

# Elder Abuse Resource Manual

For Victim Service Providers



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# GENERAL ELDER ABUSE RESOURCES

## *Elder Abuse Facts*

### Remember:

- The abuser is usually a family member they love (90% family, 6% friends, 4% other).
- The victim is often reliant on the abuser (caregiver relationship).
- The victim frequently is fearful, ashamed and/ or embarrassed
  - Afraid of going to a nursing home
  - Afraid abuse will get worse
  - Afraid of the system... jail, service providers, police, neighbors, etc.
- Other forms of abuse (physical, emotional, neglect and sexual) are often paired with financial abuse.
- The abuser typically tries to isolate the victim by:
  - Not getting the elder to medical appointments
  - Not taking the elder out of the home
  - Not allowing visitors

### What to do?

- Assess safety of the individual.
- If an emergency, call 911. If not an emergency, call:
  - Onondaga County Department of Adult and Long-Term Care Services
    - Adult Protective Services at **(315) 435-2815**
    - Office for Aging at **(315) 435-2362**
  - Vera House 24-hour Crisis & Support line at **(315) 468-3260**
- Remember the individual's right to self-determination. Adults are presumed to have capacity to make their own decisions.
- Encourage the individual to utilize outside services to:
  - Limit isolation
  - Increase oversight of the abusive situation
  - Reduce reliance on caregiver/abuser

For more information regarding Elder Abuse, please visit:

<https://www.nyselderabuse.org/>

## ***Adult Protective Services Contacts by County***

<b>ALBANY</b>	(518) 447-7177	<b>LIVINGSTON</b>	(585) 243-7300 or (585) 335-1748
<b>ALLEGANY</b>	(585) 268-9316	<b>MADISON</b>	(315) 366-2548 x4
<b>BROOME</b>	(607) 778-2635	<b>MONROE</b>	(585) 753-6532
<b>CATTARAUGUS</b>	(716) 373-8070	<b>MONTGOMERY</b>	(518) 853-8275
<b>CAYUGA</b>	(315) 253-1377	<b>NASSAU</b>	(516) 227-8550 or (516) 227-8408 <b>Nights/Weekend</b> <b>(516) 227-8395</b>
<b>CHAUTAUQUA</b>	(716) 753-4447	<b>NEW YORK CITY</b>	(212) 630-1853
<b>CHEMUNG</b>	(607) 737-5487	<b>NIAGARA</b>	(716) 278-8621
<b>CHENANGO</b>	(607) 337-1500	<b>ONEIDA</b>	(315) 768-3644
<b>CLINTON</b>	(518) 565-3363	<b>ONONDAGA</b>	(315) 435-2815
<b>COLUMBIA</b>	(518) 828-9411	<b>ONTARIO</b>	(585)396-4111
<b>CORTLAND</b>	(607) 753-5265	<b>ORANGE</b>	(845) 291-2800
<b>DELAWARE</b>	(607) 832-5300	<b>ORLEANS</b>	(585) 589-7000 or (585) 589-3106
<b>DUTCHESS</b>	(845) 486-3300	<b>OSWEGO</b>	(315) 963-5339
<b>ERIE</b>	(716) 858-6877	<b>OTSEGO</b>	(607) 547-1700
<b>ESSEX</b>	(518) 873-3553	<b>PUTNAM</b>	(845) 808-1500
<b>FRANKLIN</b>	(518) 481-1660	<b>RENSSELAER</b>	(518) 266-7900
<b>FULTON</b>	(518) 736-5718	<b>ROCKLAND</b>	(845) 364-3571
<b>GENESEE</b>	(585) 344-2580 x6464	<b>ST. LAWRENCE</b>	(315) 379-2148
<b>GREENE</b>	(518) 719-3700	<b>ST. REGIS MOHAWK</b>	(518) 358-9659
<b>HAMILTON</b>	(518) 648-6131	<b>SARATOGA</b>	(518) 884 4159
<b>HERKIMER</b>	(315) 867-1231	<b>SCHENECTADY</b>	(518) 344-2830

<b>JEFFERSON</b>	(315) 785-3210	<b>SCHOHARIE</b>	(518) 295-8356
<b>LEWIS</b>	(315) 376-5400	<b>SCHUYLER</b>	(607) 535-8338
<b>SENECA</b>	(315) 539-1860 or (800) 688-7188 ext 1850		
<b>STEUBEN</b>	(607) 664-2011		
<b>SUFFOLK</b>	(631) 854-3232		
<b>SULLIVAN</b>	(845) 513-2279 or 2357 or 2429		
<b>TIOGA</b>	(607) 687-8550		
<b>TOMPKINS</b>	(607) 274-5323		
<b>ULSTER</b>	(845) 334-5125		
<b>WARREN</b>	(518) 761-6326		
<b>WASHINGTON</b>	(518) 746-2578		
<b>WAYNE</b>	(315) 946-4881 ext 1405 or 1407		
<b>WESTCHESTER</b>	(914) 995-2259 or evenings/weekends (914) 995-2099		
<b>WYOMING</b>	(585) 786-8900		
<b>YATES</b>	(315) 531-3417 ext 2/(315) 536-5168		

## ***Most Frequently Used Resources***

### **Onondaga County Department of Adult and Long-Term Care Services**

- **Adult Protective Services (APS)**

**(315) 435-2815**

Civic Center – 5<sup>th</sup> Floor, 421 Montgomery Street, Syracuse, NY 13202

Monday – Friday 8:00am - 4:30pm

<http://www.ongov.net/aps/>

*Provides services to keep individuals aged 18 and over safe from harm due to their own inability to care for themselves or because of neglect or abuse by others. Every effort is made to keep individuals in the community, or in the least restrictive environment.*

#### **Services include:**

- Connection with programs such as Medicaid, Social Security, SSI (Supplemental Security Income), and SNAP (Supplemental Nutrition Assistance Program);
- Medical care;
- Home care, and if necessary, admission to assisted living programs, adult homes, skilled nursing facilities and mental health facilities;
- Legal interventions which could include establishing guardianship, finding a representative payee, review of Power of Attorney and accountings, filing for Orders of Protection, Access Orders;
- Protective Aides (contracted through Catholic Charities Elderly Services)
- Mental Health evaluation (contracts with a psychiatric nurse)
- Other community services to meet an individual's need.

#### **Eligibility for Adult Protective Services: Individual must meet all 3 criteria:**

- Physical or mental impairment
- Inability to meet essential needs or protect oneself from harm
- No one willing or able to assist responsibly

**Onondaga County Department of Adult and Long-Term Care Services (continued)**

- **Office for Aging** **(315) 435-2362**

Civic Center – 10<sup>th</sup> Floor, 421 Montgomery Street, Syracuse, NY 13202  
Monday – Friday 8:00 am - 4:00 pm

<http://www.ongov.net/aging/>

*To support a comprehensive system of services for senior citizens, caregivers and families through advocacy, planning, coordination, direct services and program funding.*

Services include:

- Senior Meals and Nutrition Services
- Information and Assistance
- Transportation
- Social Day Programs
- Neighborhood Advisors
- Caregiving/Respite services
- New York Connects and Long-Term Care Services
- Expanded In-Home Services for the Elderly Program (EISEP) which includes case management, respite and non-medical home care
- Senior Community Employment Program
- Health Insurance Information, Counseling, and Assistance Program (HIICAP)
- Home Energy Assistance Program (HEAP)

**Onondaga County Helpline (24 hour)**

**211**

<http://211cny.com/>

*Onondaga County's HELPLINE is a free resource that provides human services information and referrals to the citizens of our community 24 hours a day, 7 days a week. Also provides services to: Oswego, Jefferson, Lewis, and St. Lawrence counties*

**Vera House**

- ❖ **24-Hour Crisis & Support Line** **(315) 468-3260**
  - **TTY (business hours)** **(315) 484-7263**
  - **Web Chat (free, encrypted, confidential)**  
Daily, 8:30am-11:00pm.  
Access it at <https://www.verahouse.org>

[www.verahouse.org](http://www.verahouse.org)

*Vera House is a comprehensive domestic and sexual violence service agency providing shelter, advocacy, and counseling services for women, children & men, education and prevention programs and community coordination.*

Services include:

- ❖ 24-hour Crisis & Support Line/Web Chat
- ❖ Emergency Shelter
- ❖ Advocacy (short term supportive and educational counseling, support groups, safety planning, legal advocacy, and linkages to community resources)
- ❖ Assistance at Family Court with Orders of Protection
- ❖ New Directions Rape Crisis & Sexual Assault Services (individual, family and group counseling/therapy, medical advocacy, information and referral for victims of sexual assault)
- ❖ Sexual Assault Nurse Examiner (SANE) Program
- ❖ Pet Foster Care (in cases of Domestic & Sexual Violence and Elder Abuse)

**Vera House Administrative Office**

**(315) 425-0818**

723 James Street, Syracuse, NY 13203

Monday – Friday 8:30 am - 5:00 pm

**Onondaga County Ombudsman**

**(315) 671-5108**

<http://www.ariseinc.org/advocacy-accessibility/ombudsman-program/>

*List of County Ombudsmen:*

<http://www.ltcombudsman.ny.gov/Whois/directory.cfm>

*The Ombudsman Program is an effective advocate and resource for older adults and persons with disabilities who live in nursing homes, assisted living, and other licensed adult care homes. Ombudsmen help residents understand and exercise their rights to good care in an environment that promotes and protects their dignity and quality of life.*

Services include:

- ❖ Advocating for residents by investigating and resolving complaints made by or on behalf of residents;
- ❖ Promoting the development of resident and family councils;
- ❖ Informing government agencies, providers and the general public about issues and concerns impacting residents of long-term care facilities.



## ***Mandated Reporting Information***

There are mandated reporting laws, for suspected or actual incidents of elder abuse by employees in nursing homes and other long-term care facilities, which would be handled by the New York State Department of Health. In residential homes, there is also mandated reporting through the Office for Persons with Developmental Disabilities (OPWDD). APS (Adult Protective Services) is mandated to report suspected crimes to law enforcement.

*There is currently no other mandated reporting for elder abuse in NYS.*

Complaints of elder abuse in a nursing home or long-term care facility can be made to the following NYS agencies:

- **Adult Care Home Reporting:** (866) 893-6772
- **Nursing Home Reporting:** (888) 201-4563  
<http://www.health.ny.gov/facilities/nursing/complaints.htm>
- **CHHA (Certified Home Health Agency) Complaint Line** (800) 628-5972
- **Hospice Complaint Line** (800) 628-5972
- **Hospital Complaint Line** (800) 804-5447
- **Managed Care Complaint Line** (800) 206-8125
- **New York State Justice Center Hotline-** (855) 373-2122  
Protection for people with Special Needs
- **New York State Domestic Violence Hotline** (800) 942-6906
- **New York State Department of Health Report Line** (866) 881-2809  
Toll free in New York – Press Option 6

**\* Please remember that 95% of elderly people live in the community, not in nursing homes or long-term care facilities.**

## ***Information About Reporting to Adult Protective Services (APS)***

### **Notes regarding privacy, civil liability and HIPAA**

Although there is no mandated reporting law for suspected or actual incidents of elder abuse in the community (see prior page), reporting of elder abuse to Adult Protective Services is encouraged and there are protections for those who report in good faith as indicated below:

- NY Social Services Law (§473-b) provides civil immunity to any person who reports in good faith to APS or law enforcement believing that an adult may be endangered or in need of protective services.
- Release of financial information to APS or law enforcement as part of a lawful investigation of possible financial exploitation is authorized by NY Social Services Law (§144-a), NY Banking Law (§4) and the Gramm-Leach Bliley Act (15U.S.C. §6802). See also 2013 guidance at [http://files.consumerfinance.gov/f/201309\\_cfpb\\_elder-abuse-guidance.pdf](http://files.consumerfinance.gov/f/201309_cfpb_elder-abuse-guidance.pdf)
- The HIPAA privacy rule permits covered entities to disclose protected health information to authorized officials such as Adult Protective Services with or without the individual's agreement in order to prevent serious harm to the individual (HIPAA §164.512)

### **Eligibility for Adult Protective Services:**

- Individual must be over the age of 18 and meet all 3 criteria:
  - Physical or mental impairment
  - Inability to meet essential needs or protect oneself from harm
  - No one willing or able to assist responsibly

### **Adult Protective Services MUST**

- Seek the least restrictive environment
- Try to obtain informed consent

### **Adult Protective Services CANNOT \***

- Remove a victim from their home without a court order
- Make medical decisions on their behalf without guardianship over the person
- Sign a person into a nursing home without guardianship over the person
- Take immediate action (not an emergency provider – call 911 in case of emergency)

### **Adult Protective Services CAN**

- Go to court seeking: Short-term Involuntary Protective Services Order (STIPSO), Access Order, and/or Order of Protection

\* Limited exception in case of lack of mental capacity or life-threatening illness. Very rare circumstance and must be proven in court

## **Elder Abuse Screening Tool**

### Elder Abuse Suspicion Index<sup>©</sup> (EASI)<sup>1</sup>

<b>ASK CLIENT ▶ Within the last 12 months:</b>			
1. Have you relied on people for any of the following: bathing, dressing, shopping, banking, or meals?	YES	NO	Did not answer
2. Has anyone prevented you from getting food, clothes, medication, glasses, hearing aids or medical care, or from being with people you want to be with?	YES	NO	Did not answer
3. Have you been upset because someone talked to you in a way that made you feel shamed or threatened?	YES	NO	Did not answer
4. Has anyone tried to force you to sign papers or to use your money against your will?	YES	NO	Did not answer
5. Has anyone made you afraid, touched you in ways that you did not want, or hurt you physically?	YES	NO	Did not answer
6. <b>OBSERVE:</b> Elder abuse may be associated with findings such as: poor eye contact, withdrawn nature, malnourishment, hygiene issues, cuts, bruises, inappropriate clothing, or medication compliance issues. Did you notice any of these today or in the last 12 months?	YES	NO	Not sure

The EASI was developed to raise a doctor’s suspicion about elder abuse to a level at which it might be reasonable to propose a referral for further evaluation by social services, adult protective services, or equivalents. While all six questions should be asked, a response of “yes” on one or more of questions 2-6 may establish concern. The EASI was validated for asking by family practitioners of cognitively intact seniors seen in ambulatory settings. Questions 1-5 are asked of the patient. Question 6 is answered by the Doctor.

1 © The Elder Abuse Suspicion Index (IASI) was granted copyright by the Canadian Intellectual Property Office (Industry Canada) February 21, 2006. (Registration # 1036459)

## ***Safety Planning and Shelter***

Is victim safe?

**No:**

- If an emergency, call 911.
- Safety plan and explore shelter if necessary
  - Call the Vera House 24-Hour Crisis and Support Line at **(315) 468-3260**  
**(Shelters women AND men)**
  - Men may also go directly to seek shelter at:
    - Catholic Charities Men's Shelter – 1074 S. Clinton Street – (315) 423-1937, (can walk-in after 5:00pm)
    - Rescue Mission-155 Gifford Street – (315)472-6251 (7:00am – 5:00pm)
  - Women (and families) may also go to the 2<sup>nd</sup> floor of the Civic Center during regular business hours (8:30 am – 4:00 pm)
  - Call Help Line **if not during office hours** **211**
    - After hours, individuals/families will generally be placed at the Salvation Army Family Shelter, Women's Shelter, Rescue Mission, or Dorothy Day House.
      - **Salvation Army Family Shelter – 749 S. Warren St M-F 8:30am-5pm, (315) 479-1332**
      - **Salvation Army Women's Shelter – 664 W. Onondaga St. M-F 8:30am - 5:00pm, (315) 472-0947**
      - **Men's Rescue Mission -155 Gifford St., (315) 472-6251**
      - **Dorothy Day House -1654 W. Onondaga St – no male children over age 10, case by case basis, (315) 476-0617**
    - After office hours, families may also go directly to the Salvation Army Family Shelter.
    - Individuals/families that get into shelter after 4:00pm **must** report to DSS the following business morning to be placed in the most appropriate location.
    - **DSS located at 421 Montgomery Street, (315) 435-8227.**
    - **Due to COVID-19 - If you would like to apply for TA/Emergency Assistance/SNAP/HEAP/Daycare must call (315) 435-2700 M-F 8:00am-4:00pm**

### **Important Emails:**

- TA Intake/Applications – [TA-SNAPIntake@dfa.state.ny.us](mailto:TA-SNAPIntake@dfa.state.ny.us)
- TA Undercare/Open Cases – [TADocs@dfa.state.ny.us](mailto:TADocs@dfa.state.ny.us)
- SNAP/Applications – [TA-SNAPIntake@dfa.state.ny.us](mailto:TA-SNAPIntake@dfa.state.ny.us)
- SNAP/Open Cases – [SNAPDocs@dfa.state.ny.us](mailto:SNAPDocs@dfa.state.ny.us)
- HEAP – [HEAPDocs@dfa.state.ny.us](mailto:HEAPDocs@dfa.state.ny.us)
- DAYCARE – [DayCareDocs@dfa.state.ny.us](mailto:DayCareDocs@dfa.state.ny.us)

Those applying for SNAP benefits (food stamps) can apply by going to [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)

## Yes:

As soon as possible:

- If financial abuse is suspected, contact banks and cancel accounts, ATM and joint accounts, check Power of Attorney, Health care proxy and other legal documents
- Safety Plan

- Provide referrals to:

**Onondaga County Department of Adult and Long-Term Care Services**

- ***Adult Protective Services*** (315) 435-2815

- ***Office for Aging*** (315) 435-2362

*AND/OR*

- **Vera House 24-Hour Crisis & Support Line** (315) 468-3260

## Services Determined by Age

(Eligibility depends on program)

Contact Office for Aging

(315) 435-2362

### Prior to age 60:

- Health Insurance Information, Counseling, and Assistance Program (HIICAP)
- Medicare Coverage (usually age 65, special conditions can be younger)
- Medicare Savings Program

### In addition to above, at age 60 for:

- Expanded In-Home Services for Elderly (EISEP)
- Free Tax Preparation
- Home Energy Assistance Program (HEAP)
- Home Delivered Meals
- Information about Transportation Programs
- Meals at Senior Dining Sites
- Medical Assistance (MEDICAID)
- Supplemental Nutrition Assistance Program (SNAP) benefits
- Telephone Lifeline Discount
- Weatherization Referral Assistance Program (WRAP) via P.E.A.C.E.
- STAR exemption if live in their own home

### In addition to above, at age 62 for:

- Retirement Social Security Payments (see program requirements)

### In addition to above, at age 65 for:

- EPIC Pharmaceutical Coverage
- Real Estate Tax Exemption
- Supplemental Security Income (SSI)
- Enhanced START exemption – homeowners living in primary residence with income 88,050 or less

# SPECIALIZED COMMUNITY RESOURCES

## ***Adult Day Programming***

Includes Social Model Adult Day Programs and Medical Model Adult Day Programs.

### **Adult Day Programs**

*Adult day programs provide a variety of services including recreational and social activities, meals, personal care, physical and occupational therapy and counseling. Some programs specialize in caring for frail older adults in need of supervision such as those with Alzheimer's disease. Many programs provide transportation. Adult day programs may be appropriate for a person whose needs are ordinarily met by their own family, especially when those family members may work outside the home but are generally home in the evenings and on weekends or who simply need a break during the week.*

### **1. Social Model Adult Day Programs**

*Social model adult day programs provide social interaction, activities and meals in a supervised setting. Although social programs do not have medical care, staff in Social Day Programs maintain close contacts with the participant's caregiver in order to report observed changes in physical, mental or emotional condition.*

- **Eldercare Social Adult Day Program (Nascentia Health)** (315) 477-4663  
1050 West Genesee Street, Syracuse, NY 13204  
<https://nascentiahealth.org/community-programs-education/adult-social-day-program/>  
*Offers individuals with long-term care needs a safe, protective home-like environment. Provides a variety of health, social and supportive services, and meals and snacks.*
- **Keepsake Village at Greenpoint** (315) 451-4567  
138 Old Liverpool Road, Liverpool NY 13088
- **North Area Adult Respite Center** (315) 695-2234  
(Located in Andrews Memorial United Methodist Church)  
106 Court Street – Steckel Hall, North Syracuse, NY 13212 (315) 457-9443
- **Salvation Army Social Day Program** (315) 479-1313  
749 South Warren Street, Syracuse NY 13202  
<http://syracuse.ny.salvationarmy.org/SyracuseNY/Seniors>  
*Nutritionally balanced breakfasts and hot lunches are available for all participants. Seniors have the choice to participate in many activities. Support is provided for full participation by frail elderly who are at risk for institutionalization and/or nursing home care. Available services include transportation, referral to case management services and other community resources, assistance on outings and trips, and caregiver support/assistance. A full time Nurse LPN is on the Senior Center staff.*
- **Self-Direct Social Adult Day Program “Without Walls.”** (315) 635-5374  
80 Smokey Hollow Road, Baldwinsville, NY  
<http://www.selfdirectsocialday.com>

- **Silver Fox Senior Social Club** (315) 635-5335  
 22 E. Genesee Street, Baldwinsville NY 13027  
[www.silverfoxseniors.org](http://www.silverfoxseniors.org)  
*Provides an environment specifically designed to address the daily needs of today's seniors. Offers professional day services for senior men and women in a "Club" setting, while providing an alternative for caregivers. M-F 7:30am – 6:00pm*
- **St. Camillus Social Day** (315) 703-0740  
 813 Fay Road, Syracuse NY 13219  
 Monday – Friday 7:30 am - 5:00 pm  
<http://www.st-camillus.org/programs-services/community-based-services/>  
*Serves adults 18 and older with neurological impairments, such as stroke, traumatic brain injury (TBI), and chronic illness, such as Parkinson's disease. Program provides full/half day care, meals, oversight of health and personal care, modified activities for individuals with cognitive and psychosocial impairments, coordination of social, coordination of group and individuals activities, and assistance with transportation.*
- **Winds of Agape Social Adult Day Program** (315) 425-0547  
 1414 Grant Blvd., Syracuse, NY 13208  
*Provides services for individuals with TBI, stroke, mild dementia and respite care*

### **Medical Model Adult Day Care**

*Medical Model Adult Day Care programs are staffed with at least one registered nurse to administer medicine and perform routine medical tasks, a social worker, therapists and other professional staff, as well as physician back up when needed. Medical model programs must have an affiliation with a licensed nursing home.*

- **Day Away Program** (315) 475-1641  
 Central Park Rehabilitation & Nursing Center  
 116 Martin Luther King East, Syracuse NY 13205  
 Monday – Friday 7:00 am – 5:00 pm  
<http://centralparkrehab.com/adult-day-care-program/day-away-program/>  
*Provides individuals with supervised recreational activities such as entertainment, daily exercise, cognitive stimulation activities and more to provide individuals with the opportunity to socialize. Other services include: nursing care, therapy, meeting dietary needs, social work, medical, transportation, and hairdresser (at an additional cost). Located with a nursing home*
- **Loretto – Daybreak Adult Medical Day Program** (315) 498-4405  
<http://www.lorettodaybreak.org/>  
 700 East Brighton Ave., Syracuse NY 13205  
 Sunday – Friday 8:00 am – 4:00 pm  
*Daybreak is designed to help adults maintain their highest level of independence while continuing to live in their community. Services include medication management, nutritional services, PT/OT/Speech therapy, personal care, recreational activities, and coordination of transportation. Program participants must be 21 years of age or older and have a medical need in order to qualify for the services provided*



by Daybreak, which are covered by Medicaid and attend Daybreak for a minimum of five hours per day, six days per week.

- **Loretto - Sedgwick Heights** (315) 475-4388  
<http://www.lorettocny.org/locations/sedgwick-heights>  
1100 James Street, Syracuse NY 13203  
*Open 7 days per week 8 am—4 pm and all holidays except for Thanksgiving and Christmas. Services: nursing, medication assistance, skill training and education, rehabilitative therapies, nutritional counseling and a hot lunch, personal care, recreational activities including weekly community outings, wellness programs, hairdresser, case management and psychological services. Medicaid, sliding scale fee, private insurance and self-pay. Offers Adult Home Program, Assisted Living Program, Respite Stay, No Day Program.*
  
- **Loretto - PACE CNY** (315) 452-5800  
700 E. Brighton Avenue, Syracuse, NY 13205  
<http://www.lorettocny.org/pace-cny>  
*PACE CNY provides a wide spectrum of care and services to individuals' age 55+ who would otherwise qualify for nursing home care. From primary care physicians and nurse practitioners to social workers and dietitians, the PACE CNY team can provide home care services in the participant's home, day health centers, hospitals or long-term facilities, if needed. On-call health care coverage by doctors and nurses is available 24 hours a day, 7 days a week, 365 days a year.*
  - **Day Center North-Sally Coyne Center** (315) 452-5800  
100 Malta Lane, North Syracuse NY 13212
  - **Day Center South-McAuliffe Center** (315) 452-5800  
115 Creek Circle, East Syracuse NY 13057
  
- **Rothschild Adult Day Health Services** (315) 446-9111  
Menorah Park Campus  
4101 East Genesee Street, Syracuse NY 13214 ext. 128 or 137  
<http://menorahparkofcny.com>  
*Provides individuals with the opportunity to participate in a comprehensive health program. It offers structured, supervised health, nursing, recreational, social, nutritional, rehabilitation and social work services. Program runs M-F, 9 am to 3 pm. Evenings and Sundays available. Physician's referral and physical needed for eligibility. In-home assessment. Wheelchair accessible, Interpreters provided as available. Set fee, sliding scale, Medicaid, private insurance or self-pay.*
  
- **St. Camillus Adult Day Health Program** (315) 703-0740  
813 Fay Road, Syracuse NY 13219  
Monday – Friday 8:00 am – 4:00 pm  
<http://www.st-camillus.org/programs-services/community-based-services/>  
*Provides medical, therapeutic, social/recreational and support services. Program includes medical and case management, physical/occupational/speech therapies, nutrition, language therapy, audiology, dental, podiatry, hairdresser, socialization. Must be in need of health services and over age 16 that do not require constant supervision. Set fee, sliding scale available, Medicaid, private insurance, self-pay.*

- **St. Joseph's PROS Program**

**(315) 703-2773**

(Personalized Recovery Oriented Services)

742 James Street, Syracuse NY 13203

<http://www.sjhsyr.org/pros>

*Group based comprehensive, recovery-oriented program. Typically reimbursed via Medicaid or Medicare. Services include community rehabilitation, support services, intensive rehabilitation, ongoing rehabilitation and support, and mental health treatment.*

## **Assistance in the Home**

Home care services are intended to allow people to remain in their own homes and in the community for as long as possible. Services such as home health or personal care are brought into the home through a certified or licensed home health care agency. Other services, such as companion care or friendly visitors which offer supervision and socialization are also available as in-home services.

### **Onondaga County Department of Adult and Long-Term Care Services- Office for Aging**

- **NY Connects** (315) 435-1400

<http://www.ongov.net/nyconnects/>

*Trained **NY Connects** Information and Assistance Specialists link individuals of all ages, and their caregivers, with long term services and supports. These services and supports are designed to help the individual maintain independence to the fullest extent possible, regardless of payment source.*

- **Expanded In-Home Services for the Elderly (EISEP)** (315) 435-2362

<http://www.ongov.net/aging/eisep.html>

*The Expanded In-Home Services for the Elderly program helps elders and their families delay or avert costly and premature placement in nursing facilities by combining case management services and non-medical supportive services. The program targets frail elders with chronic physical and/or mental impairments who are not Medicaid eligible.*

#### **Services include:**

- Case Management - case managers conduct comprehensive client assessments that identify the client's level of impairment, unmet needs and financial status. In-home, community, and private services are then arranged in order to meet the individual needs of each participant. A financial assessment is done and is used to determine individual "cost-share" levels.
- Personal Care – hands-on assistance with bathing, dressing and toileting.
- Light Housekeeping—cleaning of the bathroom/kitchen, removing garbage, and laundry
- Consumer Directed In-Home Services - assists consumers with hiring a personal attendant of their choosing.
- Respite Services- Social Day Care- for clients with dementia or Alzheimer’s disease. Allows full-time caregivers time off to catch up with shopping, household tasks, appointments, etc.
- Ancillary Services- Emergency response systems are available for clients who live alone and have been identified as “at-risk” of falling. EISEP may also provide “on-loan” adaptive equipment such as electric lift chairs.

- **Neighborhood Advisor Program**

**(315) 435-2362**

<http://www.ongov.net/aging/neighborhood-advisors.html>

*Trained advisors will go to a senior's home or meet with them at a community or senior center. These outreach workers, assigned to specific geographic areas, provide information and assistance to older adults and their families. Advisors match benefit programs with the older adult's financial and social circumstances and help them apply to the appropriate programs. Advisor's help promote awareness of community services, make referrals and connect individuals and their families with services, and will follow up to be sure services are received. This is a free and confidential service.*

**PACE CNY**

**(315) 452-5800**

700 E. Brighton Avenue, Syracuse, NY 13205

[www.pacecny.org](http://www.pacecny.org)

*The purpose of PACE CNY is to provide a wide spectrum of care and services to individuals who would otherwise qualify for nursing home care. From primary care physicians and nurse practitioners to social workers and dietitians, the PACE CNY team can provide home care services in the participant's home, day health centers, hospitals or long-term facilities, if needed. On-call health care coverage by doctors and nurses is available 24-hours a day, 7 days a week, 365 days a year.*

**Senior Companion Program - Interfaith Works**

**(315) 449-3552**

1010 James Street, Syracuse NY 13203

ext. 110

<http://www.interfaithworkscny.org/programs/senior/>

*Volunteer outreach program of friendly visitors/companions offering socialization and advocacy for isolated older adults. The companions provide friendship and companionship, alerts physicians and/or family members of potential problems, and assist individual with shopping, meal preparation, and other services to help individuals remain healthy and independent in their home. M-F 8:30am-5:00pm.*

**Visiting Nurse Service of New York – Partners in Care Program**

**(888) 735-8913**

<https://www.vnsny.org/how-we-can-help/private-care-services/about-partners-in-care/>

*full range of home care services, personal care or companionship to around-the-clock care. Home care, private care, hospice and palliative care.*

## **Certified Home Health Care**

*A certified home health care agency, or CHHA, is a licensed home health care agency that is certified by both Medicare and Medicaid. The services offered by a certified agency are medical and include nursing care, home health aides, physical therapy, occupational therapy, speech therapy, nutrition assistance, social work and respiratory therapy.*

- **HCR Home Care** (315) 280-0681  
6007 Fair lakes Rd., Ste 200, East Syracuse, NY 13057  
<https://hcrhealth.com/>
- **Kindred at Home** (previously Gentiva) (315) 461-0209  
200 Elwood Davis Road, Liverpool, NY 13088  
<https://www.kindredhealthcare.com/locations/home-health/liverpool-ny-2374>
- **St. Camillus Health & Rehabilitation Center** Home Care Services (315) 488-2831  
813 Fay Road, Syracuse, NY 13219 programs/services (315) 488-2951  
<http://www.st-camillus.org/programs-services/home-care/> Admissions (315) 488 – 1500
- **St. Joseph’s Home Health Care** (315) 458-2800  
7246 Janus Park Drive, Liverpool, NY 13088  
<http://sjhomecare.com/>
- **Nascentia Health** (formerly VNA Homecare) (315) 477-4663  
1050 W Genesee Street, Syracuse NY 13204  
<https://www.nascentiahealth.org/>  
*Including CCH Home Care & Palliative Services, Inc. 7 days a week, 8:00am-8:00pm*

### **To determine whether nursing home services are needed:**

#### **Patient Review Instrument (PRI)**

*PRI’s are completed for the purpose of determining the level of care needed. They are completed by Registered Nurses who have had special training and are certified to conduct them. Patients are assessed for the type of assistance they need (medical or custodial) and psychosocial status. They receive a score which indicates the level of care they need. To obtain a PRI, contact any Certified Home Care agency (or the New York Connects Resource Center for nursing home placements only). There may be a service fee.*

## Licensed Home Healthcare Agencies

- **All Metro Health Care** (315) 453-5537  
526 Old Liverpool Road, Suite 1, Liverpool, NY 13088
- **Caregivers** (315) 451-6886  
4202 Long Branch Road, Liverpool, NY 13090
- **Comfort Keepers** (315) 474-0444  
6834 East Genesee St., Fayetteville, NY 13066
- **Dignity Plus, Inc.** (315) 668-9381  
675 South Main St., Central Square, NY 13036
- **Franciscan Health Support** (315) 458-5600  
7246 Janus Park Drive, Liverpool, NY 13088
- **Home Aides of CNY, Inc.** (Division of Nascentia Health) (888) 477-4663  
1050 West Genesee St., Syracuse, NY 13204
- **Integrity Home Care Service** (Division of Centers at St. Camillus) (315) 468-1484  
813 Fay Road, Syracuse, NY 13219
- **Interim Healthcare** (315) 437-4500  
3300 James Street, Suite 201, Syracuse, NY 13206
- **Loretto PACE CNY** (315) 452-5800  
Sally Coyne Center  
100 Malta Lane, North Syracuse, NY 13212
- **Maxim Healthcare Services** (315) 476-0600  
224 Harrison Street, Suite 680, Syracuse, NY 13202
- **Menorah Park Home Health Services** (315) 446-9111  
4101 East Genesee Street, Syracuse, NY 13214
- **Nursecore of Syracuse** (315) 433-9100  
2300 Teall Ave, Syracuse, NY 13206
- **Self-Direct, Inc.** (315) 635-5374  
12 Oswego Street, Baldwinsville, NY 13027
- **Staff Kings** (315) 432-5636  
417 Electronics Parkway, Liverpool, NY 13088

- **VA Hospital Based Home Care Program** (Veterans must be in VA Hospital systems only)
- **Winds of Agape** **(315) 425-0547**  
1414 Grant Blvd, Syracuse, NY 13208

## **Caregiver Services**

### **Onondaga County Department of Adult and Long-Term Care Services- Office for Aging**

- **Caregiver Services** **(315) 435-2362**  
<http://www.ongov.net/aging/caregiver.html> (ext. 4993 or 4994)

*Information and assistance for people caring for older adults, including caregiver family discussions, caregiver training, caregiver support group, respite services, and individual support.*

### **Alzheimer’s Association of CNY**

441 West Kirkpatrick Street, Syracuse NY 13204 **(315) 472-4201**  
<http://www.alz.org/cny>

**24 Hour Helpline: (800) 272-3900**

*Dementia experts are available to answer questions about dementia, Alzheimer’s disease, Chapter services, support groups and community resources. Care consultations may be done to assist individuals with dementia and their families to solve immediate problems and plan for the future. These meetings include the preparation of needs assessments and action plans. Safety services provide national location management systems for people with Alzheimer’s who wander utilizing cutting edge technologies. Education programs are also available. M-F 8:30am -4:30pm*

## ***Financial Exploitation***

### **Consider Reporting to:**

- **Law Enforcement – Local Agency or 911**
- **Onondaga County Department of Adult and Long-Term Care Services  
Adult Protective Services** (315) 435-2815  
Civic Center – 5<sup>th</sup> Floor, 421 Montgomery Street, Syracuse, NY 13202  
Monday – Friday 8:00am - 4:30pm  
<http://www.ongov.net/aps>

Possible services include:

- Assisting individuals in finding someone to manage finances through the Representative Payee Program or other local resources (see below)
- Requesting financial documents from financial institutions
- Requesting an accounting under the Power of Attorney statutes
- Establishing guardianships in certain circumstances
- Connecting with programs such as Medicaid, Social Security, SSI, and SNAP

### **Other local resources:**

- **CNY Services** (315) 435-8207  
<http://www.cnyservices.org/financial>

*The Financial Management Unit (FMU) - Representative Payee Program provides persons with disabilities and individuals over 60 years of age assistance with budgeting and bill paying.*

- **NYS Attorney General Consumer Helpline** (800) 771-7755  
or scams and fraudulent transactions  
[www.ag.ny.gov/](http://www.ag.ny.gov/)
- **NYS Attorney General – Syracuse Regional Office** (315) 448-4800
  - **Consumer Frauds Number:** (315) 448-4848

615 Erie Boulevard West, Suite 102, Syracuse, NY 13204  
Monday – Friday 8:30 am – 6:00 pm  
[www.ag.ny.gov/syracuse-regional-office](http://www.ag.ny.gov/syracuse-regional-office)

- **Syracuse Jewish Family Services Solutions** (315) 446-9111  
4101 East Genesee Street, Syracuse NY 13214  
<http://www.sjfs.org/>  
*Assists seniors and individuals with disabilities to manage household bills and paperwork. Staff can pay household bills, balance bank statements, read and write personal correspondence, and assist with completing applications, insurance forms and other official paperwork. Sliding fee scale.*
- **Vera House** (315) 468-3260  
[www.verahouse.org](http://www.verahouse.org)



## CREDIT REPORTING AGENCIES

- Equifax – 1-800-525-6285 or [www.equifax.com](http://www.equifax.com)
- Experian – 1-888-397-3742 or [www.experian.com](http://www.experian.com)
- TransUnion – 1-800-680-7289 or [www.transunion.com](http://www.transunion.com)
- Annual Credit Report – 1-877-322-8228 or [www.annualcreditreport.com](http://www.annualcreditreport.com)

## NATIONAL RESOURCES

- Cybercrime Support Network – [www.fraudsupport.org](http://www.fraudsupport.org)
- Identity Theft Resource Center (ITRC) – 1-888-400-5530 or [www.idtheftcenter.org](http://www.idtheftcenter.org)
- Federal Trade Commission (FTC) – 1-877-438-4338 or [www.ftc.org](http://www.ftc.org)

## Home Equipment

*Assistive devices are any item or piece of equipment used to maintain or improve a person's functional capabilities. Funding for assistive technology can come from a number of sources including Medicaid, Medicare, private insurance etc.*

### **ARISE**

#### **Medical Equipment Loan Closet**

**(315) 671-2908**

635 James Street, Syracuse, NY 13203

**TTY (315) 479-6363**

<http://www.ariseinc.org/advocacy-accessibility/medical-equipment-loan-closet/>

*Provides various types of medical equipment, including wheelchairs, shower chairs, walkers, crutches, canes, and other specialized medical equipment. Call to find out availability of specific item. Free of charge for people with a disability, no eligibility requirements.*

#### **Access CNY (previously ENABLE)**

**(315) 455-7591**

#### **Project Adapt**

**(315) 410-3336**

1603 Court Street, Syracuse, NY 13208

<https://www.accesscny.org/services/developmental-intellectual-disabilitiesacquired-brain-injuries/project-adapt/>

*Provides medical equipment including wheelchairs and walkers. No fee for services. Covers following counties: Onondaga, Madison, Cayuga, Tompkins, Cortland, and Oswego.*

### **Aurora**

**(315)-422-7263 or TTY/TDD (315) 422-9746**

518 James Street Suite 100, Syracuse, NY 13203

[www.auroraofcny.org](http://www.auroraofcny.org)

*Provides assistive visual and hearing equipment*

#### **The Baldwinsville Female Charitable Society Loan Closet**

**(315) 638-6277**

10 River Street, Baldwinsville, NY

<http://femalecharitablesociety.com/index.php/services/>

*Provides various types of medical equipment, including: wheelchairs, walkers, crutches and canes (available for free loan to all residents of Baldwinsville school district)*

#### **Verizon Center for Customers with Disabilities**

**(888) 262-1999**

[www.verizon.com](http://www.verizon.com)

*Products for people with certified visual, hearing, speech or motion disabilities for lease or purchase.*

# HOME MODIFICATIONS

## Access CNY

**(315) 455-7591**

*Provides environmental modifications to assist in home and workplace alterations that improve accessibility and ease of daily activities. Includes things such as consultations, project design plans, cost estimates and project oversights. May include projects such as ramp construction and repairs, installation of grab bars, construction of custom stairs, bathroom/kitchen modifications, installation of window and door alarms.*

## Arise – Home Access Program

**(315) 472-3171**

*Program to assist mobility impaired people in their homes. Coordinate the installations of handrails, landings and ramps. On-site evaluations and recommendations addressing accessibility issues in residential, community and business facilities.*

## Catholic Charities

**(315) 424-1810**

*Call for registry of contractors who handle carpentry, electrical and plumbing jobs*

## PEACE Inc. Energy and Housing Services

**(315) 470-3315**

*Weatherization services to homeowners and renters in Onondaga County who meet NYS HEAP guidelines*

## Project Fix – Catholic Charities of Onondaga County

**(315) 362-7005**

*Small in-home repairs and maintenance assistance for seniors 60+. Jobs: plumbing, carpentry, home security, improving accessibility, cost to client = materials.*

## Ramp Program – Onondaga County Community Development

**(315) 435-3558**

*Provides financial assistance for improvements within homes occupied by persons with a disability in order to improve accessibility. Ex. Exterior ramps, bathroom/kitchen modifications.*

## Safe Housing Assistance Program for Elderly (SHAPE-UP)

**(315) 435-3794**

*Provides grants up to \$15,000 to people age 62+ and people with disabilities to help with health and safety related home repairs.*

## Housing Options

### **Christopher Community, Inc. (County Section 8)**

**(315) 424 -1821**

990 James Street, Syracuse, NY 13203

**TTY: (800) 662-1220**

<http://www.christopher-community.org/>

*Christopher Community is a non-profit development and management company specializing in housing for seniors, families, and people with disabilities in Upstate New York. M-F 8:00am-4:00pm.*

### **Department of Social Services – Economic Security**

- **Adult Services Housing Coordinator** **(315) 435-2700**  
Civic Center 2<sup>nd</sup> floor – 421 Montgomery Street, Syracuse, NY 13202  
Hours: Monday-Friday 8:00am- 4:00pm. [www.ongov.net](http://www.ongov.net)
- **Emergency Assistance for Adults receiving SSI -** **(315) 435-2700**  
Civic Center 2<sup>nd</sup> Floor – 421 Montgomery Street, Syracuse, NY 13202  
Hours: Monday-Friday 8:00am- 4:00pm. prompt 3, ask for Supervisor of the day

<http://www.ongov.net/dss/ea.html>

### **Loretto System**

**(315) 469-5570**

[www.loretto-cny.org](http://www.loretto-cny.org)

*Provides information about senior services available through the Loretto system.*

### **Syracuse Housing Authority – Housing for the Elderly and Disabled**

516 Burt Street, Syracuse NY 13202

**(315) 475-6181**

<http://syracusehousing.org>

- **Housing Assistance Payments Program (City Section 8)** **(315) 470-4400**  
Syracuse Housing Authority  
312 Gifford Street, 9<sup>th</sup> floor  
Syracuse 13204  
(due to COVID, process changes, email [lhamilton@syrhousing.org](mailto:lhamilton@syrhousing.org))
- **North Syracuse Housing Authority)** **(315) 458-7077**  
110 Singleton Avenue.  
North Syracuse 13212  
M-Th 8:00am-5:00pm, Fridays 8:00am – 12:00noon

## ***Legal Assistance and/or Advocacy***

### **District Attorney's Office**

**(315) 435-2470**

505 South State Street (4<sup>th</sup> Floor), Syracuse, NY 13202

[http://www.ongovda.net/section/meet\\_the\\_da/](http://www.ongovda.net/section/meet_the_da/)

### **Hiscock Legal Aid Society**

**(315) 422-8191**

351 South Warren Street, Syracuse, NY 13202

[www.hiscocklegalaidsociety.org](http://www.hiscocklegalaidsociety.org)

### **Legal Aid Society of Mid New York**

**(315) 703-6600**

221 South Warren Street, Suite 310, Syracuse, New York 13202

<http://www.lasmny.org/>

### **Legal Services of CNY**

**(315) 703-6500**

**TTY (866) 475-9967**

221 South Warren Street, Suite 300, Syracuse, New York 13202

<http://www.lscny.org/>

### **Neighborhood "Talk to a Lawyer" Program**

**(315) 471-3409**

Volunteer Lawyers Project of Onondaga County, Inc.

For a current list of locations please see link below. Please note the dates and times vary and are listed in the link.

<https://www.onvlp.org/get-help/community/talk-to-a-lawyer-clinics/>

**Auburn Seymour Library – 1<sup>st</sup> & 3<sup>rd</sup> Thursday, 12:00pm-1:30pm**

**Catholic Charities Men's Shelter – 2<sup>nd</sup> & 4<sup>th</sup> Wednesday, 5:00pm-7:00pm must be resident of shelter**

**Cayuga Tel-Law – 2<sup>nd</sup> & 4<sup>th</sup> Thursday, 12:00pm-2:00pm**

**Central Library | Onondaga County Public Library – 2<sup>nd</sup> & 4<sup>th</sup> Thursday 12:00pm-1:30pm**

**East Syracuse Free Library – every Wednesday, 5:30pm-7:30pm**

**Fulton Catholic Charities – 2<sup>nd</sup> Monday, 12:00pm – 1:00pm**

**McKinley-Brighton Elementary School – 2<sup>nd</sup> Tuesday, 2:00pm-4:00pm**

**North Syracuse Library – 2<sup>nd</sup> & 4<sup>th</sup> Monday, 6:00pm-7:30pm**

**Oswego Public Library – 4<sup>th</sup> Monday, 4:15pm – 6:15pm**

**Oswego Tel-Law – 1<sup>st</sup> & 3<sup>rd</sup> Monday, 12:00pm-2:00pm**

**Samaritan Center – 1<sup>st</sup> & 3<sup>rd</sup> Tuesday, 3:00pm – 4:30pm**

**Samaritan Center – 3<sup>rd</sup> & 4<sup>th</sup> Thursday, 7:30am – 9:30am**

**Syracuse Rescue Mission – every Tuesday, 12:00pm – 1:00pm**

**Syracuse Tel-Law – every Wednesday, 1:00pm-3:00pm (speak directly with lawyer, 315-579-2575)**

**White Branch Library- every Thursday, 4:30pm – 6:00pm**

**Westcott Community Center – every Thursday 5:30pm-7:30pm**

### **Onondaga County Bar Association**

**(315) 471-2667**

<https://www.onbar.org/>

- **Lawyer Referral Service**

**(315) 471-2690**

*A referral specialist will connect you with an attorney familiar with your legal issue. The attorney will provide a telephone consult and further advise how the attorney will charge for his/her services.*

- **Volunteer Lawyers Project** (315) 471-3409  
221 South Warren Street, Suite 320, Syracuse, NY 13202  
<http://www.onbar.org/volunteer-lawyers-project/>

**Onondaga County Ombudsman Coordinator** (855) 582-6769

<http://www.ltcombudsman.ny.gov/>

*The Ombudsman protects the health, safety, welfare, human and civil rights of the people living in nursing homes and adult care facilities. They should not be contacted for seniors living in the community.*

**Syracuse University Elder Law Clinic** (315) 443-4582

<http://law.syr.edu/academics/clinical-experiential/clinical-legal-education/elder-law-clinic/>

*The Elder Law Clinic seeks referrals from the Onondaga County area during the academic year (August to May). Issues of interest include elder abuse and financial exploitation, Medicaid, Medicare, home health care, advance directives, and potentially housing and consumer issues. Income guidelines are 250% of poverty level, with some flexibility.*

**Vera House**

<http://www.verahouse.org/programs-and-services/advocacy-program>

- **Vera House Advocacy Program** (315) 468-3260  
*Provides legal advocacy as well as short term supportive and educational counseling, safety planning support groups, and linkages to other community resources.*
- **Monday Night Legal Clinic** (315) 468-3260  
*The Onondaga County Women's Bar Association offers consultations with attorneys who are knowledgeable about legal issues related to abuse. The service is available for individuals not currently represented by an attorney or those who have not used the service before. One-time appointment only.*
- **Family Court Volunteer Assistance** (315) 468-3260  
*Provides assistance preparing petitions for Temporary Orders of Protection and Custody. Offers information and referrals, and in some cases, advocacy in Family Court. An office is located in Room 101, at the Onondaga County Courthouse. Accepts walk-ins on a first come, first served basis.*

## ***Meals and Nutrition***

### **Onondaga County Department of Adult & Long-Term Care Services- Office for Aging**

**(315) 435-2362**

#### **1. Meals on Wheels (MOW)**

*Meals on Wheels (including special diets) are provided to those who are incapacitated and unable to shop, cook or prepare their own meals. Area meals on wheels contract with our office to provide meals to those who are at risk of poor nutrition. Comprehensive in-home assessments are conducted in order to link clients with additional services, as needed. The suggested contribution of \$4.00 (for two meals) is returned to the program to expand the total number of meals served.*

<http://www.ongov.net/aging/home-delivered-meals.html>

- **Meals on Wheels of Eastern Onondaga County, Inc.** **(315) 637-5446** 7248  
Highbridge Road, Fayetteville, NY 13066  
Serves: Bridgeport, DeWitt, Fayetteville, Jamesville, Kirkville, Manlius, Pompey, Fabius, Tully/Lafayette area; \$6.50/double meal (hot lunch & cold dinner)  
<http://mealsonwheelseastonondaga.org/>
- **Jewish Family Services - Kosher Meals on Wheels** **(315) 446-9111**  
4101 East Genesee Street, Syracuse 13214  
Serves those who keep Kosher; \$9.00/double meal  
<http://sjfs.org/page/view/kmow-39.html>  
ext. 256
- **Meals on Wheels of Syracuse, Inc.** **(315) 478-5948**  
300 Burt Street, Syracuse, NY 13202  
Serves: City of Syracuse, Onondaga Nation, Nedrow, Skaneateles, and Jordan-Elbridge; \$7.75/double meal. Assistance available under circumstances.  
[www.meals.org](http://www.meals.org)
- **North Area Meals on Wheels, Inc.** **(315) 452-1402**  
413 Church Street, North Syracuse 13212  
Serves: Cicero & North Syracuse school district; Brewerton, Town of Clay and Town of Salina south of John Glenn Blvd.; \$8.00 per day, two meals delivery required. Assistance available under circumstances.  
[www.namow.org](http://www.namow.org)

Three other MOW programs provide meals on a "private pay" basis

- **Baldwinsville Meals on Wheels** **(315) 638-2171**  
 76 Canton Street, Baldwinsville, NY 13027  
 Serves: Town of Lysander/Van Buren, Town of Salina North of John Glenn  
[Ladydm13@yahoo.com](mailto:Ladydm13@yahoo.com)
- **East Syracuse-Minoa** **(315) 463-5972**  
 823 Franklin Park Drive, East Syracuse, NY 13057
- **ECHO Meals on Wheels West** **(315) 487-2878**  
 4600 West Genesee Street, Syracuse, NY 13219  
 Serves: Camillus, Geddes, Marcellus, Onondaga and Solvay

**2. The Senior Nutrition Services** **(315) 435-2362**

<http://www.ongov.net/aging/nutrition.html>

*Provides city and county residents age 60 and older with nutritious meals that meet at least one-third of the daily. Nutrition counseling and education also available. Recommended Allowances per meal. Reservations are requested. Contact site of interest listed below.*

**3. Senior Dining Sites** **(315) 435-2362**

*Senior dining is available at a large number of locations in Onondaga County. Individual locations along with days and hours of service and contact numbers are listed at:*

<http://www.ongov.net/aging/senior-dining.html>

<b>PEACE, INC</b>	<b>315-470-3331</b>	<b>MEALTIMES</b>
Bob Cecile Senior Center – 176 W. Seneca Turnpike	315-473-2678	Monday – Friday at Noon
Brighton Towers Apartments, 821 Brighton Ave	315-424-1831	Tuesday & Thursday, Noon
Camillus Senior Center, 27 First Street Camillus	315-672-3163	Monday – Friday, Noon
Canton Woods Senior Center, 76 Canton Street, Baldwinsville	315-638-4536	Monday, Wednesday, Friday Noon
Cicero Senior Center, 5924 Lathrop Road, Cicero	315-452-3298	Monday, Tuesday, Friday Noon



Clover Corner, 405 Gifford Street, Syracuse	315-476-3157	Monday – Friday, Noon
DeWitt Community Center, 148 Sanders Creek Parkway	315-446-9250 x 127	Tuesday & Wednesday, Noon
Dunbar Center, 1453 South Salina Street	315-760-3155	Monday, Wednesday, Friday Noon
Eastside Family Resource Center, 202 S. Beech Street	315- 470- 3325	Wednesday & Friday, Noon
Eastwood Senior Center, 410 South Midler Ave	315-437-4011	Tuesday, Wednesday, Friday Noon
Fay Road Baptist Church, 750 Fay Road	315-468-2071	Tuesday Noon, closed in summer
Foster Grandparents, Eastwood Sr. Center, 401 S. Midler Ave	315-427-4011	Monthly
Herman Street, 121 Herman Street, East Syracuse	315-952-0038	Monday & Wednesday, Noon
Jordan Elbridge Community Center, 238 East Main St. Rt, 31 Jordan	315-689-3431	Friday & Every 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> Tuesday, Noon
Limestone Community Center, 7626 Highbridge Rd, Manlius	315-682- 7001	Monday & Wednesday, Noon
Liverpool Methodist Church, 604 Oswego Street	315-457-5180	Monday, Noon
Magnarelli Center @ McChesney Park, 2308 Grant Blvd	315-473-2673	Monday and Wednesday, Noon
Marcellus United Methodist Church, 1 Slocombe Ave, Marcellus	315-673-2533	Thursday, Noon
Meadow Apartments, 3490 Meadowbriar Lane, B'Ville	315-635-6125	Tuesday & Thursday, Noon
Norstar Apartments Community Room, 4784 Norstar Blvd, Clay	315-457-4777	Thursday & Friday, Noon
North Syracuse Community Ctr., 700 South Bay Road, N. Syracuse	315-458-4763	1 <sup>st</sup> Thursday at Noon

Onondaga Senior Center, 4834 Velasko Road	315-469-3464	Monday – Thursday, Noon
Providence House Apartments, 1700 W. Onondaga Street	315-424-1804	Monday – Friday, Noon
Ross Towers, 710-712 Lodi Street	315-473-8506	Monday, Wednesday, Friday Noon
Salina Civic Center, 2826 LeMoyne Ave	315-424-1810	Monday - Friday Noon
Skaneateles Community Center, 97 State Street, Skaneateles	315-685-5607	Wednesday, Noon
Solvay Masonic, 780 Woods Road, Solvay	315-487-0596	Monday, Noon
Toomey Abbott Towers, 1207 Almond Street	315-428-0180	Tuesday & Thursday, Noon
Town of Clay Senior Center, 4948 County Rte 31	315-652-3800	Wednesday, Noon (closed summers)
Tully United Community Church, 5872 Meetinghouse Rd, Tully	315-696-8066	Tuesdays, Noon
United Church of Christ, 215 Blackberry Road, Liverpool	315-652-6769	Friday, Noon
Valley Vista Apartments, 122 West Seneca Turnpike	315-469-4100	Wednesday, Noon
Villa Scalabrini Apartments, 825 East Willow Street	315-472-3142	Tuesday & Thursday, Noon
Vinette Towers, 907 Pond Street	315-473- 8504	Tuesday, Thursday & Friday Noon
Westcott Community Center, 826 Euclid Ave	315-478-8634	Monday- Friday, Noon
<b>SALVATION ARMY</b>	<b>315-479-1309</b>	<b>MEALTIMES</b>
Senior Adult Center, 749 West Warren Street	No reservation required – for those 60 years old or older	Monday – Friday, Breakfast & Lunch
<b>JEWISH COMMUNITY SENIOR CENTER</b>	<b>315-445-2360</b>	<b>MEALTIMES</b>

Jewish Community Senior Ctr, 5655 Thompson Rd, DeWitt	<b>Reservations required 24 hours in advance</b>	Monday – Friday Noon, Summers, Monday @ 5:00pm Kosher Meals Provided – suggested donation \$4 for those over 60, those under \$5.
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#### **4. FREE MEAL SITES – no reservation needed, all ages welcome**

- **Assumption Daily Sandwich Program/Soup Kitchen**  
810 South Salina Street, Syracuse, NY 13208  
Lunch – Monday – Sunday 11:00am – 1:00pm  
Dinner – Monday - Friday 4:00pm – 5:00pm
  
- **Hopps Memorial Church Soup Kitchen**  
1110 South State Street, Syracuse, NY 13202  
Lunch – Wednesday – Friday 11:30am
  
- **Payton Temple Soup Kitchen**  
1816 Midland Ave, Syracuse, NY 13205  
Lunch – Saturday 12:00pm-1:00pm
  
- **Rescue Mission Soup Kitchen**  
120 Gifford Street, Syracuse, NY 13202  
Breakfast – Monday – Friday 7:30am – 8:30am  
Lunch – Friday – Sunday 1:30pm-2:30pm  
Dinner – Monday – Thursday 3:30pm-4:30pm Except Holidays
  
- **Samaritan Center**  
215 North State Street, Syracuse, NY 13202  
Breakfast – Monday – Friday 7:30am -8:30am  
Afternoon Meal – Monday – Thursday 3:30pm-4:30pm  
Friday, Weekends and Holidays 1:30pm-2:30pm
  
- **Southside Church of Christ Soup Kitchen**  
1327 West Colvin ST, Syracuse, NY 13207  
Lunch – Saturday 11:30am – 2:00pm
  
- **St. Lucy's**  
432 Gifford Street, Syracuse, NY 13204  
Lunch – Wednesday 11:00am – 1:00pm

**5. Senior Farmers Market Nutrition Program**

**(315) 435-2362**

<http://www.ongov.net/aging/farmers-market-coupons.html>

*Farmers Market coupon booklets, redeemable for New York State grown fruits and vegetables, are distributed at community locations to eligible seniors. Farmers Markets in our county and the Farm Fresh Mobile Market participate with us in this federally funded program. To be eligible - you must be 60 years of age or older and meet income guidelines (which change annually). One coupon booklet per year per household is allowed.*

*Participating Farmers Markets in Onondaga County:*

- **Fayetteville Farmers Market**  
Fayetteville Town Center  
504 Burdick Street, Fayetteville NY 13066
  
- **Liverpool/Bayberry Plaza Farmers Market** **(315) 437-1899**  
Bayberry Plaza Lot  
Blackberry & Oswego Roads (Rt 57) Liverpool, NY 13088  
Wednesdays 7:00am – 6:00pm  
Ext. 222
  
- **Skaneateles Farmers Market** **(315) 685-6427**  
Austin Park Pavilion  
1 East Austin Street, Skaneateles, NY 13152  
Thursdays 3:30pm- 6:30pm/Saturdays 10:00am- 1:00pm
  
- **Syracuse/Central New York Regional Market** **(315) 422-8647**  
2100 Park Street, Hiawatha Road., Syracuse NY 13208  
Thursdays 10:00am- 5:00pm  
Saturdays/Sundays 7:00am- 2:00pm
  
- **Syracuse Downtown Farmers Market** **(315) 422-8284**  
100 Clinton Square, Syracuse NY 13202  
Tuesdays 7:00am- 3:00pm
  
- **Syracuse Eastside Farmers Market** **(315) 876-8872**  
Westcott Community Center  
826 Euclid Avenue, Syracuse NY 13210  
Wednesdays 2:00pm- 6:00pm

## **List of Food Pantries in Onondaga County**

**All Faiths Food Pantry:** 406 Court St., Syracuse, NY

**Apostolic Church of Christ Food Pantry:** 347 Cortland Ave., Syracuse, NY

**Assumption Church Food Pantry:** Assumption Church Food Pantry and Soup Kitchen, 808 North Salina St., Syracuse, NY

**Baldwinsville Community Food Pantry:** 17 West Genesee St., Bville, NY

**Basic Needs Pantry:** Westcott Community Center, 826 Euclid Ave., Syr, NY

**Basilica of Sacred Heart Food Pantry:** 1001 Park Ave., Syracuse, NY

**Bayberry Food Pantry:** United Church of Christ in Bayberry, 215 Blackberry Rd., Liverpool, NY

**Believers' Chapel Care Connection Pantry:** 7912 Thompson Rd., Cicero, NY

**Belle Grove Missionary Baptist Emergency Food Pantry:** 219 Martin Luther King West, Syracuse, NY

**Blessed Sacrament Food Pantry:** Blessed Sacrament School/Outreach, 3127 James St., Syracuse, NY

**Brewerton Community Food Pantry:** Brewerton United Methodist Church, 5395 Orangeport Rd., Brewerton, NY

**Bridgeport Food Pantry:** 7820 Minoa Rd., Bridgeport, NY

**Catholic Charities Eastside Food Pantry:** Catholic Charities of Onondaga County, 2100 East Fayette St., Syracuse, NY

**Church of the Holy Family Food Pantry:** 127 Chapel Dr., Syracuse, NY

**Dewitt Food Pantry:** 50 Caton Dr., Apartment 53A, Syracuse, NY

**Downtown Emergency Food Pantry:** Catholic Charities of Onondaga County, 264 East Onondaga St., Syracuse, NY

**Fabius-Pompey Outreach:** 7786 Main St., Fabius, NY

**Faith Lutheran Church Food Pantry:** 6142 Route 31, Cicero, NY

**Fayetteville Manlius Food Pantry:** 122 East Seneca St., Manlius, NY

**First Ukrainian Pentecostal Food Pantry:** 3875 Warners Rd., Syracuse, NY

**Food Center at 324 University Avenue:** University United Methodist Church (UUMC), 324 University Ave., Syracuse, NY

**Heaven's Pantry:** Minoa United Methodist Church, 250 East Ave., Minoa, NY

**Huntington Family Centers Emergency Services:** Huntington Family Centers, 405 Gifford St., Syracuse, NY

**Jamesville-Dewitt Ecumenical Food Pantry:** 6486 East Seneca Turnpike, Jamesville, NY

**Jordan-Elbridge Ecumenical Food Pantry:** 28 North Main St., Jordan, NY

**LaFayette Outreach Food Pantry:** 6136 Route 20, Lafayette, NY

**Leo's Loaves Food Pantry:** 10 Onondaga St., Tully, NY

**Manna from God Food Pantry:** 104 Hudson Ave., Nedrow, NY

**Marcellus Ecumenical Food Pantry:** 1 East Main St., Marcellus, NY

**Mary's Pantry at IHM:** 425 Beechwood Ave., Liverpool, NY

**Mission Church Food Pantry:** 620 West Genesee St., Syracuse, NY

**Moorish Science Temple Food Temple:** 835 North Salina St., Syracuse, NY

**Most Holy Rosary Food Pantry:** 111 Roberts Ave., Syracuse, NY

**Navarino Community Food Pantry:** 4389 South Onondaga Rd., Nedrow, NY

**New Beginnings Christian Center Food Pantry:** 7247 State Fair Boulevard, Syracuse, NY

**North Syracuse Christian Church Pantry:** 911 Church St., North Syracuse, NY

**Our Lady of Peace Church Food Pantry:** Saint Marianne Cope Parish, 203 Halcomb St.,  
Syracuse, NY

**PEACE, Inc. County West Family Resource Center:** PEACE, Inc., 93 Syracuse St. #700,  
Baldwinsville, NY

**PEACE, Inc. Eastside Family Resource Center:** PEACE, Inc., 202 South Beech St.,  
Syracuse, NY

**PEACE, Inc. Emma L. Johnston Southside Family Resource Center:** PEACE, Inc., 136 Dr.  
Martin Luther King West, Syracuse, NY

**PEACE, Inc. Westside Family Resource Center:** PEACE, Inc., 200 Wyoming St., Syracuse,

**Plymouth Church Food Pantry:** 232 East Onondaga St., Syracuse, NY

**Prince of Peace Food Pantry:** 317 East Jefferson St., Syracuse, NY

**Redeemer Covenant Church Food Pantry:** 7565 Morgan Rd., Liverpool, NY

**Sacred Heart Anna's Pantry:** Sacred Heart Catholic Church, 8229 Brewerton Rd., Cicero, NY

**Saint Joseph the Worker Food Pantry:** Saint Joseph the Worker Church, 1001 Tulip St.,  
Liverpool, NY

**Saint Lucy's Food Pantry:** Saint Lucy's Church, 432 Gifford St., Syracuse, NY

**Saint Margaret's Food Pantry:** Saint Margaret's Church, 203 Roxboro Rd., Syracuse, NY

**Saint Matthew's Church Food Pantry:** 600 West Manlius St., East Syr., NY

**Saint Patrick / Saint Brigid's Food Pantry:** 1331 West Fayette St., Syracuse, NY

**Saint Rose of Lima Food Pantry:** 409 South Main St., North Syracuse, NY

**Salvation Army Emergency Basic Needs Food Pantry:** Salvation Army of Onondaga County, 677 South Salina St., Syracuse, NY

**Seton Food Pantry:** 3494 State Route 31, Baldwinsville, NY

**Skaneateles Ecumenical Food Pantry:** 819 West Genesee St. Rd., Skaneateles

**Southern Missionary Baptist Church Food Pantry:** 3143 Midland Ave., Syracuse, NY

**Spafford Food Pantry:** 6816 State Route 41, Homer Township, NY

**St. Joseph's Church Food Pantry:** Saint Joseph's Church, 5600 West Genesee St., Camillus

**St. Marianne Cope Parish Food Pantry & Clothing Closet:** Saint Marianne Cope Parish, 105 Stanton Ave., Solway, NY

**State Fair Food Pantry:** Vineyard Church Food Distribution Ctr, 312 Lakeside Rd., Syracuse

**Syracuse Community Connections Food Pantry:** Syracuse Community Connections (SCC), 401-425 South Ave., Syracuse, NY

**Syracuse Northeast Community Center Food Pantry:** Syracuse Northeast Community Center (SNCC), 716 Hawley Ave., Syracuse, NY

**Trinity Assembly of God Food Pantry:** 4398 Route 31, Clay, NY

**University Christian Fellowship Food Pantry:** 512 Westcott St., Syracuse, NY

**Valley Worship Center Food Pantry:** Church of the Nazarene, 2929 Midland Ave., Syracuse

**West Side Food Center:** Brown Memorial Church, 228 Davis St., Syracuse, NY

**Westvale Seventh Day Adventist Food Pantry:** 2515 West Genesee St., Syracuse, NY

**Wetzel Road Church of Christ Food Pantry:** 4268 Wetzel Rd., Liverpool, NY



## ***Medical, Mental Health and Addiction Services***

### **1. Medical:**

- **GEM Care – Senior Emergency Department** (315) 492-5535

Upstate University Hospital – Community Campus  
Emergency Room, 4900 Broad Road, Syracuse, NY 13215

<http://www.upstate.edu/community/services/gem.php>

*Upstate University Hospital at Community Campus offers special emergency services to those over 65 years at the new GEM Care unit. GEM Care is part of Upstate's Community Campus Emergency Department and offers a comfortable, quiet, and calming environment especially conducive to seniors.*

- **Onondaga County Department of Adult and Long-Term Care** (315) 435-2928

**Chronic Care Medicaid (including Nursing/Home Care)**

John H. Mulroy Civic Center 10<sup>th</sup> Floor, 421 Montgomery Street, Syracuse, NY  
Monday – Friday 8:00 am – 4:30 pm

[www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)

- **Syracuse Community Health Center, Inc.** (315) 476-7921

819 South Salina Street, Syracuse, NY 13202

[www.schcny.com/](http://www.schcny.com/)

*Provides a full spectrum of medical and dental services, routine appointments, follow-up, and urgent care are provided. Hours at this location: Monday/Wednesday/Thursday 8:30am-8:00pm, Tuesday/Friday 8:30am- 5:15pm, and Saturdays 9:00 am to 5:00 pm). Medicaid, private insurance, self-pay*

- **Syracuse Veterans Administration Medical Center** (315) 425-4400

800 Irving Avenue, Syracuse, NY 13210

[www.syracuse.va.gov](http://www.syracuse.va.gov)

*Provides a full range of patient care services, education and research including primary care, mental health, dentistry, rehabilitation, day programs and case management.*

- **University Geriatricians** (315) 464-6100

550 Harrison Street, Suite A, Syracuse, NY 13202

<http://www.upstate.edu/geriatrics/healthcare/ug.php>

*Offers a geriatric evaluation designed to classify existing problems and to help plan for the immediate and long-term future of the patient. For the frail elderly or those with suspected Alzheimer's, dementia and/or cognitive disorders. Appointments may be made by individual, family member, physician or social service agency. Fee generally covered by Medicare and most other medical insurance coverage*

## 2. Mental Health Services:

- **Liberty Resources Integrated Healthcare** (315) 472-4471  
1045 James Street, Suite 100, Syracuse, NY 13203  
<http://www.liberty-resources.org/clinic-services/brownell-center-behavioral-health/>  
*Liberty Resources Behavioral Health is an outpatient mental health clinic serving children, families, and adults with mental illness. Focuses on a multidisciplinary and holistic approach to assure services are integrated and coordinated with primary care physicians, as well as, incorporating wellness and the notion that physical health is impacted by emotional health.*
- **Comprehensive Psychiatric Emergency Program (CPEP)** (315) 448-6555  
301 Prospect Avenue, Syracuse, NY 13203 (located within the hospital)  
<http://www.sjhsyr.org/cpep>  
*CPEP is a licensed Psychiatric Emergency room, serving individuals from Onondaga and Madison counties, and visitors in the Greater Syracuse area. CPEP provides evaluation and treatment for individuals of all ages who are suffering from an acute mental health crisis.*
- **CONTACT Community Services** (315) 251-1400  
6311 Court Street Road, East Syracuse, NY 13057  
<http://www.contactsyracuse.org/>
  - **Contact Hotline:** (315) 251-0600  
*Confidential, anonymous, free 24-hour telephone counseling, suicide prevention, and crisis counseling*
  - **National Suicide Prevention Hotline** 1-800-273-8255
  - **NYS Crisis Text Line** Text GOT5 to 741741
  - **TeleCare:** (315) 251-1400 x115  
<http://www.contactsyracuse.org/telecare.shtml>  
*Trained staff make outgoing calls, offering a regular connection for many seniors or people who are homebound or live alone. TeleCare supports the caregiving and services already in place. Daily calls provide emotional support and reassurance, medication reminders, well-being checks and emotional support, counseling and care information & referral. Calls are made at a designated time. If client doesn't answer, a designated contact is alerted by phone or text message. Free service*
- **Health Homes of Upstate NY (HHUNY)** (855)613-7659  
<https://www.hhuny.org/>  
*A Health Home is a care management service model whereby all individual's caregivers communicate with one another so all patient's needs are met in a comprehensive manner. This is done primarily through a "care manager" who oversees and provides access to all of the services an individual need to assure that they receive everything necessary to stay healthy, out of the emergency room and out of the hospital. Health records are shared (either electronically or paper) among providers so that services are not duplicated or neglected. The health home services are provided through a network of organizations including providers, health plans and community-based organizations.*

- **Hope for the Bereaved** (315) 475-9675  
 4500 Onondaga Boulevard, Syracuse, NY 13219 Helpline: (315) 475-4673  
<http://hopeforbereaved.com>  
*Provides core services free of charge to anyone experiencing the death of a loved one. Services are provided in groups or one-on-one. HOPE for Bereaved currently offers 12 monthly support groups with each addressing a different type of experience. Some groups include widows and widowers, children, parents, survivors of a loved one completing suicide and LGBT.*
- **Hospice Grief Center** (315) 634-1100  
 990 Seventh North Street, Liverpool, NY 13088  
[www.hospicecny.org/grief-hospice](http://www.hospicecny.org/grief-hospice)  
*The Hospice Grief Center fosters healing and growth by providing professional grief counseling, consultation and education. The services of The Center are offered by professional counselors with advanced graduate degrees who have years of experience specializing in grief and loss. The Center provides support to hospice families and friends after the death of their loved ones in both individual and support group settings. Hours are Monday-Friday 8:00am- 5:00pm.*
- **Circare Behavioral Health Clinic** (Onondaga Case Management) (315) 472-7363  
 620 Erie Boulevard West, Suite 208, Syracuse NY 13204  
[http://www.ocmsinc.org/dialectical\\_behavior/index.html](http://www.ocmsinc.org/dialectical_behavior/index.html)  
*Circare Behavioral Health Clinic strives to welcome persons with complex behavioral health conditions to join the treatment team in a collaborative and therapy-oriented process of discovery to create the life of the person's choosing.*
- **Onondaga County Department of Adult and Long-Term Care Mental Health** (315) 435-3355  
 421 Montgomery Street, 10<sup>th</sup> Floor, Syracuse, NY 13202  
<http://www.ongov.net/ocdmh/>  
*The Department advances the mental health of County residents by monitoring and continuously improving the system of behavioral healthcare services in Onondaga County.*
- **St. Joseph's Behavioral Health Services** (315) 703-2700  
 301 Prospect Avenue, Syracuse NY 13203  
<http://www.sjhsyr.org/behavioral-health> .  
*St. Joseph's Hospital Health Center has a full range of inpatient and outpatient services for area residents of all ages with various needs.*
- **Syracuse Jewish Family Service** (315) 446-9111  
 4101 East Genesee Street, Syracuse, 13214 Ext. 234  
[www.sjfs.org/](http://www.sjfs.org/)
  - **Program for Encouraging Active Rewarding Lives (PEARLS) – (315) 446-9111x 227**  
*A no cost, evidence based, in-home counseling program for individuals over 60 years old who qualify. Program to screen and assist with symptoms of depression, empowering adults to reach higher quality of life, Free to Onondaga County Residents.*

### 3. Services for Dual Diagnosis

- **CNY Services** (merged with Helio Health) (315) 478-2453  
518 James Street, Suite 240/280, Syracuse NY 13203  
<http://www.cnyservices.org/>  
*Behavioral Health Organization that is dedicated to improving the quality of life for individuals, as well as, families affected by mental health and substance abuse. Services provided include counseling, housing, employment and financial programs, and Medicaid service coordination.*
- **Helio Health** (formerly Syracuse Behavioral Healthcare Mental Health Clinic) (315) 373-0361  
24 Hour/Referral Hotline (315) 471-1564  
329 North Salina Street, Syracuse, NY 13203  
<https://www.helio.health/> Provides medical, psychiatric and clinical assessment of treatment needs while utilizing medication management, and individual, group, and family counseling sessions to support our patients with meeting their treatment and recovery goals. Services are offered Monday through Friday with morning, afternoon, and evening hour availability. Walk-in hours are Monday through Friday from 8:00am to 3:00pm.
- **Liberty Resources** (315) 425-1004  
1045 James Street, Syracuse, NY 13203  
Offer behavioral health, physical health and disability services
- **Syracuse Community Health Center (CAPS) Program** (315) 476-7921  
819 South Salina Street, Syracuse, NY 13202  
Provides individual and group counseling to persons and families with mental health issues, as well as for those individuals who struggle with alcohol and drug abuse.

### 4. Addiction Services

- **Outpatient Older Adult Recovery Service (OARS) – Crouse Chemical Dependency** (315) 470-8304  
410 S. Crouse Avenue, Syracuse, NY 13210 (800) 727-6873  
<https://www.crouse.org/services/chemical-dependency-treatment-services/programs/>
- **Prevention Network** (315) 471-1359  
906 Spencer Street, Syracuse NY 13204  
<http://www.preventionnetworkcny.org/>
- **Tully Hill, Inc.** (315) 696-6114 or (800) 456-6114  
5821 Route 80, PO Box 1116, Tully, NY 13159  
[www.tullyhill.com](http://www.tullyhill.com)
- **Veterans Administration Substance Abuse Services** (315) 425-4400  
800 Irving Avenue, Syracuse, NY 13210  
[www.syracuse.va.gov/services/substance\\_abuse.asp](http://www.syracuse.va.gov/services/substance_abuse.asp)

## **Safety Planning Resources**

### **Vera House 24 hour Crisis and Support Line**

**(315) 468-3260**

[www.verahouse.org](http://www.verahouse.org)

*Vera House advocates can work with elderly victims to develop a safety plan. They can also assist with other forms of safety planning such as completing orders of protection.*

### **TeleCare – Contact Community Services**

**(315) 251-1400**

6311 Court Street Road, East Syracuse, NY

Ext. 115

<http://www.contactsyracuse.org/telecare.shtml>

*Trained staff make outgoing calls, offering a regular connection for many seniors or people who are homebound or live alone. TeleCare supports the caregiving and services already in place. Daily calls provide emotional support and reassurance, medication reminders, well-being checks and emotional support, counseling and care information & referral. Calls are made at a designated time. If client doesn't answer, a designated contact is alerted by phone or text message.*

### **New York State Sheriff's Association Yellow Dot Program**

*Yellow Dot is a free 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. To request a Yellow Dot Kit go to-*

<http://nysheriffs.org/public-safety-programs/>

### **Onondaga County Department of Adult and Long Term Care Services**

**(315) 435-2362**

#### **Office for Aging**

- **File of Life**

*Emergency information on an older adult's health, emergency contacts, physicians, and medications is listed and stored in a red vinyl magnetic pocket which is placed on the front of the refrigerator to alert emergency responders that vital information is inside. For more information, please call the office at the number provided.*

- **Neighborhood Advisor Program**

<http://www.ongov.net/aging/neighborhood-advisors.html>

*Trained advisors will go to a senior's home or meet with them at a community or senior center. Neighborhood Advisors are assigned to specific geographic area and provide assistance to older adults and their families.*

## **Personal Emergency Response Systems (Lifeline)**

*Lifeline emergency response system provides emergency assistance with just a touch of a button. This small electronic device offers 24-hour security and peace of mind to individuals who live alone or who may be at risk during the day or night. These devices are worn by an older adult who can activate it in case of an emergency. When triggered, a message is sent to a response station which immediately phones the older adult. If there is no answer, individuals listed will be called to check on the adult and if there is still no response, emergency assistance is immediately sent. Help is always available even for those unable to dial the phone. Units accommodate 140 foreign languages and those who are deaf.*

- **Angel Alert Systems** (718) 790-4036
- **Doyle Security Systems** (315) 428-1234
- **Franciscan Health Support** (315) 458-3200
- **LifeFone** (800) 331-9198
- **Lifeline** (800) 635-6156
- **Loretto** (315) 492-8175
- **Onondaga Cty Office for Aging/EISEP** (315) 435-2362
- **Response Link** (866) 802-3676
- **Response4Help, Baldwinsville** (315) 857-8939
- **Service Alert Systems** (315) 487-6858
- **Time Warner Security (Press Option 2 or 4)** (315) 432-0373
- **Vital Link – NY Medical Alert System** (800) 338-4825

## **Project LifeSaver (Onondaga County Sheriff's Office)**

**(315) 435-3006**

<http://sheriff.ongov.net/documents/NewPLIbrochure2015.pdf>

*A public safety program created to locate missing persons with dementia. A project lifesaver unit member will complete a home visit and fit an individual with a battery-operated transmitter that is placed on the wrist/ankle. This will send signals every second, 24 hours a day. This signal is tracked by specially trained personnel on the ground and in the air. Family and caregivers are provided an overview of the program as well. This provides family members and caregivers an extra sense of security in case their loved one wanders outside the home.*

## ***Senior Centers and Programs***

\*For a complete listing please refer to The Onondaga County Department of Long-Term Care Services- Office for Aging at: <http://www.ongov.net/aging/documents/SeniorDiningSites.pdf>

### **Senior Centers**

**Benderson IDA Senior Center** (315) 473-4434

205 S. Salina Street Ste 1D, Syracuse, NY 13202

**Bob Cecile Senior & Community Center** (315) 473-2678

174 West Seneca Turnpike, Syracuse NY 13205

**Camillus Senior Center** (315) 672-5820

27 1st Street, Camillus NY 13031

**Canton Woods Senior Center** (315) 638-4536

76 Canton Street, Baldwinsville NY 13027

**Cicero Senior Center** (315) 452-3298

5924 Lathrop Road, Cicero NY 13039

**Clay Senior Center** (315) 652-3800

4948 County Route 31, Clay 13041

Ext. 137

**Clover Corner Senior Center** (315) 410-0231

405 Gifford Street, Syracuse NY 13204

**DeWitt Parks & Recreation** (315) 446-9250

5400 Butternut Drive, East Syracuse NY 13057

Ext. 9

**Dunbar Association** (315) 760-3155

1453 South State Street, Syracuse NY 13205

**Fayetteville Senior Center** (315) 637-9025

584 E. Genesee Street, Fayetteville NY 13066

**Frank DeFrancisco Eastwood Senior Center** (315) 437-4011

401 South Midler Avenue, Syracuse NY 13206

**Jewish Community Center** (315) 445-2360

5655 Thompson Road, DeWitt NY, 13214

**Jordan/Elbridge Community Center** (315) 689-3431

238 East Main Street, Route 31, Jordan, NY 13080

**Magnarelli Community Center at McChesney Park** (315) 473-2673

2300 Grant Boulevard, Syracuse NY 13208

<b>Manlius Senior Center</b> 1 Arkie Albanese Avenue, Manlius NY 13104	<b>(315) 682-7889</b>
<b>Northeast Community Center</b> 716 Hawley Avenue, Syracuse, NY 13203	<b>(315) 472-6343</b>
<b>Onondaga Senior Center</b> 4834 Velasko Road, Syracuse NY 13215	<b>(315) 469-3464</b>
<b>SAGE/Upstate (senior group for individuals who identify as LGBTQIA+)</b> 431 E. Fayette Street, Lower Level CNY Philanthropy Center, Syracuse NY 13202	<b>(315) 478-1923</b>
<b>Salina Civic Center</b> 2826 LeMoyne Avenue, Mattydale, NY 13211	<b>(315) 454-0168</b>
<b>Salvation Army Senior Center</b> 749 South Warren Street, Syracuse NY 13202	<b>(315) 479-1235 or (315) 479-1156</b>
<b>Skaneateles Community Center</b> 97 State Street, Skaneateles, NY 13152	<b>(315) 685-5607</b>
<b>Westcott Community Center</b> 826 Euclid Avenue, Syracuse NY 13210	<b>(315) 478-8634</b>



## Senior Programs for Specialized Groups

### Deaf Individuals or those who are blind, visually impaired or hard of hearing

- **Aurora of CNY** (315) 422-7263  
518 James Street, Suite 100 Syracuse, NY 13203 Video (315) 679-4168  
[www.auroraofcny.org](http://www.auroraofcny.org) TTY (315) 422-9746
- **Whole Me** (315) 468-3275  
1010 James Street, Syracuse, NY 13203 Video (315) 679-4207  
[www.Wholemeinc.com](http://www.Wholemeinc.com)  
*Whole Me is an agency that provides services for Deaf and hard of hearing children, their families and the local Deaf community. Email requests at [interpreting@wholemeinc.com](mailto:interpreting@wholemeinc.com)*

### Individuals with Disabilities

- **ARISE** (315) 472-3171  
635 James Street, Syracuse, NY 13203 TTY (315) 479-6363  
<http://www.ariseinc.org/>
- **Access CNY (Enable/ Transitional Living Services)** (315) 455-7591  
1603 Court Street, Syracuse, NY 13208  
<http://www.accesscny.org/>
- **ARC of Onondaga** (315) 476-7441  
600 Wilbur Ave, Syracuse, NY 13204
- **Exceptional Family Resources** (315) 478-1462  
1820 LeMoyne Ave, Syracuse, NY 13208  
<https://www.contactefr.org> – entire manual of services provided
- **Onondaga County Public Library Special Services for persons who are disabled**  
(315) 435-1876 or TDD (315) 435-1872  
*Talking book program, large print collection, described videos, reference & referrals*

### Individuals who identify as LGBTQ

- **Sage Upstate** (315) 478-1923  
431 E. Fayette Street #050, Syracuse, NY 13202 TTY (866) 717-2640  
[www.sageupstate.org](http://www.sageupstate.org)
- **ACR Health** 315-475-2430  
627 W. Genesee St. Syracuse, NY 13204
- **Black Cuse Pride** (315) 863-4539  
2013 East Genesee Street Suite 6, Syracuse, NY 13210  
*Pride events and activities for the Black LGBTQ community*

- **CNY Pride, Inc.** (315)-254-2386 or (315)-210-8690  
 PO Box 6608, Syracuse, NY 13217  
[www.cnypride.org](http://www.cnypride.org)  
*organizes events and annual pride festival*
- **Pride and Joy Families** (607) 724-4308  
 Lesbian and Gay Family Building Project  
 124 Front Street Binghamton, NY 13905  
[www.PrideandJoyFamilies.org](http://www.PrideandJoyFamilies.org)  
*connect families with online discussions, family gatherings and resources*
- **Syracuse Gay and Lesbian Chorus** (315) 476-4329  
 232 East Onondaga Street, Syracuse, NY 13202  
 Email: [board@syrgic.org](mailto:board@syrgic.org)
- **Transgender Alliance of CNY**  
*Social support organization meets once a month at SAGE Upstate  
 Normally the 3<sup>rd</sup> Saturday of the month – check out calendar on website  
<http://transgenderalliance.com>*
- **Transgender Health Services of CNY**  
*Information on care providers for persons who are transgender. No longer meets but can access  
 resources at [www.transgendercny.net](http://www.transgendercny.net) – provides information on therapists, specialty services,  
 resources and general healthcare.*
- **Uzuri** (315) 478-1923  
 PO Box 6271, Syracuse, NY 13217  
 SAGE Upstate Center: 501 James Street  
[www.sageupstate.org](http://www.sageupstate.org)  
*monthly social/support/educational program of SAGE-Upstate for aging LGBTQ people of color*

### Immigrants and Non-English speaking Individuals

- **Catholic Charities- Refugee Services** (315) 474-7428  
 527 N. Salina Street, Syracuse, NY 13208  
[https://www.ccoc.us/services/stability-services#title\\_1](https://www.ccoc.us/services/stability-services#title_1)
- **Interfaith Works** (315) 449-3552  
**Center for New Americans Refugee Resettlement Program**  
 1010 James Street, Syracuse, NY 13203  
<http://www.interfaithworkscny.org/programs/center-for-new-americans/>
- **MAMI- Multicultural Association of Medical Interpreters** (315) 214- 5003  
 731 James Street, Suite 315, Syracuse, NY 13203  
<http://mamiinterpreters.org/>

- **Refugee & Immigrant Self-Empowerment (RISE)** (315) 214-4480  
302 Burt Street, Syracuse, NY 13202  
[info@syracuserise.org](mailto:info@syracuserise.org)
- **Refugee Assistance Program (RAP)** (315) 435-5801  
516 Prospect Street, Syracuse, NY 13208  
*Free morning, afternoon and evening adult ESL classes offered at all levels.*  
[www.syracusecityschools.com](http://www.syracusecityschools.com)

## Veterans

- **Clear Path for Veterans** (315) 687-3300  
1223 Salt Springs Road, Chittenango, NY 13037  
M-F 9:00am-4:30pm/Saturdays 10:00am – 2:00pm
- **Onondaga County Veterans Service Agency** (315) 435-3217  
10<sup>th</sup> Floor Civic Center, Syracuse, NY 13202  
M-F 8:30am – 4:30pm
- **VA Medical Center** (888) 838-7890  
800 Irving Ave, Syracuse, NY 13210  
*Medical and psychiatric care for veterans and their families*
- **Veterans Memorial Cemetery** (315) 484-1564  
4069 Howlett Hill Road, Syracuse, NY 13215  
*All honorably discharged veterans, legal spouses, dependent children under age 18 and a child who becomes permanently disabled before age 18 qualify for free burial at this site.*  
***Apply at Veterans Service Agency***

## ***Transportation***

For a detailed list of the current transportation options contact:

**Onondaga County Department of Adult and Long-Term Care Services** (315) 435-2362  
**Office for Aging**

**Centro Call-a-Bus (to make reservations)** (315) 442-3420

**For information** (315) 442-3400

<https://www.centro.org/specialized-transit/call-a-bus>

**Outbound – through Adult Protective Services** (315) 435-2815

*Must be qualified based on program eligibility requirements*

## **Onondaga County Senior Transportation Services by Area**

Click link to find out what services you may access in your area:

<http://www.ongov.net/aging/documents/OnondagaCountyTransportationServices.pdf>

# COVID Resources

## Asymptomatic Testing Sites

- **CNY Regional Market** – 2100 Park St., Syracuse, (315) 422-8647 – F Shed  
Drive through – free testing - please enter from NBT Bank Parkway
- **OnCenter Convention Center** – 800 S. State Street – register at <https://covid19.ongov.net/appointments/> - No cost if testing at this site!
- **Syracuse Community Health Center** – 819 S. Salina Street, Syracuse, 315-476-7921  
Walk-up and drive thru testing available - Monday-Friday, 9am to 4pm (closed 12-1 for lunch).  
Will bill your insurance for test.
- **Community Locations** – these locations are changing weekly, pop-up sites, will need to get on link above and register to find location near you - <https://covid19.ongov.net/appointments/>

## Symptomatic Testing Site

- Nascentia Health - (back of building), 1050 West Genesee Street, Syracuse
- Contact your **Primary Care Physician** to schedule an appointment with them
- **Syracuse Community Health Center** – 819 S. Salina Street, Syracuse, 315-476-7921  
Walk-ups and drive thru available – Monday-Friday, 9am to 4pm (closed 12-1 for lunch).
- WellNow Urgent Cares – must schedule an appointment – will bill your insurance
  - Auburn – (315) 704-6097
  - Cicero – (315) 350-3305
  - Clay – (315) 715-6319
  - DeWitt – (315) 937-2007
  - Fairmount – (315) 350-3305
  - Fayetteville – (315) 350-3305
  - Liverpool – (315) 350-3305
  - Oneida – (315) 231-5530
  - Oswego – (315) 207-7391
- **Walgreens** – 2616 Brewerton Rd, Mattydale – (315) 455-5641 –appointment required
- Walmart Supercenter – East Syracuse – 6348 Basile Rowe, East Syracuse – (315) 434-9873  
Oneida – 2024 Genesee Street, Oneida – (315) 361-1037

Anyone who is tested and is experiencing symptoms consistent with COVID-19 [must self-quarantine until they receive a negative test result](#). Individuals with negative test results will be notified by the office/clinic that provided the test and may end quarantine at that time **unless they are already under quarantine as a contact to a positive case—it is not possible to “test out early” of mandatory quarantine in this case.**

### STOP THE SPREAD – PROTECT YOURSELF

Avoid close contact with others – stay 6 feet apart

Wash hands often and thoroughly with soap and water for at least 20 seconds

Avoid touching your eyes, nose and mouth

Stay home as much as possible

If you must go out, wear a mask and cover **both** your mouth and your nose, stay 6 feet apart from others and bring hand sanitizer with you

You should monitor your health daily! Be alert for symptoms!

### SYMPTOMS

- Fever or chills
- Dry cough
- Tiredness
- New loss of taste or smell
- Muscle or body aches
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea
- Headache
- A rash on skin, or discoloration of fingers or toes
- **Difficulty breathing or shortness of breath**
- **Chest pain or pressure**
- **Loss of speech or movement**

**Seek immediate medical attention if you have serious symptoms. Always call before visiting your doctor.**

On average symptoms may appear 2-14 days after exposure to the virus.

<https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html>

**Older adults and people who have severe underlying medical conditions** (heart or lung disease or diabetes) seem to be at higher risk for developing more serious complications COVID-19.

**Older adults should seek attention immediately if experiencing symptoms. COVID can progress quickly.**

**Emergency warning signs\*** for COVID-19. If someone is showing any of these signs, **seek emergency medical care immediately:**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

\*This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

**Call 911 or call ahead to your local emergency facility:** Notify the operator that you are seeking care for someone who has or may have COVID-19.



### **Information, Hotlines and Resources**

If you are feeling stressed, overwhelmed, you are not alone.

**NYProject Hope** – 1-844-863-9314 –coping with COVID Emotional Support Hotline - 7 days a week, 8:00am-10:00pm. Confidential, Anonymous and Free

**Disaster Distress Hotline** – Call or Text – 1-800-985-5990 (press 2 for Spanish)

**NYS Department of Health COVID-19 Hotline** – 1-888-364-3065

**Senior, Healthcare Worker, and Adult Nutrition Hotline – 315-218-1987**

**Vera House 24-hour Support Line** - elder abuse, neglect, exploitation, scams, assistance for victims of domestic and sexual violence and other forms of abuse – **315-468-3260**

**National Suicide Prevention Lifeline** - 1-800-273-8255 for English  
1-888-628-9454 for Spanish

**The Eldercare Locator – 1-800-677-1116**

**McMahon Ryan Child Advocacy Center**

- Report abuse or need assistance – 315-701-2985
- Trafficking and exploitation Hotline – 315-218-1966

**Essential Community Services – 211CNY – dial 2-1-1 to be connected with services in Central NY area.**

**Veterans Crisis Line – 1-800-273-8255 or Text 8388255**

**Helpful websites:**

- Onondaga County COVID-19 = <https://covid19.ongov.net>
- NYS COVID-19 = <https://coronavirus.health.ny.gov/home>
- Centers for Disease Control (CDC) =  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

**Senior Shopping Hours – (age 60+) – Don't forget your reusable bags!!**

Aldi's – Tuesday and Thursday 8:30am-9:30am

BJ's Wholesale Club – daily 8am-9am

COSTCO – M-F 9am-10am

CVS – Wednesday 9am-10am

Dollar General –daily 8am-9am

Green Hills – daily 6am-7am

Price Chopper – daily 6am-7am

Rite Aide – M-F 9am-10am

Target – Wednesday – 7am-8am

TOPS – Tuesday and Thursday 6am-7:30am

Trader Joes – daily 9am-10am

Walgreens – Tuesdays 8am-9am

Walmart – Tuesdays 6am-7am



Delivery services are available such as Instacart or Uber Eats. Download the app, choose your store, place order for delivery (there is a fee).

Many stores you can order online (Ex. LOWES, Home Depot, Target, Wegmans, TOPS, Walmart Supercenters, Kohl's, and pick up using curbside assistance – after order is placed wait for your email or text that tells you that your order is ready, drive to specified parking space, call phone number on the sign, let them know you have arrived, they will bring out your order.

### **Pharmacies that Deliver**

Burnet Pharmacy - 315-437-0102 – M-F- free

C&JS Northside Pharmacy - 315-455-6677 – M-F – free

Gifford & West Pharmacy – 315-471-4139 – M-F - free

Kinney Drugs – call local Kinney – M-F – free (Adams Street Kinney's does not deliver)

Price Chopper – Cicero – 315-458-2322 – M-F - free

Price Chopper – Erie Blvd - 315-449-1016 – M,W,F -Free

Rite Aide – many locations deliver but not all, call your local Rite Aide - \$2 fee if less than 3 prescriptions and not Medicaid

The Medicine Shop in Camillus - 315-487-5775 – M,T,Th – free

Village Pharmacy-315-458-0500 – M,W,F – free

Wegmans -many locations will deliver by mail – 7-10 days – free