDs, and magazines to senior apartment complexes, assisted living facilities, veterans' residential facilities, The Office for the Aging, and nursing homes in Genesee County. Residents of those facilities can check out library materials without traveling to the library; and they don't need a library card, either.

Activity directors and resident volunteers help us follow trends, pass along requests, and keep track of library materials.

At facilities that provide a higher level of care, Library Visits staff can work with activity directors to provide materials for programming. Concert and travel DVDs, classic films, romantic comedies, and westerns are popular.

Some facilities borrow audiobooks for group listening then have group discussions. We have portable CD players available for loan.

We also lend books of sheet music and sing-along DVDs with accompanying printouts of lyrics. Facilities may borrow "memory care" and jumbo print books to help residents who live with memory and/or visual loss.

For more information contact *ask marshall* at 585-815-7979 or askmarshall@co.genesee.ny.us.

Library Visits is a member of the "ask marshall" family of programs and is funded by a grant from the Muriel H. Marshall Fund for the Aging; overseen by the Rochester Area Community Foundation.

GOT GROCERIES?

Submitted by: **Julie Brinkman Specialist, Aging Services**

A way to get those needed groceries. This program is designed specifically for individuals who meet following criteria:

- 60 years of age and older
- Ability to pay for own groceries
- Unable to do own shopping
- Unable to order via internet

OFA is seeking volunteers and individuals desiring assistance. Please call NY Connects/OFA at 585-343-1611 for information.

Program is not able to use SNAP benefits at this time

EAT THE RAINBOW

Submitted by: **Miranda Bethin, Registered Dietitian**

April showers can bring May flowers and a day spent indoors, but they can also bring beautiful rainbows. Health professionals often advise you to “eat the rainbow” to illustrate the importance of eating a variety of fruits and vegetables. While eating more vegetables and fruit is always a good idea, focusing on eating a variety of colors will increase your intake of different nutrients to benefit various areas of your health. Here’s an overview of the health benefits of different-colored foods:

Red foods contain powerful antioxidants and phytochemicals that have anticancer benefits, are cardio protective, and fight inflammation and disease-causing free radicals in the body.

- ⇒ Lycopene: tomatoes, watermelon, pink grapefruit, guavas, red peppers
- ⇒ Ellagic acid: strawberries, cranberries, pomegranates, cherries
- ⇒ anthocyanins – raspberries, red cabbage, red onion, radishes, red potatoes

Orange and **Yellow** foods are rich in carotenoids and flavonoids, including precursors to Vitamin A, which play a vital role in maintaining eye health. They also frequently contain Vitamin C and other antioxidants food for the skin, immune system, and heart.

- ⇒ Beta- carotene: carrots, pumpkins, sweet potatoes, cantaloupe
- ⇒ Lutein & Zeaxanthin: corn, tangerines, orange & yellow peppers, papayas, grapefruit
- ⇒ Hesperidin: lemons, oranges, mandarin oranges

Green foods contain phytonutrients and antioxidants that have potent anticancer activity, restore energy and cognition, are essential for blood and bone health, and help detoxify the body.

- ⇒ Chlorophyll: spinach, collard greens, parsley, celery, arugula
- ⇒ Isothiocyanates: broccoli, brussels sprouts, bok choy, kale
- ⇒ Isoflavones: green peas, soy beans, lime beans, green lentils

Blue and **Purple** foods are known for their longevity and anti-aging effects protecting the body from oxidative stress and related conditions including heart disease, cancer, cognitive decline, and type 2 diabetes

- ⇒ Anthocyanins/Anthocyanidins: blackberries, eggplant, purple potatoes, purple cauliflower, plums
- ⇒ Resveratrol: purple grapes, mulberries, lingonberries, blueberries

Brown and **White** foods have excellent cancer-fighting properties as well as anti-inflammatory, antimicrobial and immune-boosting effects.

- ⇒ Anthoxanthin: potatoes, mushrooms, cauliflower, parsnips
- ⇒ Allicin: garlic, onion, leeks, shallots

ARMCHAIR TRAVEL TO ITALY

Submitted by: **Jessica Riley,
Specialist, Aging Services**

Monday, April 22nd @ 1pm. Hear from an AmeriCorps Volunteer about her trip to Italy, including pictures of her trip to Florence and Venice. Watch a video of the top 10 destinations in Italy.

Call Office for the Aging at 585-343-1611 for more information and to register for this free program.



Guard your Medicare card and number like a credit card! Don't share your number, laminate it, make copies, or let anyone else make a copy. If you need an official replacement card, you can print or order one at Medicare.gov or call 1-800-MEDICARE (1-800-633-4227).

If you have questions on instances when you may need to give out your number (example – when signing up for a new insurance plan during Medicare Open Enrollment) please call us before doing so.

**Genesee County Office for the Aging:
(585) 343-1611**

Director's Article from Front Page

What Is a Means Test?

A means test is a method for determining whether someone qualifies for financial assistance to obtain a service or good, for instance, welfare payments. It looks at the means, or monetary resources, a person has available to them to pay for a particular service or good, then determines that person's access to financial assistance based on their ability to pay for it.

OAA § 315(b)(4) requires AAAs to ensure that each service provider will:

- a) Provide each recipient with an opportunity to voluntarily contribute to the cost of the service;
- b) Clearly inform each recipient that there is no obligation to contribute and that the contribution is purely voluntary;
- c) Protect the privacy and confidentiality of each recipient with respect to the recipient's contribution or lack of contribution;
- d) Establish appropriate procedures to safeguard and account for all contributions; and
- e) Use all collected contributions to expand the service for which the contributions were given and to supplement (not supplant) funds received under this Act.

Contributions made as a result of receiving service(s) are completely voluntary and services will not be affected because of an inability or unwillingness to contribute.

The OFA Advisory Council reviews and makes determination bi-annually for suggested contributions based partially on the particular program/service provided as well as what the actual cost of the service would be. Services for which there is normally a charge in the community should generate contributions, but other services may be inappropriate for contributions as they are typically free in the community – like information or outreach.

What is a cost share?

As mentioned earlier, through the OAA, there are instructions regarding cost share and specifically for our in-home services/programs. Some people who receive in-home services will have a cost share associated with that service based on their income. This is determined at the time of the assessment. Income thresholds and cost share schedules are updated every year. A cost share is where a person will need, based their income, to have some financial responsibility to receive the service(s).

Why so many surveys?

We really want to know what you think of our services so that we can provide the best possible service and make adjustments, where necessary. In addition to providing you with the best possible services, we send out surveys as they are a requirement we have as an AAA. During our agency evaluations NYSOFA looks to ensure that we are sending out surveys. We read all of your comments and truly appreciate your feedback!

MEDICARE.GOV

Interested in learning how to navigate **Medicare.gov**, to see if you are in the correct plan during Annual Open Enrollment? Want to be able to use the same system our Medicare counselors do? Did you ever wonder where you can get your Medicare answers online?

We will be holding one-on-one teaching sessions to assist you in navigating Medicare.gov. Call our office for more information, and to sign up for a one hour teaching session!
585-343-1611

MEDICARE 101 CLASSES: **(You need to only attend once)**

Wednesday, April 10th
Thursday, May 16th
Thursday, June 27th

Genesee County Office for the Aging
2 Bank Street, Batavia
All sessions begin at 5:00pm

There is NO cost for this program but registration is required - 585-343-1611

For Individuals with disabilities, or language interpretation needs, requests for reasonable accommodations should be made with at least five days' notice

TOTAL SOLAR ECLIPSE - APRIL 8, 2024

A total solar eclipse is schedule to pass over Genesee County on April 8th around 3:19pm. The next total eclipse in our area will not take place until 2144!!! Please protect your eyes! Looking directly at the Sun without proper eye protection is unsafe



EXCEPT during the brief total eclipse phase (“totality”). At all other times, it is safe to look directly at the Sun ONLY through special - purpose solar filters, such as “eclipse glasses,” that comply with the transmittance requirements of the ISO 12312-2 international standard. Ordinary sunglasses, even very dark ones, are not safe for looking at the Sun. **Please protect your eyes!**

SPRING INTO SAFETY

Submitted by: **Mary Huyck-Trout, Public Health Intern**

As we move into spring, it is important to remember that tripping and falling is still a rising concern in our community. Understanding how common falling is, and the risks of falls, is essential for our daily lives to ensure a safe and bright spring season.

Did you know that The Centers for Disease Control and Prevention estimates that 36 million adult citizens fall at least once a year? One in five falls among older adults result in a serious injury, such as a brain injury or fractured bones. In 2020, New York State had roughly 766,465 adult individuals over 65 fall.

Let’s look into some ways to prevent falls...

- 1) **Footwear** – Footwear is something we use every day. It is important that the shoes we wear are comfortable and safe. Contact your doctor for help finding the latest, safest shoes. Put your best foot forward, with safety!
- 2) **Exercise** – The term “exercise” can include many things, like balancing and aerobics. These essential exercises can improve muscle strength and balance, which can lower the risk of falling.
- 3) **Hydration** – According to studies, when people feel thirsty, most people can stay hydrated by drinking less than eight glasses of water per day. However, some people might require more. Depending on a number of things, such as how much you exercise, the temperature outside (whether it's too hot or cold), and your health, you may need to change your total water intake. Talk to your doctor on what they think is best for you.
- 4) **Nutrition** – According to studies, poor nutrition can create several health problems in addition to increasing the risk of falls and injuries. Recent research explains that getting enough protein may help protect people over the age of 65 against falls and other health concerns.
- 5) **Emergency Preparation**– No matter how hard we try to prevent things, sometimes they just happen. Yet, being prepared for the worst is incredibly important. Knowing how to get help and have resources available in case of an emergency and/or fall is very important. You can find this information at the Genesee and Orleans County Health Departments (GO Health) website: <https://gohealthny.org/phep/>

The health of the Genesee and Orleans County community is a priority. By exploring ways to prevent falls, reaching out to local resources, and using fall prevention habits, you will be blooming by spring. For further information and further resources, contact Office for the Aging at 585-343-1611.

References:

Allen, N. D. (2022, October 12). *How much water do you need to stay healthy?*. Mayo Clinic. <https://www.mayoclinic.org/healthy-lifestyle/nutrition-and-healthy-eating/in-depth/water/art-20044256#:~:text=The%20U.S.%20National%20Academies%20of%20Sciences%2C%20Engineering%2C%20and,%282.7%20liters%29%20of%20fluids%20a%20day%20for%20women>

CDC. (2023, September 6). *Older adult falls data*. Centers for Disease Control and Prevention. <https://www.cdc.gov/falls/data/index.htm>
 Esquivel MK. Nutritional Assessment and Intervention to Prevent and Treat Malnutrition for Fall Risk Reduction in Elderly Populations. *Am J Lifestyle Med.* 2017 Nov 28;12(2):107-112. doi: 10.1177/1559827617742847. PMID: 30283246; PMCID: PMC6124993.

MAIL, MAIL, MAIL TOO MUCH MAIL, OH MY!!

Submitted by: Jamie Charters, Coordinator

Frustrated with too much mail! Mail that looks important but isn't, bills that aren't bills, solicitations that say act now. You're not alone. So, what happens? You're overwhelmed, mail just piles up because you don't know what to do with it. Marketers & scammers are very good at sending mail that seems like it could be important but is really junk. They target older adults who are more trusting. So, how do tell?

- Do you recognize who it's from?
- Did you request it?
- Does the response contact information make sense?



If you answered no it's probably junk or a scam. Still not sure, have a family member/friend look at it, or call Lifespan. Our trained Volunteers visit older adults in their home to help review, sort, and organize mail. They are part of Lifespan's Financial Management Assistance Volunteer Program. Our staff and trained volunteers also assist with bill paying, budgeting, organizing, debt options, scams, and other financial matters.

This free service is perfect for older adults who struggle with finances and are overwhelmed with mail.

Contact: ask marshall at 585-815-7979 askmarshall@co.genesee.ny.us. We're located at the Genesee County Office for the Aging, 2 Bank Street, Batavia.

Lifespan of Greater Rochester, a nonprofit organization, provides Financial Management Assistance to residents (60+) in Genesee County. This free service is provided through the Muriel H. Marshall Fund and the Office for the Aging.

"Lifespan provides information; guidance and services that help older adults take on both the challenges and the opportunities of longer life."



HIRE THE CAREGIVER YOU WANT!



Do you or a loved one have Medicaid and need home care services?

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We deliver library services to older adults in Genesee County who are unable to visit the library.

Richmond Memorial Library
343-9550 option 6 • LibraryVisits@nioga.org
An ask marshall program of the Muriel H. Marshall Fund at Rochester Area Community Foundation



Catholic Charities **Free Home Visitation Program** offers weekly 1 hour in person visits or phone calls to homebound older adults age 60+. Seeking volunteers interested in making a difference in the life of a senior. Give just one hour of your time a week playing cards, crafts or just talking. Contact Catholic Charities (585) 343-0614

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Gateway Home Comfort Care provides medical, spiritual, dignified care, comfort and support to those in their end-of-life journey. Gateway Home is a nonprofit organization and does not charge for services provided. Admission is based solely on need and has no county boundaries. If you have a servant's heart, feel a calling to help or are in need of our services, we welcome your visit or phone call to learn more about Gateway Home.

Contact us at (585) 708-4331, visit our website: www.gatewayhomeattica.org or visit us at 91 Main St. in Attica, NY



Richard Wendt | 343-2400

Fax: 343-2401

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- ★ What if you are still working?
- ★ Curious about comparing plans?
- ★ When can I enroll or change plans?

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- Receive one-on-one service
- Simply take the confusion out

CONTACT ABBY FOR ANSWERS

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Email: abbyrutherford.medicare@gmail.com



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Visiting Nursing Association of Western New York

178 Washington Street, Batavia, NY 14020
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www.trinitylifesolutionsllc.com

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Michele Hrichan 716-572-8315
Medicare Sales Advisor/Business Development
michele.hrichan@univerahealthcare.com

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-659-1986 (TTY: 1-800-662-1220). 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-800-659-1986 (TTY: 1-800-662-1220).

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