

# **FOCUS**



# **SERVICES DIRECTORY**

A Publication Presented by Clinton County Office for the Aging  
In Cooperation with the Aging Services Network

**2024**



## CONTRIBUTIONS POLICY

Clinton County Office for the Aging is pleased to provide you with our services. Programs for the Office for the Aging are funded by the Older Americans Act, New York State, Clinton County and your contributions. There are no fees for most services; however, in order to provide continued quality service, the Older Americans Act requires us to allow **voluntary**, confidential contributions from participants. Individuals with self-declared incomes at or above 185 percent of the federal poverty line (\$2,322 monthly income for single person for 2024) are encouraged to contribute at levels based on the actual cost of services. Your contributions are used to improve upon and support the programs.

Any amount you can send will be greatly appreciated. If you are using a check, make the check payable to **Clinton County Treasurer**. Please mail your contribution to Clinton County Office for the Aging. **You will NOT be denied service because of an inability or unwillingness to contribute.**

The OFA logo identifies programs funded by the Office for the Aging.



Make checks payable to the Clinton County Treasurer and mail to Clinton County Office for the Aging, 135 Margaret Street, Suite 105, Plattsburgh, NY 12901-2966.

April 2, 2024

Dear Users of this Guide:

Older people of Clinton County are fortunate to have available a variety of services designed to help them retain their independence as long as possible. Older people have been instrumental in identifying and creating those services and in providing needed day-to-day care for their family and friends.

The Clinton County Office for the Aging is pleased to make this booklet available. It lists and briefly describes services provided by this agency and a number of other agencies that together comprise "the aging network." They include health care, housing, nutrition, transportation and a number of other services.

We have included a listing of services for people of all ages.

All information herein is accurate as of April 2, 2024. However, as changes in the agencies and services occur frequently, the reader is encouraged to contact the Clinton County Office for the Aging at (518) 565-4620 or [www.clintoncountygov.com](http://www.clintoncountygov.com) We are here to serve you!

## TABLE OF CONTENTS

<b>A4TD – ASSOCIATES FOR TRAINING &amp; DEVELOPMENT - SCSEP</b> .....	<b>1</b>
TEL: (802) 524-3200 .....	1
TOLL FREE: (800) 439-3307 .....	1
<b>AARP</b> .....	<b>1</b>
TEL: (202) 434-2277 .....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
TOLL FREE: (800) 424-3410 .....	1
<b>AARP INCOME TAX ASSISTANCE</b> .....	<b>1</b>
TEL: (518) 314-9762 .....	1
<b>ADVOCACY &amp; RESOURCE CENTER (ARC)</b> .....	<b>1</b>
TEL: (518) 563-0930 .....	1
<b>ALCOHOLICS ANONYMOUS</b> .....	<b>2</b>
TEL: (518) 561-8444 HOT LINE/INFO .....	2
TOLL FREE: (800) 281-1190 .....	2
<b>AL-ANON, ALATEEN</b> .....	<b>2</b>
TEL: (518) 561-0838 HOT LINE/INFO .....	2
<b>ALZHEIMER'S ASSOCIATION NORTHEASTERN NY</b> .....	<b>2</b>
TEL: (518) 867-4999 .....	2
TOLL FREE: (800) 272-3900.....	2
<b>ALHEIMER'S DISEASE CAREGIVER SUPPORT INIATIVE</b> .....	<b>2</b>
TEL: (518) 564-3363.....	3
<b>AMERICAN CANCER SOCIETY</b> .....	<b>3</b>
TEL: (518) 220-6902*6244 .....	3
TOLL FREE: (800) 227-2345 .....	3
<b>AMERICAN HEART ASSOCIATION</b> .....	<b>3</b>
TEL: (518) 626-8750 .....	3
<b>AMERICAN LUNG ASSOCIATION OF THE NORTHEAST</b> .....	<b>3</b>
TOLL FREE: (800) 586-4872 .....	3
<b>AMERICAN RED CROSS NORTH COUNTRY CHAPTER</b> .....	<b>3</b>
TEL: (518) 561-7280 .....	3
<b>AMERICORPS SENIORS RSVP</b> .....	<b>4</b>
Tel: (518) 566-0944.....	4
<b>BEHAVIORAL HEALTH SERVICES NORTH, INC. (BHSN)</b> .....	<b>4</b>
TEL: (518) 563-8206 .....	4
BHSN - CLINIC.....	4
TEL: (518) 563-8000 .....	4
4	
TEL: (518) 563-8000 .....	4
BHSN - STOP DOMESTIC VIOLENCE .....	5
TEL: (518) 563-6904 WEEKDAYS.....	5
TOLL FREE: (888) 563-6904 NIGHTS & WEEKENDS.....	5
<b>CANCER SERVICES PROGRAM</b> .....	<b>5</b>
TEL: (518) 324-7660 .....	5

<b>CAREGIVER SERVICES.....</b>	<b>.....</b>
<b>ALZHEIMER’S DISEASE CAREGIVER SUPPORT INITIATIVE.....</b>	<b>3</b>
TEL: (518) 564-3363 .....	3
<b>CAREGIVER WELLNESS &amp; RESPITE CENTER (NYSCRC) .....</b>	<b>5</b>
TEL: (518) 564-3373 .....	4
TOLL FREE: (800) 388-0199 .....	4
<b>CAREGIVER RESOURCE CENTER/CAREGIVER RESPITE (OFA).....</b>	<b>15</b>
TEL: (518) 565-4620 .....	15
<b>CAREGIVING PORTAL (NYSOFA/ASSOCIATION ON AGING).....</b>	<b>28</b>
<b>CAPTEL – CAPTIONED TELEPHONE .....</b>	<b>5</b>
TEL: (518) 681-9445 .....	5
<b>CATHOLIC CHARITIES OF THE DIOCESE OF OGDENSBURG.....</b>	<b>6</b>
TEL: (315) 393-2255 .....	6
TEL: (518) 300-0272 .....	6
<b>CENTER FOR DISABILITY RIGHTS, INC.....</b>	<b>6</b>
TEL: (585) 546-7510 .....	6
TTY (585) 546-7512.....	6
<b>CENTER FOR NEUROBEHAVIORAL HEALTH (CNBH).....</b>	<b>6</b>
TEL: (518) 564-3369 .....	6
CNBH PROGRAMS .....	7
ADIRONDACK REGIONAL TECHNOLOGY CENTER (ARTC).....	7
TEL: (518) 563-6180 ADULTS .....	7
TEL: (518) 564-3362 EARLY INTERVENTION .....	7
NEUROPSYCHOLOGY CLINIC .....	7
TEL: (518) 564-3377 .....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
TOLL FREE: (800) 388-0199 .....	7
THIRD AGE ADULT DAY PROGRAM.....	7
TEL: (518) 564-2329 .....	8
TRAUMATIC BRAIN INJURY (TBI) CENTER.....	8
TEL: (518) 564-5048 .....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
<b>CHAMPLAIN VALLEY FAMILY CENTER.....</b>	<b>8</b>
TEL: (518) 561-8480 .....	8
<b>CHAMPLAIN VALLEY EDUCATIONAL SERVICES.....</b>	<b>8</b>
TEL: (518) 561-0100, EXT. 291.....	9
<b>THE UNIVERSITY OF VERMONT HEALTH CARE NETWORK - CHAMPLAIN VALLEY</b>	
<b>PHYSICIANS HOSPITAL (CVPH).....</b>	<b>9</b>
TEL: (518) 561-2000 .....	9
<b>CVPH - SKILLED NURSING FACILITY .....</b>	<b>9</b>
TEL: (518) 562-7760 .....	9
<b>CHILD CARE COORDINATING COUNCIL AND FAMILY CONNECTIONS.....</b>	<b>9</b>
TEL: (518) 561-4999 .....	9
TOLL FREE: (800) 540-2273 .....	9

<b>CHOICE MAGAZINE LISTENING.....</b>	<b>10</b>
TEL: (516) 883-8280 .....	10
<b>CLINTON COUNTY BOARD OF ELECTIONS .....</b>	<b>10</b>
TEL: (518) 565-4740 .....	10
<b>CLINTON COUNTY DEPARTMENT OF SOCIAL SERVICES .....</b>	<b>10</b>
DSS - ADULT SERVICES .....	10
TEL: (518) 565-3363 .....	10
DSS - CARE AT HOME .....	11
PROGRAM (FOR PHYSICALLY DISABLED CHILDREN) .....	11
TEL: (518) 565-3363 .....	11
DSS - FAMILY TYPE HOMES FOR ADULTS .....	11
TEL: (518) 565-3363 .....	11
DSS - HOME ENERGY ASSISTANCE PROGRAM (HEAP).....	11
TEL: (518) 565-3258 .....	11
DSS - MEDICAID .....	12
TEL: (518) 565-3330 .....	12
DSS - SNAP (FORMERLY FOOD STAMPS).....	12
TEL: (518) 565-3330 .....	12
<b>CLINTON COUNTY HEALTH DEPARTMENT .....</b>	<b>12</b>
TEL: (518) 565-4840 .....	12
CCHD - CHILDREN WITH SPECIAL HEALTH CARE NEEDS PROGRAM (CSHCN) .....	12
TEL: (518) 565-4848 .....	12
CCHD - EARLY INTERVENTION PROGRAM (EIP) .....	13
TEL: (518) 565-4848 .....	13
<b>CLINTON COUNTY HOUSING ASSISTANCE PROGRAM.....</b>	<b>ERROR! BOOKMARK NOT DEFINED.</b>
TEL: (518) 825-0800 .....	13
<b>CLINTON COUNTY NURSING HOME .....</b>	<b>13</b>
TEL: (518) 563-0950, EXT.103 .....	13
<b>CLINTON COUNTY MENTAL HEALTH AND ADDICTION SERVICES CLINIC .....</b>	<b>13</b>
TEL: (518) 565-4060 .....	13
<b>CLINTON COUNTY OFFICE FOR THE AGING (OFA) .....</b>	<b>14</b>
TEL: (518) 565-4620 .....	14
OFA - CAREGIVER RESOURCE CENTER/CAREGIVER RESPITE.....	15
OFA - EXPANDED IN-HOME SERVICES FOR THE ELDERLY (EISEP) .....	14
OFA - HEALTH INSURANCE INFORMATION COUNSELING AND ASSISTANCE PROGRAM (HIICAP) .....	15
OFA - LIFELINE.....	15
OFA - NUTRITION EDUCATION AND COUNSELING .....	16
TEL: (518) 561-8320 .....	16
<b>CLINTON COUNTY PUBLIC TRANSPORTATION (CCPT) .....</b>	<b>16</b>
TEL: (518) 565-4713 .....	16
CLINTON COUNTY OFFICE FOR THE AGING SPONSORED TRANSPORTATION AT CCPT .....	16
CCPT DISPATCH TEL: (518) 565-4713.....	
<b>CLINTON COUNTY VETERANS SERVICE AGENCY .....</b>	<b>17</b>
TEL: (518) 565-4720 .....	18

<b>Conifer Park</b> .....	<b>18</b>
<b>TEL: (518) 561-0130</b> .....	<b>18</b>
<b>ELDERLY PHARMACEUTICAL INSURANCE COVERAGE (EPIC)</b> .....	<b>18</b>
TEL: (800) 332-3742 .....	18
<b>EYECARE AMERICA</b> .....	<b>18</b>
TOLL FREE: (877) 887-6327 .....	18
<b>FIRST TRANSIT, INC.</b> .....	<b>19</b>
TEL: (518) 563-3672 .....	19
<b>FRIENDS OF THE NORTH COUNTRY</b> .....	<b>19</b>
TEL: (518) 293-5045 .....	19
<b>GENETIC CENTER - VERMONT REGIONAL</b> .....	<b>20</b>
TOLL FREE: (802) 847-4310 .....	20
<b>HCR HOME CARE</b> .....	<b>20</b>
TEL: (518) 310-0900 .....	20
<b>HEAR NOW</b> .....	<b>20</b>
TEL: (800) 648-4327 .....	20
<b>HOSPICE OF THE NORTH COUNTRY</b> .....	<b>21</b>
TEL: (518) 561-8465 .....	21
<b>JOINT COUNCIL FOR ECONOMIC OPPORTUNITY (JCEO)</b> .....	<b>21</b>
TEL: (518) 561-6310 .....	21
JCEO - ENERGY SERVICES DEPARTMENT.....	21
JCEO - COMMUNITY OUTREACH PROGRAM.....	22
TOWN OF ALTONA .....	22
TEL: (518) 236-7621 EXT. 107.....	22
TOWN OF AUSABLE .....	22
TEL: (518) 834-9043 .....	22
TOWN OF BLACK BROOK.....	22
TEL: (518) 647-5411 EXT. 23.....	22
TOWN OF CHAMPLAIN .....	23
TEL: (518) 298-2373 .....	23
TOWN OF CHAZY – WEST CHAZY .....	23
TEL: (518) 493-3491 .....	23
TOWN OF DANNEMORA .....	23
TEL: (518) 492-7357 .....	23
CLINTON OUTREACH.....	23
TEL: (518) 497-6133.....	23
TOWN OF ELLENBURG .....	23
TEL: (518) 594-3007 .....	23
TOWN OF PERU .....	23
TEL: (518) 643-8455 .....	23
TOWN OF PLATTSBURGH .....	23
TEL: (518) 563-2836 .....	23
TOWN OF SARANAC .....	23
TEL: (518) 293-6661 .....	23



JCEO - HEALTH INSURANCE INFORMATION COUNSELING AND ASSISTANCE PROGRAM (HIICAP).....	23
TEL: (518) 561-6310 .....	23
JCEO - RURAL TRANSPORTATION PROGRAM (RTP) .....	24
TEL: (518) 561-6310 .....	24
JCEO - SENIOR CARE/SENIOR REPAIR .....	24
TEL: (518) 561-6310 .....	24
JCEO - SENIOR OUTREACH PROGRAM .....	24
TEL: (518) 561-6310 .....	24
<b>LICENSE PLATES AND PARKING PERMITS FOR PEOPLE WITH DISABILITIES .....</b>	<b>24</b>
<b>LEGAL AID SOCIETY OF NORTHEASTERN NY .....</b>	<b>25</b>
TEL: (518) 563-4022 .....	25
NUTRITION OUTREACH AND EDUCATION PROGRAM-CLINTON COUNTY .....	25
TEL: (518) 563-4022 EXT. 112.....	25
<b>LIFELINE TELEPHONE DISCOUNT .....</b>	<b>25</b>
<b>LITERACY VOLUNTEERS OF CLINTON COUNTY .....</b>	<b>26</b>
TEL: (518) 564-5332 .....	26
<b>MEADOWBROOK HEALTH CARE.....</b>	<b>26</b>
TEL: (518) 563-5440 .....	26
<b>MEDICARE .....</b>	<b>27</b>
TOLL FREE: 800-MEDICARE (800) 633-4227) .....	27
SOCIAL SECURITY LOCAL: (866) 296-8271 .....	27
<b>MEDICARE RIGHTS CENTER.....</b>	<b>27</b>
TEL: 212-869-3850.....	27
<b>NATIONAL ALLIANCE ON MENTAL ILLNESS CHAMPLAIN VALLEY (NAMI: CV) .....</b>	<b>27</b>
TEL: (518) 561-2685 .....	27
<b>NEW YORK RELAY SERVICE .....</b>	<b>28</b>
TEL: 711 OR (800) 421-1220 .....	28
<b>NYS ATTORNEY GENERAL'S OFFICE .....</b>	<b>28</b>
TEL: (518) 562-3282 .....	28
TOLL FREE: (800) 771-7755 .....	28
<b>NYS CHILDREN &amp; FAMILY SERVICES .....</b>	<b>28</b>
EQUIPMENT LOAN FUND FOR THE DISABLED .....	28
TEL: (518) 474-0197 .....	28
<b>NYS COMMISSION FOR THE BLIND AND VISUALLY HANDICAPPED .....</b>	<b>29</b>
TEL: (518) 473-1675 .....	29
<b>NYS DIVISION OF VETERANS' AFFAIRS.....</b>	<b>29</b>
TEL: (518) 565-4720 .....	29
TOLL FREE: (888) 838-7697 .....	29
<b>NYS DIVISION OF VETERANS' AFFAIRS.....</b>	<b>29</b>
BLIND ANNUITY FOR VETERANS AND ELIGIBLE SPOUSES .....	29

TEL: (518) 486-3602 .....	29
<b>NY STATE OF HEALTH.....</b>	<b>30</b>
TEL: (855) 355-5777 .....	30
<b>NYS OFFICE OF PARKS AND RECREATION.....</b>	<b>30</b>
ACCESS PASS.....	30
TEL: (518) 474- 2324.....	30
TDD: 711 .....	30
GOLDEN PARK PROGRAM.....	30
TEL: (518) 474- 2324.....	30
TDD: 711 .....	30
<b>NYS PUBLIC SERVICE COMMISSION .....</b>	<b>30</b>
TEL: (518) 474-7080 .....	30
<b>NYS TALKING BOOK AND BRAILLE LIBRARY.....</b>	<b>31</b>
TEL: (800) 342-3688 .....	31
<b>NORTH COUNTRY ASSOCIATION FOR THE VISUALLY IMPAIRED (NCAVI) .....</b>	<b>31</b>
TEL: (518) 562-2330 .....	31
<b>NORTH COUNTRY CENTER FOR INDEPENDENCE (NCCI).....</b>	<b>31</b>
TEL: (518) 563-9058 (V/TTY) .....	31
NCCI - LONG TERM CARE OMBUDSMAN PROGRAM .....	32
TEL: (518) 562-1732 .....	32
<b>NORTH COUNTRY HOME SERVICES, INC.....</b>	<b>32</b>
TEL: (518) 891-2641 SARANAC LAKE .....	32
TEL: (518) 566-0183 PLATTSBURGH .....	32
<b>OFFICE FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES (OPWDD) .....</b>	<b>32</b>
TEL: (518) 561-8190 .....	32
<b>ONE WORKSOURCE.....</b>	<b>33</b>
TEL: (518) 561-0430, .....	33
<b>PLATTSBURGH REHAB &amp; NURSING SERVICES .....</b>	<b>33</b>
TEL: (518) 563-3261 .....	33
<b>RESIDENTIAL RESOURCES, INC. ....</b>	<b>34</b>
TEL: (518) 324-3101 .....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
<b>RURAL LAW CENTER OF NEW YORK .....</b>	<b>34</b>
TEL: (518) 561-5460 .....	34
<b>RURAL PRESERVATION COMPANY OF CLINTON COUNTY .....</b>	<b>34</b>
TEL: (518) 293-7569 .....	34
<b>SCHOOL TAX RELIEF PROGRAM (STAR).....</b>	<b>34</b>
<b>SENIOR CITIZENS COUNCIL OF CLINTON COUNTY, INC. (SCCCC) .....</b>	<b>35</b>
TEL: (518) 563-6180 .....	35

CLINTON COUNTY .....	36
TEL: (518) 561-8320 .....	36
SCCCC CONGREGATE SITES .....	36
DANNEMORA COMMUNITY CENTER .....	36
TEL: (518) 310-9089 .....	36
ELLENBURG ADULT CENTER .....	36
TEL: (518) 594-7311 .....	37
SAINT AUGUSTINE'S .....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
TEL: (518) 420-4184 .....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
PLATTSBURGH BEEKMAN TOWERS .....	37
TEL: (518) 561-5360 .....	37
PLATTSBURGH LAKEVIEW TOWERS .....	37
TEL: (518) 561-8696 .....	37
PLATTSBURGH SENIOR CENTER .....	37
TEL: (518) 561-7393 .....	37
ROUSES POINT .....	37
TEL: (518) 297-7361 .....	37
SCCCC - HOME DELIVERED MEALS (HDM) PROGRAM .....	37
TEL: (518) 561-8320 .....	37
<b>SENIOR CITIZENS' PARTIAL EXEMPTION FROM PROPERTY TAXES .....</b>	<b>37</b>
<b>SENIORS HELPING SENIORS .....</b>	<b>39</b>
TEL: (518) 860-5277 .....	
<b>SENIOR HOUSING .....</b>	<b>38</b>
ADULT CARE FACILITIES .....	38
ADIRONDACK MANOR HOME FOR ADULTS .....	38
TEL: (518) 643-2740 .....	38
ADIRONDACK MANOR .....	38
MONTCALM MANOR HFA .....	38
ADIRONDACK MANOR HOME FOR ADULTS .....	38
CHAMPLAIN VALLEY SENIOR COMMUNITY ASSISTED LIVING & MEMORY CARE .....	38
TEL: (518) 817-9108 .....	38
THE FARRAR HOME .....	39
KEENE VALLEY NEIGHBORHOOD HOUSE .....	39
MOSES LUDINGTON ADULT CARE FACILITY .....	39
PINE HARBOUR, INC. – ASSISTED LIVING .....	39
TEL: (518) 561-5307 .....	39
<b>NYS CERTIFIED – ADULT HOME .....</b>	<b>39</b>
SAMUEL F. VILAS HOME .....	39
TEL: (518) 563-4960 .....	39
<b>SENIOR INDEPENDENT COMMUNITY .....</b>	<b>40</b>

VICTORY PLACE .....	39
TEL: (518) 562-5559 .....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
260 LAKE STREET .....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
TEL: (518)297-0260 .....	39
<b>PRIVATELY-OWNED SENIOR APARTMENTS .....</b>	<b>ERROR! BOOKMARK NOT DEFINED.</b>
260 LAKE STREET .....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
TEL: (518)297-0260 .....	39
ADIRONDACK APARTMENTS .....	39
TEL: (518) 891-6432 .....	39
A & L GONYO .....	39
TEL: (518) 563-5011 .....	39
APPLE VALLEY SENIOR HOUSING .....	40
TEL: (518) 643-6766 .....	40
ARTHUR LEFEVRE APARTMENTS .....	40
TEL: (518) 561-1762 .....	40
BEEKMAN TOWERS .....	40
TEL: (518) 561-7770 .....	40
BLACK BROOK SENIOR HOUSING .....	40
TEL: (518) 647-8125 .....	40
BREEZY ACRES (AHDFC) .....	40
TEL: (518) 594-7249 .....	40
EDWARD A. AND BEVERLY J. BECHARD SENIOR HOUSING .....	40
TEL: (518) 297-4101 .....	40
KEESEVILLE COUNTRY GARDENS .....	40
TEL: (518) 834-7725 .....	40
LAKE FOREST .....	41
TEL: (518) 561-6431 .....	41
MOUNTAIN TOP HOUSING .....	41
TEL: (518) 735-4669 .....	41
NORTHERN HOUSING .....	41
TEL: (518) 298-3733 .....	41
PLATTSBURGH HOUSING AUTHORITY - PHA .....	41
TEL: (518) 561-0720, EXT. 232 .....	41
PHA - LAKEVIEW TOWERS .....	41
TEL: (518) 562-0230 .....	41
PHA - RUSSELL H. BARNARD APARTMENTS .....	41
TEL: (518) 562-0230 .....	41
RODERICK ROCK SENIOR HOUSING .....	42
TEL: (518) 562-0400 .....	42
SARANAC VALLEY HOUSING .....	42
TEL: (518) 293-8518 .....	42
TWIN OAKS SENIOR HOUSING .....	42
TEL: (518) 236-6650 .....	42
WILLIAM WATSON MEMORIAL HOUSING .....	42
TEL: (518) 236-6188 .....	42
WINDY ACRES (EHDFC) .....	42
TEL: (518) 594-7249 .....	43
<b>REAL PROPERTY TAX CREDIT FOR HOMEOWNERS AND RENTERS IT-214 .....</b>	<b>42</b>
<b>SOUTHERN ADIRONDACK INDEPENDENT LIVING CENTER (SAIL) .....</b>	<b>42</b>
TEL: (518) 792-3537 .....	42
SAIL - NAVIGATOR PROGRAM .....	43

TEL: (518) 792-3537 .....	43
SAIL - TRAUMATIC BRAIN INJURY (TBI).....	43
TEL: (518) 792-3537 .....	43
SAIL - NURSING HOME TRANSITION AND DIVERSION (NHTD) RESOURCE .....	43
TEL: (518-792-1585).....	43
SAIL – OPEN DOORS (FORMERLY MONEY FOLLOWS THE PERSON) .....	43
<b>SOCIAL SECURITY ADMINISTRATION .....</b>	<b>43</b>
TOLL FREE: (800) 772-1213 .....	43
<b>SPECIAL OLYMPICS NEW YORK, INC.....</b>	<b>43</b>
TEL: (518) 388-0790 .....	43
<b>SPEECH AND HEARING CENTER AT SUNY PLATTSBURGH.....</b>	<b>44</b>
TEL: (518) 564-2170 .....	44
<b>SENIOR PASS - U. S. GEOLOGICAL SURVEY NATIONAL CENTER.....</b>	<b>44</b>
TEL: (888) ASK-USGS (275-8747) .....	44
<b>VERIZON ASSISTIVE EQUIPMENT DISTRIBUTION PROGRAM CENTER .....</b>	<b>45</b>
<b>MARIANNE.B.MCARDLE@VERIZON.COM.....</b>	<b>45</b>
TOLL FREE: (888) 774-4678 .....	45
TOLL FREE: (800) 974-6006 FOR DISABILITY CUSTOMER SERVICE .....	45
<b>VETERANS AFFAIRS OUTREACH SERVICES .....</b>	<b>45</b>
TEL: (518) 561-6247 .....	45
<b>PLATTSBURGH VA PRIMARY CARE.....</b>	<b>45</b>
TEL: (518) 561-6247 .....	45
<b>SARANAC LAKE VA PRIMARY CARE .....</b>	<b>45</b>
TEL: (518) 626-5237 .....	45
TEL: (518) 626-5236 .....	45
<b>TRICARE INFORMATION – NORTH REGION.....</b>	<b>46</b>
TEL: (877) TRICARE.....	45
<b>TRICARE FOR LIFE .....</b>	<b>46</b>
TOLL FREE: (866) 773-0404 .....	46
<b>YMCA.....</b>	<b>46</b>
TEL: (518) 561-4290 .....	46
<b>GLOSSARY OF TERMS/ABBREVIATIONS .....</b>	<b>47</b>
<b>MEDICAL ORDERS FOR LIFE-SUSTAINING TREATMENT (MOLST) .....</b>	<b>48</b>

**A4TD – Associates for Training & Development - SCSEP  
Senior Community Service  
Employment Program  
Address to be announced  
Website: [www.a4td.org](http://www.a4td.org)  
Tel: (802) 524-3200  
Toll Free: (800) 439-3307  
Email: [info@a4td.org](mailto:info@a4td.org)**

This employment program is available to persons 55 or older who meet income guidelines. Enrollees are placed in subsidized employment in a variety of community service agencies while they pursue unsubsidized employment. Verification of income is required.

**AARP  
601 E Street, N.W.  
Washington, D.C. 20049  
Website: [www.aarp.org](http://www.aarp.org)  
Toll Free: (800) 424-3410  
Hours: Monday-Friday  
8:00 a.m. -8:00 p.m.**

AARP is the nation's largest organization of Americans age 50 and older. Its bi-monthly magazine, Modern Maturity, and monthly AARP Bulletin provide timely information on issues of interest to senior citizens.

**AARP Income Tax Assistance  
Senior Citizens Council of Clinton  
County  
5139 North Catherine Street  
Plattsburgh, NY 12901  
Website:  
[www.seniorsinclintoncounty.org](http://www.seniorsinclintoncounty.org)**

**Tel: (518) 314-9762**

Trained AARP volunteers provide assistance with income taxes each year, from February 1 to April 15, to low income individuals of all ages; however, priority is given to senior citizens. Phone the Senior Center for the current schedule. Donations are accepted.

**Advocacy & Resource Center (ARC)  
P.O. Box 826  
231 New York Road  
Plattsburgh, New York 12903  
Website: [www.cviarc.org](http://www.cviarc.org)  
Tel: (518) 563-0930  
Contact: Theresa Ga, Executive  
Director  
Hours: Monday - Friday  
8:30 a.m. - 4:30 p.m.**

Services provided for developmentally disabled individuals include the following:

**ExplorAbility:** Provides individuals and group training for disabled adults who need help to function in one or more areas of daily living, such as speech, hygiene, homemaking, social behavior, and community integrating.

**Champlain Valley Industries:** Provides pre-vocational habilitation services that assist individuals with developmental disabilities to develop pre-employment readiness skills. Services consist of learning and work experience, including community volunteer work and exploration, providing a foundation which will contribute to an individual's ability to attain future competitive employment in the community.

**Workforce Network:** Individuals with disabilities receive on the job training with the assistance of a job coach to develop necessary employment skills and job development services.

**Residential Services:** Group homes emphasize individualized services for learning daily living skills, recreational activities and involvement in the community for individuals who are preparing to live independently.

**Family Services:** Service Coordinators are available to assist families with obtaining needed services at home, in school or in the community. Assistance is also provided to families in obtaining funding for adaptive equipment and environmental modifications to make their home handicap accessible.

**Community Based Services:** The program is located at 391 Tom Miller Road and offers Day Habilitation without Walls and Hourly Respite services. These services are intended to support individuals with developmental or other intellectual disabilities, living in the community independently or with family members. The focus is on individualized services that are designed to build skills and foster independence either in the home or throughout the community.

**Fiscal Intermediary Services:** The program is located at 231 New York Road. This service provides administrative and billing support to a person who chooses Self-Direction. Self-direction enables a person to obtain an individualized budget tailored to meet their needs and hire their own staff. In

order to Self-Direct and obtain an individualized budget a person must obtain a Start-Up Broker who is qualified in developing personalized budget.

**Alcoholics Anonymous**

**Website:** [www.ny-aa.org](http://www.ny-aa.org)

**Tel:** (518) 561-8444 Hot Line/Info

**Toll Free:** (800) 281-1190

Alcoholics' Anonymous meetings are held every day of the week in 15 different locations.

**Al-Anon, Alateen**

**Website:** [www.al-anon.alateen.org](http://www.al-anon.alateen.org)

**Tel:** (518) 561-0838 Hot Line/Info

There is also help for family members of alcoholics through Al-Anon & Alateen.

**Alzheimer's Association**

**Northeastern NY**

**4 Pine West Plaza, Suite 405**

**Albany, NY 12205**

**Website:** [www.alz.org/northeasternny](http://www.alz.org/northeasternny)

**Tel:** (518) 867-4999

**Toll Free:** (800) 272-3900

**E-mail:** [infoneny@alz.org](mailto:infoneny@alz.org)

The Alzheimer's Association is a non-profit charitable organization dedicated to family support, education, research and advocacy.

**Alzheimer's Disease Caregiver Support Initiative**

**SUNY Plattsburgh - #524 Sibley Hall**

**Parking lot #20/21 George Angell Dr.**

**Plattsburgh, NY 12901**

**Website:**

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

**Toll Free:** (800) 388-0199

**Fax: (518) 564-3352**  
**Hours: Monday – Friday**  
**8:00 a.m. – 4:00 p.m.**

The primary goal of this initiative is to provide expanded support to caregivers of people with Alzheimer’s disease and other forms of dementia. These services are provided free of charge and are supported in part by a grant from the New York State Department of Health.

**American Cancer Society**  
**Capital NY Region**  
**1 Penny Ln**  
**Latham, NY 12110**  
**Website: [www.cancer.org](http://www.cancer.org)**  
**Tel: (518) 220-6902 Ext6244**  
**Toll Free: (800) 227-2345**

**American Heart Association**  
**444 Liberty Ave Suite 1300**  
**Pittsburgh, PA 15222**  
**Website: [www.americanheart.org](http://www.americanheart.org)**  
**Tel: (518) 869-1961**

**American Lung Association of the Northeast**  
**418 Broadway**  
**Albany, NY 12207**  
**Website: [www.lungne.org](http://www.lungne.org)**  
**Toll Free: (800) 586-4872**  
**Helpline: (800)548-8252**  
**E-mail: [info@lungne.org](mailto:info@lungne.org)**  
**Hours: Monday - Friday**  
**8:30 a.m. - 4:30 p.m.**

**American Red Cross North Country Chapter**  
**Mailing address:**  
**203 N. Hamilton St.**  
**Watertown, NY 13601**

**Office address:**  
**26 Emory Street**  
**Morrisonville, NY 12962**  
**Website: [www.redcross.org](http://www.redcross.org)**  
**Tel: (518) 561-7280**  
**Fax: (518) 566-7110**  
**Contact: Derek Dobson**  
**E-mail:**  
**[Derek.Dobson@redcross.org](mailto:Derek.Dobson@redcross.org)**

**Mission –** The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

**Emergency service:** The American Red Cross turns compassion into action so that all people affected by disaster receive care, shelter and hope. So that our communities are ready and prepared for disasters and in an emergency, there are always trained individuals ready to use their Red Cross skills to save lives.

**Emergency-related services** are provided to members of the United States military forces and their families by Red Cross paid and volunteer staff. Services include: emergency communication, counseling, and referrals to military aid societies and assistance and information about the Veteran Affairs office. These services are provided 24 hours a day, 365 days a year at no charge to service personnel or their families.

**Project Care:** A program administered at the North Country Chapter-funding provided by National Grid. This service addresses Energy Emergencies for



individuals over the age of 60 and customers of National Grid.

Program available once every 18 months. Program available while funding is available.

**Neighbor helping Neighbor:** A new program administered by the Chapter funded through Adirondack Community Trust and the Glitz family of Northern Insuring. Funds available to address needs not met with other community resources.

**AmeriCorps Seniors - RSVP (Retired & Senior Volunteer Program)**  
1349 Military Turnpike  
Plattsburgh, NY 12901  
Website: [www.ccrsvp.com](http://www.ccrsvp.com)  
Tel: (518) 566-0944  
Fax: (518) 566-0945  
Contact: Kate Gardner, Program Director  
E-mail: [KGardner@cathcharity.org](mailto:KGardner@cathcharity.org)  
Hours: Monday - Friday  
8 a.m. - 3:30 p.m.

RSVP recruits seniors age 55 and older to be volunteers with nonprofit organizations and community agencies throughout Clinton County. A wide variety of volunteer opportunities are available, and people are placed according to their interests and skills. RSVP volunteers serve people of all ages and help meet community needs by providing essential services.

**Behavioral Health Services North, Inc. (BHSN)**  
22 US Oval, Suite 218  
Plattsburgh, NY 12903  
Website: [www.bhsn.org](http://www.bhsn.org)

**Tel: (518) 563-8206**  
**Fax: (518) 563-9958**  
**Contact: Mark Lukens**  
**Executive Director**  
**Hours: Monday - Friday**  
**8:30 a.m. - 4:30 p.m.**

Services offered at this location: STOP Domestic Violence, Violence Intervention Project, Home Visiting Programs (Parent Aide & Early Advantages), Employee Assistance Services, Mental Health Advocacy.

**BHSN - Clinic**  
2155 Route 22B  
Morrisonville, NY 12962  
Website: [www.bhsn.org](http://www.bhsn.org)  
Tel: (518) 563-8000  
Fax: (518) 563-9001  
Contact: Liz Cole, Director  
E-mail: [ecole@bhsn.org](mailto:ecole@bhsn.org)

This licensed mental health clinic is open to any Clinton County resident 18 years of age and older. Call for an appointment with our Intake Coordinator.

Services offered at this location include: Child/ Family Clinic, Adventure-Based Counseling, Families Involved Together, Primary Mental Health Program, Waiver Program, Family Respite Program and Family-Based Treatment Program.

**BHSN - PROS Learning Center**  
2155 Route 22B  
Morrisonville, NY 12962  
Tel: (518) 563-8000  
Fax: (518) 563-9001  
Contact: Victoria McDougal  
E-mail: [vmcdougal@bhsn.org](mailto:vmcdougal@bhsn.org)  
Hours: Monday - Friday  
7:30 a.m. – 3:30 p.m.

This BHSN program provides services to adults with mental illness to help them achieve goals related to employment, education, housing, joining community groups, health, symptoms, legal system involvement, and/or substance abuse. This program can also provide information on residential services and other community resources.

**BHSN - STOP Domestic Violence**  
22 US Oval, Suite 218  
Plattsburgh, NY 12903  
Website: [www.bhsn.org](http://www.bhsn.org)  
Tel: (518) 563-6904 weekdays  
Toll Free: (888) 563-6904 nights & weekends  
Contact: Brianna Reeves  
E-mail: [STOPDV@bhsn.org](mailto:STOPDV@bhsn.org)  
Hours: Monday - Friday  
8:30 a.m. – 4:30 p.m.

The STOP Domestic Violence program helps individuals and families who are victims of domestic violence by providing individual and supportive group counseling, advocacy, a 24-hour hotline, temporary safe dwelling and help with childcare in Clinton, Essex and Franklin Counties.

**Caregiver Wellness & Respite Center**  
646 Sibley Hall  
Plattsburgh, NY 12901  
Website: [www.nyscr.org/cwrc](http://www.nyscr.org/cwrc)  
Toll Free: (800) 388-0199  
Hours: Monday – Friday  
8:00 a.m – 4:00 p.m

The Caregiver Wellness and Respite Center (CWRC) provides free support for informal caregivers to help address gaps and barriers for respite and caregiver

services for individuals of any age and disability.

**Cancer Services Program**  
75 Beekman Street  
Plattsburgh, NY 12901  
Website: [www.cvph.org](http://www.cvph.org)  
Tel: (518) 324-7660  
Fax: (518) 324-7662  
Contact: DiDi Remchuk, Cancer Screening Coordinator  
Email: [dremchuk@cvph.org](mailto:dremchuk@cvph.org)  
Hours: Monday – Friday  
8:30 a.m – 4:30 p.m

The Cancer Services Program provides free breast, cervical and colorectal screening and diagnostic tests to eligible women and men who are uninsured and under insured. Most local doctors participate.

**CapTel – Captioned Telephone**  
Website: [www.CapTel.com](http://www.CapTel.com)  
Website: [www.oeius.org](http://www.oeius.org)  
Tel: (518) 681-9445  
Contact: Kasey Granger  
Lead Outreach Representative  
E-mail: [kasey.granger@oeius.org](mailto:kasey.granger@oeius.org)

Ideal for people with some degree of hearing loss, the Captioned Telephone, or CapTel, works like any other telephone with one important addition: It displays every word the caller says throughout the conversation. CapTel phone users can listen to the caller, and can also read the written captions in the CapTel's bright display window.

Please call Kasey for a free internet Cap Tel. Those who do not have internet are also welcome to call her for more information,

**Catholic Charities of the Diocese of  
Ogdensburg**  
214 Caroline Sreet  
Ogdensburg, NY 13669  
Tel: (315) 393-2255

Services include but not limited to: financial assistance; assess personal needs; verify and referral. Services provided to anyone who requests them regardless of religious affiliation or ability to pay.

Sliding schedule based upon income level and number of people in family.

**Catholic Charities**  
1349 Military Turnpike  
Plattsburgh, NY 12901  
Website: [www.catholiccharities.org](http://www.catholiccharities.org)  
Tel: (518) 300-0272  
Contact: Claudine Dailey, Program Coordinator  
E-mail: [claudine@catholiccharities.org](mailto:claudine@catholiccharities.org)  
Hours: Monday - Friday  
8 a.m. - 4 p.m.

### **Bridging the Gap**

The Bridging the Gap program was Developed to address the unmet needs of individuals and families in the various communities. Many persons are invisible and too easily fall between the cracks remaining unserved and at risk. Many experience crises such as loss of utilities and heat, eviction etc. because they have an income that is only minimally above the eligibility cutoff for public assistance. These families need assistance as one untoward expense such as a car repair or medical expense can create increase risk for hunger, homelessness and increased family

stress. Bridging the Gap provides two types of services: counseling and financial assistance for critical needs.

### **Counseling and Casework**

Catholic Charities in the Plattsburgh Office provide counseling and casework to individuals and families who are in crisis. This casework can also involve outreach and home visits to those persons in needs on services.

**Center for Disability Rights, Inc.**  
**Albany Policy Office**  
497 State St.  
Rochester, NY 14608  
Website: [www.cdrnys.org](http://www.cdrnys.org)  
Tel: (585) 546-7510  
TTY (585) 546-7512  
FAX (585) 546-5643

CDR has recently started a "Pooled Trust" or "Supplemental Needs Trust" for individuals with disabilities, regardless of age, in order to qualify for the Medicaid services needed without 'spending down' into poverty. The Pooled Trust enables an individual to turn some assets or income over to the trust. Then, with the trusts' authorization, use that income to pay vital expenses, like rent!

### **Center for Neurobehavioral Health (CNBH)**

**Sibley Hall, Room 520**  
**SUNY Plattsburgh**  
101 Broad Street,  
Plattsburgh, NY 12901  
Website: <https://web.plattsburgh.edu/offices/center/cisp/>  
Tel: (518) 564-3369  
Fax: (518)564-2328  
Contact: Dr. Michael Morales,

**Executive Director**  
Email: [moralem@plattsburgh.edu](mailto:moralem@plattsburgh.edu)  
Contact: Amy Hackett, Office  
Manager  
Office: Sibley Hall 518A  
Tel: (518)564-3388  
Fax: (518) 564-3313  
Hours: Monday – Friday  
8:00 a.m. – 4:30 p.m.

The Neuropsychology Clinic and Psychoeducational Services provides assessment/diagnostic services and education and treatment planning for children and adults. There are also several other programs and services the Center provides. Please contact us or visit our website to learn more

### **CNBH Programs**

**Adirondack Regional Technology Center (ARTC)**  
**Technology Related Assistance for Individuals with Disabilities (TRAID)**  
5139 North Catherine Street  
Plattsburgh, NY 12901  
Website:  
[www.seniorsinclintoncounty.org](http://www.seniorsinclintoncounty.org)  
Tel: (518) 563-6180 adults  
Fax: (518) 563-0908  
Hours: Monday - Friday  
8:30 a.m. - 4 p.m.

TRAID is a grant-funded program that assists individuals of all ages with disabilities to access equipment that will make their lives easier. From bath-chairs to walkers, to adaptive devices, TRAID can help. Service areas include: Clinton, Essex, Franklin and St. Lawrence Counties.

For Early Intervention and General TRAID needs, contact:  
**Adirondack Regional Technology Center**  
Sibley Hall, Room 309  
SUNY Plattsburgh  
101 Broad Street  
Plattsburgh, NY 12901  
Tel: (518) 564-3362 Early Intervention  
Fax: (518) 564-2328  
Hours: Monday -Friday  
8 a.m. - 4:00 p.m.

We are here to promote and distribute innovative technology-based products that support independence, enhance productivity, and change the lives of individuals with disabilities.

**Neuropsychology Clinic**  
**Beaumont Hall, Room 260A**  
SUNY Plattsburgh  
101 Broad Street,  
Plattsburgh, New York 12901-2681  
Website:  
[www.plattsburgh.edu/offices/centers/cisp/adac](http://www.plattsburgh.edu/offices/centers/cisp/adac)  
Toll Free: (800) 388-0199  
Fax: (518) 564-3313  
8:30 a.m. - 4:00 p.m.  
Closed noon - 1 p.m.

We provide consultation and diagnostic assessment, outreach and counseling for victims of Alzheimer's disease and other types of memory impairment. The center staff provides caregiver support. Participating Blue Shield Northeastern New York accepts Medicare and other insurance. Services also provided in Spanish.

**Third Age Adult Day Program**  
Sibley Hall, Room 320A  
SUNY Plattsburgh

**101 Broad Street  
Plattsburgh, NY 12901  
Tel: (518) 564-3367  
Fax: (518) 564-3347  
Contact: Nick Drown Program  
Director  
Email: [ndrown001@plattsburgh.edu](mailto:ndrown001@plattsburgh.edu)  
Contact: Cory Deflumder, Program  
Manager  
Email: [cdeflumder@plattsburgh.edu](mailto:cdeflumder@plattsburgh.edu)  
Hours: Monday - Friday  
8 a.m. - 4 p.m.**

The Third Age Adult Day Program for memory impaired, developmentally disabled and frail adults offers socialization, exercise, dance and movement, group activities, music, noon meals and snacks

**Traumatic Brain Injury (TBI) Center  
Beaumont Hall, Room 260  
SUNY Plattsburgh  
101 Broad Street  
Plattsburgh, NY 12901  
TEL: (518)564-2328  
FAX (518) 564-3397  
Contact: Nick Drown Program  
Director  
Email: [ndrown001@plattsburgh.edu](mailto:ndrown001@plattsburgh.edu)  
Contact: Cory Deflumder, Program  
Manager  
Email: [cdeflumder@plattsburgh.edu](mailto:cdeflumder@plattsburgh.edu)  
Hours: Monday – Friday  
8 a.m. – 4 p.m,**

North Country Regional Traumatic Brain Injury (TBI) Center provides assessment/diagnostic services, education and treatment planning for children and adults. Recreation, socialization, counseling, services coordination, and cognitive re-training offered to brain-injured adults.

**Champlain Valley Family Center  
20 Ampersand Drive  
Plattsburgh, NY 12901  
Website: [www.cvfamilycenter.org](http://www.cvfamilycenter.org)  
Tel: (518) 561-8480  
Fax: (518) 566-6382  
Hours: Monday - Thursday  
8 a.m. - 8 p.m.  
Friday 8 a.m. - 5 p.m.**

The Outpatient Substance Abuse Treatment Service provides assessment and treatment for youth and adults. Programs include school based prevention services, community based education, and a mentoring program, Reality Check (tobacco prevention) for Clinton and Essex County and Intensive Family Support Program. A Medical Director and multi-disciplinary team of clinicians provide: individual, group and family counseling and facilitates referrals to inpatient, detoxification facilities or other appropriate services. The service is licensed by the New York Office of Alcoholism and Substance Abuse Services and operates on a fee for service basis, accepting most major insurances and Medicaid, cash and check. Income based sliding fee scale. No one is denied service due to a demonstrated inability to pay. Public transportation is available

**Champlain Valley Educational  
Services  
Special Education Division  
William A. Fritz Center  
1585 Military Turnpike  
Plattsburgh, New York 12901  
Mailing address: P.O. Box 455  
Plattsburgh, NY 12901  
Website: [www.cves.org](http://www.cves.org)**

**Tel: (518) 561-0100, ext. 291**  
**Hours: Monday - Friday**  
**8 a.m. - 4 p.m.**

Services are provided through a referral process from area school districts and their Committees on Special Education. Specialized programs for school aged individuals identified as having developmental learning, emotional or physical disabilities, language/ speech or hearing impairment. Other services provided include: career exploration, transition services, vocational assessment, assistive technology, counseling, speech occupational therapy, physical therapy, interpreter and itinerant services. For additional information contact your local school district Committee for Special Education Chair.

**The University of Vermont Health  
Care Network - Champlain Valley  
Physicians Hospital (CVPH)**  
**75 Beekman Street**  
**Plattsburgh, NY 12901**  
**Website: [www.cvph.org](http://www.cvph.org)**  
**Tel: (518) 561-2000**

The University of Vermont Health Network - Champlain Valley Physicians Hospital (CVPH) is part of a six-hospital network serving patients and their families in northern New York and Vermont. CVPH is licensed as a 300 bed acute care hospital and 54 bed skilled nursing facility. It provides a wide array of medical and surgical services.

**CVPH - Skilled Nursing Facility**  
**75 Beekman Street**  
**Plattsburgh, NY 12901**

**Website: [www.cvph.org](http://www.cvph.org)**  
**Tel: (518) 562-7760 Ext.7164**  
**Fax: (518) 562-7324**  
**Contact: Wanda Colgan**  
**E-mail: [wcolgan@cvph.org](mailto:wcolgan@cvph.org)**

The Skilled Nursing Facility at CVPH is home to 34 residents. A total of 34 reside on 5 Main. Accommodations include 32 private rooms, two dining rooms, a large activity room, a smaller activity room, and spaces for families to visit their loved ones. The unit is equipped with auditory alarms to provide a safe environment for ambulatory residents who might wander.

**Child Care Coordinating Council and  
Family Connections**  
**194 US Oval**  
**PO Box 2640**  
**Plattsburgh, New York 12901**  
**Website: [www.cccnc.org](http://www.cccnc.org)**  
**Tel: (518) 561-4999**  
**Toll Free: (800) 540-2273**  
**Fax: (518) 561-6956**  
**Hours: Monday, Wednesday,**  
**Thursday and Friday 8 a.m. - 4 p.m.**  
**Tuesday 8 a.m. - 6:30 p.m.**

Services provided:

Child care resources and referrals, Family Connections Resource Center (play groups, creative arts, talk-times, kids club and more). Supervised visitation services, information about community services and businesses, evening and day workshops and library resources on child development, positive discipline, child care and more are available. Participate in the Kinship Caregiver Project. Programs targeted for

parents of infants, preschoolers, school aged children and adolescents. Parents anonymous support groups also available.

Child care provided free: open to the public, accepts referrals (call or drop in). Staff is available for both parents and professionals.

**Choice Magazine Listening**  
**85 Channel Drive**  
**Port Washington, NY 11050**  
**Website:**

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

**Tel: (516) 883-8280**

**Toll Free: (888) 724-6423**

**Fax: (516) 944-6849**

**Contact: Annie Kyrkstas**

**E-mail: [choicemag@aol.com](mailto:choicemag@aol.com)**

Choice Magazine Listening is a nonprofit organization that provides audio recordings of memorable articles, stories, interviews, essays and poems from outstanding current magazines, completely free of charge, to blind, visually impaired, physically disabled or dyslexic adults. Based in Port Washington, NY, CML has proudly served the blind and print-disabled community since 1962.

**Clinton County Board of Elections**  
**137 Margaret Street, Suite 104**  
**Plattsburgh, NY 12901**  
**Website: [www.clintoncountygov.com](http://www.clintoncountygov.com)**  
**Tel: (518) 565-4740**  
**Fax: (518) 565-4508**  
**E-mail: [BOE@clintoncountygov.com](mailto:BOE@clintoncountygov.com)**

You can obtain a mail registration form by calling your County Board of Elections or by calling 800-FOR-VOTE,

registration forms are also available at most government offices, post offices, libraries, and on-line. You may also register in person at your County Board of Elections.

Clinton County Office for the Aging is a National Voter Registration Site.

To register to vote, you must:

- Be a citizen of the United States
- Be 18 years of age by the day of the elections in which you want to vote;
- Be a resident of the county for at least 30 days before the election;
- Not be in jail or on parole for a felony conviction;
- And not claim the right to vote elsewhere.

You need to re-register to vote if:

- You move into the county;
- Changed your name;
- Changed your address;
- Or changed your party enrollment. (any change in party enrollment will become effective seven (7) days after the following general election)

If you move out of Clinton County and register to vote in a new county, your new county will notify Clinton County of your change.

**Clinton County Department of Social Services**  
**DSS - Adult Services**  
**13 Durkee Street**  
**Plattsburgh, NY 12901**  
**Website: [www.clintoncountygov.com](http://www.clintoncountygov.com)**  
**Tel: (518) 565-3363**  
**Fax: (518) 565-3440**  
**Contact: Linda Haley, Adult Services Supervisor**

**E-mail:**

[linda.haley@clintoncountygov.com](mailto:linda.haley@clintoncountygov.com)

**Hours: Monday - Friday**

**9 a.m. - 5 p.m.**

Adult Services is a state-mandated program which is provided without regard to income to assist adults age 18 or older who, because of mental or physical impairments, can no longer provide for their basic needs for food, clothing, shelter or medical care, or protect themselves from neglect, abuse, exploitation or hazardous situations, and who have no one willing and able to help in a responsible manner. Referrals may be made by calling an Office Coverage Caseworker at the number listed above.

**DSS - Care at Home Program (for Physically Disabled Children)**

**13 Durkee Street**

**Plattsburgh, NY 12901**

**Tel: (518) 565-3363**

**Fax: (518) 565-3440**

**Contact: Colleen Corrice, Care at Home Coordinator**

**Hours: Monday - Friday**

**8 a.m. - 5 p.m.**

Care at Home Program provides a Medicaid-financed plan of community-based services to enable physically disabled children who might otherwise qualify for hospital or nursing home placement to live instead with their families. All Medicaid and additional services, such as case management and home adaptations, are available to assist a family in caring for their child.

- Must be under 18 years of age

- Have a determined physical disability according to standards in the Social Security Act
- Have an in-patient stay of at least 30 days
- Be ineligible for Medicaid because of parents' excess income and/or resources
- Must be Medicaid eligible when parents' income and/or resources are not counted and
- Can be cared for at home safely and at not greater cost than in the appropriate facility

**DSS - Family Type Homes for Adults**

**13 Durkee Street**

**Plattsburgh, NY 12901**

**Tel: (518) 565-3363**

**Fax: (518) 565-3440**

**Contact: Frank Ocasio, Family Type Home Coordinator**

**Contact: Dawn Rushford, Family Type Home Coordinator**

**Hours: Monday - Friday**

**8: a.m. – 5:00 p.m.**

NYS Department of Social Services Certified Family Type Homes for Adults provides room and board, laundry, transportation and some assistance with personal care. Home operators accept either private pay or SSI.

**DSS - Home Energy Assistance Program (HEAP)**

**13 Durkee Street**

**Plattsburgh, NY 12901**

**Tel: (518) 565-3258**

**Contact: Alison Kourofsky**

**E-mail:**

[alison.kourofsky@clintoncountygov.com](mailto:alison.kourofsky@clintoncountygov.com)



**Hours: Monday- Friday  
8 a.m. - 5 p.m.**

This program provides grants to aid income eligible households with high heating costs. Repair and replace furnaces for those who qualify for HEAP. Emergency services are available for families in no-heat situations.

**DSS - Medicaid**  
13 Durkee Street  
Plattsburgh, NY 12901  
Website: [www.health.ny.gov/health\\_care/medicaid/](http://www.health.ny.gov/health_care/medicaid/)  
Tel: (518) 565-3330  
Fax: (518) 561-8101  
Contact: Cynthia Gallicchio, Director  
Hours: Monday - Friday  
8 a.m. - 5 p.m.  
Thursday: 8 a.m. - 8 p.m.  
By appointment only after 5:30 p.m.

Medicaid pays a full range of health care costs including those not covered by Medicare, such as custodial care, eyeglasses, and dental. Persons receiving SSI and Public Assistance are automatically eligible for Medicaid regardless of age. This unit also processes food stamp benefits for clients who are in receipt of both Medicaid and SNAP.

**DSS - SNAP (formerly Food Stamps)**  
13 Durkee Street  
Plattsburgh, NY 12901  
Website: [www.otda.ny.gov](http://www.otda.ny.gov)  
Tel: (518) 565-3330  
Fax: (518) 565-3432  
Contact: Cynthia Gallicchio, Director  
Hours: Monday - Friday  
8 a.m. - 5 p.m.

**Thursday: 8 a.m. - 8 p.m.**  
**By appointment only after 5:30 p.m.**

Call for information on eligibility regulations and documentation requirements. SNAP can be used as cash for buying food in stores, home delivered meals, meals in senior centers and some restaurants.

**Clinton County Health Department (CCHD)**  
133 Margaret Street  
Plattsburgh, NY 12901  
Website: [www.clintonhealth.org](http://www.clintonhealth.org)  
Tel: (518) 565-4840  
Fax: (518) 565-4717  
Contact: Jeffery Fiffon, Director of Public Health  
E-mail: [jeffery.fiffon@clintoncountygov.com](mailto:jeffery.fiffon@clintoncountygov.com)  
Ellen Hemingway  
E-mail: [ellen.hemingway@clintoncountygov.com](mailto:ellen.hemingway@clintoncountygov.com)  
Hours: Monday - Friday  
8 a.m. - 5 p.m.

**CCHD - Children with Special Health Care Needs Program (CSHCN)**  
133 Margaret Street  
Plattsburgh, NY 12901  
Website: [www.clintonhealth.org](http://www.clintonhealth.org)  
Tel: (518) 565-4848  
Contact: Christa VanCour

The Children with Special Health Care Needs (CSHSN) program seeks to improve the system of care for children with special health care needs from birth to 21 years of age and their families. The program helps families get the best health care for their children with a Public Health Nurse assisting with case management, referrals and access to

care. Children served by the CSHCN Program have an illness or condition for which they need extra health care and support services. These children might have a serious or long-lasting: physical condition, intellectual or developmental disability, and/or behavioral or emotional condition. A few examples of such conditions include cerebral palsy or muscular dystrophy, asthma, sickle cell anemia, diabetes, heart conditions, depression, conduct disorder, and attention deficit hyperactivity disorder. There is no cost to the family for services.

**CCHD - Early Intervention Program (EIP)**  
133 Margaret Street  
Plattsburgh, NY 12901  
Website: [www.clintonhealth.org](http://www.clintonhealth.org)  
Tel: (518) 565-4848  
Contact: Christa VanCour, Children's Service Coordinator  
E-mail: [Christa.Vancour@clintoncountygov.com](mailto:Christa.Vancour@clintoncountygov.com)  
Hours: Monday - Friday  
8 a.m. - 5 p.m.

The Early Intervention Program offers children under the age of 3, developmental evaluation to determine program eligibility, and services for children diagnosed with a disability or developmental delay. For children eligible for services, service coordination, speech, special instruction as well as other services are available. There is no cost to the family for services.

**Adirondack Roots**  
24 Margaret Street, Suite 7  
Plattsburgh, NY 12901  
Tel: (518) 825-0800  
Fax: (518) 563-2824

**Contact: Shannon Robart, House Manager**  
Hours: Monday - Friday  
9 a.m. - 4 p.m.  
Closed Noon - 1 p.m.

Subsidizes rents for very low-income tenants to eligible Clinton County senior citizens, disabled persons and families outside the City of Plattsburgh. Also provides grant funding for first-time home buyers in Clinton County, outside the city of Plattsburgh.

**Clinton County Nursing Home**  
16 Flynn Avenue  
Plattsburgh, NY 12901  
Website: [www.clintoncountygov.com](http://www.clintoncountygov.com)  
Tel: (518) 563-0950, ext.103  
Fax: (518) 563-1060  
Contact: Wendie Bishop, Administrator  
E-mail: [wendie.bishop@clintoncountygov.com](mailto:wendie.bishop@clintoncountygov.com)  
E-mail: [beth.miller@clintoncountygov.com](mailto:beth.miller@clintoncountygov.com)  
Hours: Monday - Friday  
8 a.m. - 4 p.m.

Clinton County Nursing Home has been providing quality long-term health care and skilled nursing services to the community since 1874. We are committed to caring and excellence in the provision of health care services to our 80 residents in a safe and home-like atmosphere.

**Clinton County Mental Health and Addiction Services Clinic**  
130 Arizona Ave Suite 1500  
Plattsburgh, NY 12903  
Website: [www.clintoncountygov.com](http://www.clintoncountygov.com)  
Tel: (518) 565-4060  
Fax: (518) 566-0168

**Contact: Richelle Gregory, Director of  
Community Services**

**E-mail:**

**[mentalhealth@clintoncountygov.com](mailto:mentalhealth@clintoncountygov.com)**

**Hours: Monday 8:30 a.m. to 6 p.m.**

**Tuesday 8:30 a.m. to 7 p.m.**

**Wednesday 8:30 a.m. to 7 p.m.**

**Thursday 8:30 a.m. to 6 p.m.**

**Friday 8:30 a.m. to 5 p.m.**

Services offered for Clinton County residents include evaluations; individual, group, and family therapy; and medication evaluation and management. Services are provided to children and adults in both the mental health and addiction clinics. The first appointment for evaluation is available on a walk in basis Monday thru Friday 8:30 am to 3:00 pm. Reimbursement for services includes commercial insurance and Medicaid/Medicare. A sliding fee scale based on income is available to those without insurance. All services are confidential. The Cart bus is available hourly.

**Clinton County Office for the Aging  
(OFA)**

**135 Margaret Street,  
Suite 105**



**Plattsburgh, NY 12901-2966**

**Website: [www.clintoncountygov.com](http://www.clintoncountygov.com)**

**Tel: (518) 565-4620**

**Fax: (518) 565-4812**

**Contact: Darleen Collins, Director**

**E-mail: [aging@clintoncountygov.com](mailto:aging@clintoncountygov.com)**

**Hours: Monday - Friday  
8 a.m. - 4 p.m.**

The Clinton County Office for Aging is the advocacy, planning, and coordinating agency for senior citizens. Its mission is to understand and strive to meet the

needs of the older people through direct services and referrals to the various agencies listed throughout this booklet. Primary activities include needs assessment, short and long range planning, application for Federal, State and County funds, program and budget monitoring, and coordination of services.

We describe the agency's role in providing information, referral, case assistance and benefits counseling services elsewhere in the directory. We have listed the subcontract agencies, which provide a range of services for the Clinton County Office for the Aging, at the end of this directory.

**OFA – Caregiver Resource Center/  
Caregiver Respite**

**135 Margaret Street, Suite 105**

**Plattsburgh, NY 12901-2966**

**Tel: (518) 565-4620**

**Fax: (518) 565-4812**

**Contact: Nicole Durgan, Case  
Manager**

**Email:**

**[nicole.durgan@clintoncountygov.com](mailto:nicole.durgan@clintoncountygov.com)**

**M-F: 8:00 a.m. – 4:00 p.m.**

The goal of the Caregiver Resource Center is to help older citizens continue to live in the community as long as possible by assisting their caregiving family members through Caregiver Respite, information and assistance accessing programs, a lending library, and caregiver support groups and training.

**OFA - Expanded In-Home Services  
for the Elderly (EISEP)**

**135 Margaret Street,  
Suite 105**



**Plattsburgh, NY 12901**

**Contact: Colleen Monty, Case Manager**  
Tel: (518) 565-4620  
E-mail:  
[colleen.monty@clintoncountygov.com](mailto:colleen.monty@clintoncountygov.com)

**Contact: Stephanie Richards, Case Manager**  
Tel: (518) 565-4623  
E-Mail:  
[Stephanie.richards@clintoncountygov.com](mailto:Stephanie.richards@clintoncountygov.com)

**Contact: Nicole Durgan, Case Manager**  
Tel: (518) 565-4542  
E-mail:  
[nicole.durgan@clintoncountygov.com](mailto:nicole.durgan@clintoncountygov.com)

**Fax: (518) 565-4812**  
**Hours: Monday - Friday**  
**8 a.m. - 4 p.m.**

The EISEP Program provides case management and non-medical in-home services such as housekeeping and personal care to frail/disabled residents of Clinton County. The program is designed to help individuals eliminate or delay the need to enter a nursing home or other institution and to assist family members in the care of the person who is frail and disabled. Individuals 60 years or older are eligible if they are functionally limited and have unmet needs and are unable to receive Medicaid or Medicare reimbursement for the same or similar services. Individuals must be able to be maintained safely at home.

**OFA - Health Insurance Information Counseling and Assistance Program (HIICAP)**  
**135 Margaret Street, Suite 105**

**Plattsburgh, NY 12901-2966**  
**Website:**  
[aging@clintoncountygov.com](mailto:aging@clintoncountygov.com)  
**Tel: (518) 565-4620**  
**Fax: (518) 565-4812**  
**Hours: Monday- Friday**  
**8 a.m. - 4 p.m.**



HIICAP counselors can provide clear, accurate and unbiased free information and counseling. They can transform the maze of health insurance options into a logical step-by-step process. They educate consumers about the benefits and the gaps of Medicare and other types of health insurance available to them. They help consumers to understand the Medicare prescription benefit. They will help consumers to determine when they qualify for state and federal programs that help pay for some of the gaps in Medicare. They help people with Medicare find the most cost-effective health care coverage for their particular financial situation.

**Please call in advance to schedule your HIICAP appointment.**

**OFA - Lifeline**  
**135 Margaret Street,**  
**Suite 105**  
**Plattsburgh, NY 12901-2966**  
**Tel: (518) 565-4620**  
**Fax: (518) 565-4812**  
**E-mail: [aging@clintoncountygov.com](mailto:aging@clintoncountygov.com)**  
**Hours: Monday- Friday**  
**8 a.m. – 4 p.m.**



PERS (personal emergency response service) is provided for people over the age of 60. As with most OFA programs the service is provided regardless of ability to pay. There is a suggested

contribution. There will be a comprehensive in home assessment.

**OFA - Nutrition Education and Counseling**

**45 Veterans Lane  
Plattsburgh, NY 12901**

**Tel: (518) 561-8320**

**Fax: (518) 561-7908**

**Contact: Jo Dragoon Morse, R.D.**



A registered dietitian assists the older people in making informed decisions about their diets by providing nutrition education. Group presentations are given at the congregate sites on topics of general interest to participants. Nutrition information is also provided on the back of the monthly menus distributed to congregate and homebound participants. Nutrition counseling is provided as needed to homebound participants and is also available on a one-to-one basis at congregate sites.

**Clinton County Public Transportation (CCPT)**

**135 Margaret Street, Suite 124  
Plattsburgh, NY 12901**

**Website:**

**[www.clintoncountypublictransit.com](http://www.clintoncountypublictransit.com)**

**Tel: (518) 565-4567**

**Contact: Shannon Thayer, Director**

**E-mail:**

**[Shannon.thayer@clintoncountygov.com](mailto:Shannon.thayer@clintoncountygov.com)**

**Hours: Monday - Friday**

**8 a.m. - 5 p.m.**

Clinton County Public Transit (CCPT) is a public bus system serving all of Clinton County, New York. Schedules, maps, and information about CCPT services may be found on our website or by calling CCPT dispatch at 518-561-

1452. Schedules are available on CCPT buses, at the Planning Office on Margaret Street and at the bus facility. Service information is also found on the CCPT website:

**[www.clintoncountypublictransit.com](http://www.clintoncountypublictransit.com)**

**Clinton County Office for the Aging Sponsored Transportation through CCPT:**

Rural Zone Service:

Clinton County Office for the Aging covers the fare on the "Rural Zone" Dial-A-Ride service offered by CCPT for those seniors 60 years old and older who have completed the release form which allows Clinton County Office for the Aging to collect information about the use of the services that they sponsor. The form that needs to be completed in order to have the fare covered by Clinton County Office for the Aging is available on the bus and can be completed when you are picked-up for the first time by the Rural Zone service. For persons under 60 years old or for those who do not wish to sign the release form, the fare is \$5 each way as of July 2019, though this amount may increase in 2020.

The Rural Zone service covers much of Clinton County (it covers all areas outside of the area served by CCPT's "city" bus routes in Plattsburgh). Depending on where you live, the Rural Zone service can pick you up at home in the morning, bring you to set destinations in Plattsburgh, and then bring you back home in the afternoon. A map showing the service areas can be found in the bus schedule or on the

CCPT website. Generally the northern areas of Clinton County including Altona, Beekmantown, Champlain, Chazy, Clinton, Ellenburg, and Mooers are served on Tuesdays, Thursdays, and Saturdays; while the southern areas of Clinton County including AuSable, Black Brook, Dannemora, Peru, Saranac, and Schuyler Falls are served on Mondays, Wednesdays, and Fridays. The set destinations in Plattsburgh are the renal center, the mall, Price Chopper, WalMart, the hospital, Beekman Towers, and the Clinton County Government Center (where the Department of Motor Vehicles is located). Passengers interested in additional destinations are encouraged to make use the regular CCPT bus routes once they reach Plattsburgh on the Rural Zone service. Call CCPT dispatch at 518-561-1452 to arrange a ride or if you have any questions. The CCPT dispatcher will let you know what time to expect the bus at home. Arrangements must be made the day before or up to two weeks in advance. Call us by Friday to make arrangements for Monday.

### **Special Trips for Seniors:**

Clinton County Office for the Aging, as a Qualified Human Services Organization, can request CCPT to perform special "charter" trips for seniors. Examples include a bus to the farmer's market on Durkee Street in Plattsburgh, a bus to a museum in Clinton County, or a bus to a musical performance at SUNY Plattsburgh. Charter trips are subject to bus/driver availability and to prior approval by the New York State Department of Transportation Public

Transportation Bureau. If you would be interested in a special trip for seniors, please contact the Office for the Aging at 518-565-4620 at least two months in advance of the date of the desired trip so that arrangements can be made.

### **Senior Discount Card:**

Also known as the "Senior Bus Pass", the Senior Discount Card can be obtained at the Clinton County Planning Office or the Clinton County Office for the Aging (both are located at 135 Margaret Street in downtown Plattsburgh). Show the Senior Discount Card to the CCPT bus driver in order to pay a reduced fare on the CCPT regular bus routes. The Senior Discount Card does not provide for free trips on CCPT services, though the Clinton County Office for the Aging will cover the fare on the Rural Zone service for those seniors over 60 years old who have completed and signed the release form. CCPT regular routes offer service in Plattsburgh and some more rural areas within Clinton County Monday through Friday with more limited service available on Saturday. CCPT regular routes can go off-route by up to ¾ mile as a "deviation". Similar to making Rural Zone service arrangements, deviation arrangements must be made in advance with CCPT dispatch. To make arrangements, or for more information about CCPT services please contact CCPT dispatch at 518-561-1452.

### **Clinton County Veterans Service Agency**

**137 Margaret Street  
Plattsburgh, NY 12901**

**Website: [www.clintoncountygov.com](http://www.clintoncountygov.com)**

**Tel: (518) 565-4720**

**Fax: (518) 565-4721**

**E-mail:**

[veterans@clintoncountygov.com](mailto:veterans@clintoncountygov.com)

**Contact: Steven Bowman, Director**

**E-mail:**

[steve.bowman@clintoncountygov.com](mailto:steve.bowman@clintoncountygov.com)

**Hours: Monday - Friday**

**8 a.m. - 5 p.m.**

Benefit Counseling and Advocacy for Veterans, Their Families and Survivors. There are many New York State and Federal Benefits available to veterans, there are eligibility requirements for each program. Please call or stop by to discuss your benefits.

#### Federal Benefits

Burial Benefits

Death Pension

Dependency & Indemnity Compensation

Disability Compensation

Education

Healthcare

Home Loan Guaranty

Life Insurance

Pension

#### State Benefits

Blind Annuity Program Education

Gold Star Parent Annuity Program

Supplemental Burial Allowance

Veterans Property Tax Exemption

#### **Conifer Park**

**80 Sharron Avenue**

**Plattsburgh, NY 12901**

**Tel: (518) 561-0130**

Conifer Park's Plattsburgh Outpatient Clinic provides a wide range of services, addressing the needs of a diverse client base. We provide chemical dependency treatment for the general population as

well as those with specialized treatment needs 6 days a week.

#### **Elderly Pharmaceutical Insurance Coverage (EPIC)**

**Website:**

[www.health.state.ny.us/health\\_care/epic](http://www.health.state.ny.us/health_care/epic)

**Tel: (800) 332-3742**

**TTY: (800) 290-9138**

**P.O. Box15018**

**Albany, NY 12212-5018**

EPIC is a New York State sponsored prescription program for senior citizens who need help paying for their prescriptions. EPIC works with Medicare Part D as a secondary payer. New York State residents can apply if they are 65 or older, and have an annual income of \$75,000 or less if single, or \$100,000 or less if married. Seniors should make sure their Medicare Part D plan covers their prescription drugs, since EPIC will not pay primary for most medications. Seniors who have retiree benefits should call their benefits department to find out if they qualify for Part D. You can apply at any time during the year.

#### **EyeCare America**

**655 Beach St.**

**San Francisco, CA 94109**

**Toll Free: (877) 887-6327**

**Fax: (415) 561-8567**

**Email: [www.eyecareamerica@aao.org](mailto:www.eyecareamerica@aao.org)**

EyeCare America is a nationwide outreach program designed to provide medical eye care to the nation's disadvantaged senior citizens. The program provides referrals for U.S. citizens or legal residents, age 65 or older who do not have access to an ophthalmologist they have seen in the

past. EyeCare America will mail the name of a volunteer ophthalmologist in their community to callers who meet the eligibility requirements. Participating doctors provide medical eye examinations and treatment for any condition or disease diagnosed. Qualified patients receive treatment at no out-of-pocket expense. Doctors accept insurance reimbursement as payment in full for their services. Services are provided at no charge for uninsured patients. Those who are enrolled in a prepaid health care plan (HMO) or obtain care through a government care facility (Armed Forces or VA Hospital) are not eligible. The program does not cover eyeglasses, prescriptions, hospital services and other medical services.

**First Transit, Inc.**  
**27 Flanagan Drive**  
**Plattsburgh, NY 12901**  
**Contact: Melvin Desrocher**  
**Tel: (518) 563-3672**  
**E-mail:**  
[melvindesrocher@firstgroup.com](mailto:melvindesrocher@firstgroup.com)  
**Hours: Monday - Friday**  
**8 a.m. - 5 p.m.**

Free transportation for grocery shopping available to everyone who resides at housing listed below or who can get to stops listed below.

- Market 32 Schedule: Every other Tuesday
- Hannaford Schedule: Every other Thursday
- Schedule for stores:
  - 9:30 a.m. – Lakeview Towers
  - 9:40 a.m. – Robert S. Long Apartments

- 9:45 a.m. -- Sterns Apartments
- 9:50 a.m. – Beekman Towers
- 10:00 a.m. – Arrival at Store
- 11:00 a.m. – Return Trip Begins

Also: Round trip from Plattsburgh to Malone twice a day and Plattsburgh to Potsdam once a day. Call for fees and schedules.

First Transit also has a bus service that runs from Plattsburgh to Malone to Potsdam called the North Country Express. Their website will provide a schedule.

**Website:**  
[www.northcountryexpress.net](http://www.northcountryexpress.net)

**Friends of the North Country**  
**1387 Hardscrabble Road**  
**Cadyville, NY 12918**  
**Website:**  
[www.friendsofthenorthcountry.org](http://www.friendsofthenorthcountry.org)  
**Tel: (518) 293-5045 ext. 125 or 126**  
**Fax: (518) 293-5017**  
**Contact: Crystal Narducci, Executive Director**  
**E-mail:**  
[cnarducci@friendsofthenorthcountry.org](mailto:cnarducci@friendsofthenorthcountry.org)  
**Hours: Monday - Friday**  
**8 a.m. - 3:30 p.m.**

Friends of the North Country provide assistance to the counties of Clinton, Essex and Franklin in applying for grants for housing rehabilitation and community revitalization projects, as well as to not-for-profit organizations seeking funds to construct senior citizen housing. Friends of the North Country is a HUD-certified



Housing Counseling Agency providing pre- and post-purchase counseling, mortgage foreclosure prevention assistance as well as budgeting and home maintenance counseling free of charge.

**Genetic Center - Vermont Regional**  
**112 Colchester Ave.**  
**Burlington, Vermont 05401**  
**Toll Free: (802) 847-4310**

These programs insure that individuals with genetic disorders, whether affected, at risk for transmitting, or simply concerned, have access to comprehensive genetics services which include diagnostic, counseling and preventive services.

**HCR Home Care – Certified Home Health Care Agency (CHCA) & License Home Care Service Agency**  
**176 US Oval, Suite 3**  
**Plattsburgh, NY 12903**  
**Tel: (518) 310-0900**  
**Contact: Kari Charette RN BSN**  
**E-mail: [kcharette-furnia@hcrhealth.com](mailto:kcharette-furnia@hcrhealth.com)**  
**Hours: Monday - Friday**  
**8:30 a.m. – 5:00 p.m.**  
**HCR provides a 24 hour service**

**HCR Care Management Services**  
**159 Margaret Street**  
**2<sup>nd</sup> Floor, Suite 700**  
**Plattsburgh, NY 12901**  
**Tel: 518-219-2553**  
**Contact: Jesse Frenyea**  
**E-mail: [jfrenyea@hcrhealth.com](mailto:jfrenyea@hcrhealth.com)**  
**Hours: Monday-Friday**  
**8:00 a.m.-5:00 p.m.**

HCR Home Care has been providing superior home health care to New York State since 1978. HCR is a Certified Home Health Agency, caring for patients receiving Medicare and Medicaid benefits, those who have commercial insurance plans, or those who wish to pay privately. HCR also operates a license Home Health Care Service Agency (HHCSA) offering a variety of home and community services to assist people who wish to live in the community rather than a nursing home. The HCR offers needed medical and nonmedical support services to improve or maintain the health or daily functions of individuals who would otherwise require nursing home care. HCR provides in-home specialized home care nursing; physical, occupational, and speech therapy; medical social work; and personal care assistance with home health aides. Our clinical experts work with your physician to keep you safe, healthy, and independent at home.

**HEAR NOW**  
**Starkey Hearing Foundation**  
**PO Box 1514**  
**Minneapolis, MN 55441**  
**Website:**  
**[www.starkeyhearingfoundation.org](http://www.starkeyhearingfoundation.org)**  
**Tel: (866)354-3254**  
**E-mail: [hearnow@starkey.com](mailto:hearnow@starkey.com)**

Hear Now is a national non-profit program committed to assisting deaf and hard-of-hearing persons with limited financial resources who permanently reside within the United States. The work of Hear Now is supported through the contributions of many benefactors. We receive no government funding. All donations – money, time, hearing aids –

allow the program to survive and give the gift of hearing domestically.

#### Salvage Hearing Aid Donations

Hear Now collects hearing aids for recycling purposes. Any make or model, regardless of age, can be donated to the hearing aid recycling program. All donations are tax deductible and a letter of acknowledgement will be sent to all identified donors. If you wish to donate a salvaged hearing aid or other assistive device, please securely package the donation and mail.

#### **Hospice of the North Country**

**358 Tom Miller Road  
Plattsburgh, NY 12901**

**TEL: 518-561-8465**

**Fax: 518-561-3182**

**Website: [www.hospicenc.org/](http://www.hospicenc.org/)**

**OR**

**3909 State Route 11**

**Malone, NY 12953**

**Website: [www.hospicenc.org/](http://www.hospicenc.org/)**

**Tel: (518) 483-3200**

**Fax: (518) 481-6694**

**Contact: Natalie Whitehurst,  
Executive Director**

**E-mail: [nwhitehurst@hospicenc.org](mailto:nwhitehurst@hospicenc.org)**

Hospice of the North Country is a dedicated team of professional staff and trained volunteers who work with the patient's own physician, and other community resources, to provide patient-focused, family-centered, end-of-life care...without regard to disease, age, race, gender, orientation, color, creed, or insurance coverage or level of income. Hospice cares for those with terminal illness in the comfort of their chosen setting, in the company of their family and friends. Hospice care is usually provided

in the patient's home, or, by arrangement, in nursing homes, hospitals, or other care facilities. Hospice can be initially contacted by the physician, patient, or family. A visit by the Hospice admission team will determine eligibility and the special needs of the person with terminal illness and their loved ones. Hospice services include: pain and symptom control, regular skilled nursing visits, home health aide assistance, volunteer services, all medical supplies and medications related to the terminal illnesses, 24 hour on-call home visits, as needed, by a registered nurse or social worker, help accessing community resources, emotional and spiritual support and bereavement care for family and friends for thirteen months after the death of a loved one.

#### **Joint Council for Economic Opportunity (JCEO)**

**54 Margaret Street  
Plattsburgh, NY 12901**

**Website: [www.jceo.org](http://www.jceo.org)**

**Tel: (518) 561-6310**

**Fax: (518) 562-2947**

**Contact: Nicole Laurin, Executive Director**

**Hours: Monday - Friday**

**8:30 a.m. - 4 p.m.**

JCEO works closely with the low-income community in Clinton County. The organization is dedicated to providing resources and services that enhance people's dignity and self-reliance.

#### **JCEO - Energy Services Department**

**54 Margaret Street  
Plattsburgh, NY 12901**

**Website: [www.jceo.org](http://www.jceo.org)**

**Tel: (518) 561-6310**  
**Fax: (518) 562-2947**  
**Contact: Belinda Parent, Director**  
**E-mail: [parentbj@jceo.org](mailto:parentbj@jceo.org)**  
M-F: 8:30 a.m. - 4 p.m.

The Weatherization Assistance Program is designed to provide energy conservation measures to housing within Clinton County. Both renters and homeowners are eligible for weatherization based on income guidelines.

**JCEO - Community Outreach Program**  
**54 Margaret Street**  
**Plattsburgh, NY 12901**  
**Website: [www.jceo.org](http://www.jceo.org)**  
**Tel: (518) 561-6310**  
**Fax: (518) 562-2947**  
**Contact: Lisa Goodrow, Outreach Program Director**  
**E-mail: [lgoodrow@jceo.org](mailto:lgoodrow@jceo.org)**  
M-F: 8 a.m. – 4 p.m.

**Community Outreach Worker(s)**  
**Ryan Casey**  
**[Rcasey@jceo.org](mailto:Rcasey@jceo.org)**  
M-F: 8:30 a.m. – 4:00 p.m.

Community Outreach Center workers are available throughout Clinton County to provide people of all ages with information about services and other forms of assistance. Each outreach center has a food pantry that is available for those needing assistance. They provide families with nutritious staple foods such as pasta, canned goods, and much more. The service is strictly confidential. Child or Family Health Plus/Medicaid. Community Outreach staff are trained as facilitated enrollers for these

programs. Eligible families may apply for these programs at all sites. JCEO's Family Development Program provides interested families with NYS Certified Family Development Workers who assist with goal setting and serve as community resources.

Family Development services are free, confidential, and designed to help families attain self-reliance.

### **Outreach Centers**

**\*\*Hours of Operation are subject to change\*\***

**Town of Altona**  
3124 Miner Farm Rd  
Altona Town Hall  
Altona, NY 12910  
[altonaor@jceo.org](mailto:altonaor@jceo.org)  
**Tel: (518) 236-7035 ext. 107**  
**Fax: (518) 236-7621**  
Thursday & Friday  
8:30a.m.-4:00p.m.

**Town of AuSable**  
1908 Route 22  
Keeseville, NY 12944  
**Tel: (518) 834-9043**  
**Fax: (518) 834-5510**  
**E-mail: [keesevilleor@jceo.org](mailto:keesevilleor@jceo.org)**  
Monday & Wednesday  
8:30 a.m. – 4:00 p.m.

**Town of Black Brook**  
AuSable Forks Town Hall  
18 North Main St  
AuSable Forks, NY 12912  
**E-mail: [keesevilleor@jceo.org](mailto:keesevilleor@jceo.org)**  
**Tel: (518) 647-5411 ext. 3**  
**Fax: (518) 647-1294**  
Tuesday & Thursday

8:30 a.m. - 4:00 p.m.

**Town of Champlain**

1104 Route 9, Champlain, NY 12919

**E-mail:** [champlainor@jceo.org](mailto:champlainor@jceo.org)

**Tel:** (518) 298-2373

**Fax:** (518) 298-2373

Monday, Wednesday & Thursday

10:00 a.m. – 2:30 p.m.

Tuesday: 10:00 a.m. – 3:30 p.m.

**Town of Chazy – West Chazy**

9631 State Route 22

West Chazy, NY 12992

**E-mail:** [chazyor@jceo.org](mailto:chazyor@jceo.org)

**Tel:** (518) 493-3491

**Fax:** (518) 493-3491

Tuesday, Wednesday & Thursday

11:30 a.m. - 4:00 p.m.

Friday: 12:00 p.m. – 4:00 p.m.

**Town of Dannemora**

P.O. Box 397

44 Emmons Street

Dannemora, NY 12929

**Email:** [dannemoraor@jceo.org](mailto:dannemoraor@jceo.org)

**Tel:** (518) 492-7357

**Fax:** (518) 492-7357

Thursday 7:30 a.m. -5:00 p.m.

Friday .7:30 a.m. -4:30 p.m.

**Town of Ellenburg**

Municipal Building

16 Edmunds Way

Ellenburg Center, NY 12933

**E-mail:** [ellenburgor@jceo.org](mailto:ellenburgor@jceo.org)

**Tel:** (518) 594-3007

**Fax:** (518) 594-7414

Monday, Wednesday & Friday

8:30 a.m. – 4:00 p.m.

**Town of Peru**

P.O. Box 596, 3036 Main Street

Peru Town Hall

**E-mail:** [peruor@jceo.org](mailto:peruor@jceo.org)

**Tel:** (518) 643-8455

**Fax:** (518) 643-8455

Monday, Tuesday, Thursday & Friday:

8:30 a.m. – 4:00 p.m.

**Town of Plattsburgh**

1349 Military Turnpike

Plattsburgh, NY 12901

**E-mail:** [plattsburghor@jceo.org](mailto:plattsburghor@jceo.org)

**Tel:** (518) 825-0742 (518) 563-6301

**Fax:** (518) 563-2836

M-T: 8:30 a.m. – 4:00 p.m.

**Town of Saranac**

Saranac Town Hall

3668 Route 3

Saranac, NY 12981

**E-mail:** [saranacor@jceo.org](mailto:saranacor@jceo.org)

**Tel:** (518) 293-6661

**Fax:** (518) 293-6661

Tuesday 7:30 a.m. – 4:30 p.m.

Wednesday 7:30 a.m. – 5:00 p.m.

**Town of Schuyler Falls**

997 Mason Street

Morrisonville, NY 12962

**Tel:** 518-563-1129 ext. 7697

Tuesday 8:00a.m.- 3:30 p.m.

Wednesday: 8:30 a.m.- 1:00 p.m.

**JCEO - Health Insurance Information  
Counseling and Assistance Program  
(HIICAP)**

**Tel:** (518) 561-6310

**Fax:** (518) 562-2947

**Contact:** Julie Stalker,  
Director

**Email:** [stalker@jceo.org](mailto:stalker@jceo.org)

M-F: 8:30 a.m. - 4 p.m.



HIICAP counselors can provide clear, accurate and unbiased free information and counseling. They can transform the

maze of health insurance options into a logical step-by-step process. They educate consumers about the benefits and the gaps of Medicare and other types of health insurance available to them. They help consumers to understand the Medicare prescription benefit. They will help consumers to determine when they qualify for state and federal programs that help pay for some of the gaps in Medicare. They help people with Medicare find the most cost-effective health care coverage for their particular financial situation.

**Please call in advance to schedule your HIICAP appointment. Appointments can be at the office, at your home or at a community location.**

#### **JCEO - Rural Transportation Program (RTP)**

**54 Margaret Street  
Plattsburgh, NY 12901**

**Website: [www.jceo.org](http://www.jceo.org)**

**Tel: (518) 561-6310**

**Fax: (518) 562-2947**

**Contact: Julie Stalker, Director**

**Email: [stalker@jceo.org](mailto:stalker@jceo.org)**

**M-F: 8:30 a.m. - 4 p.m.**



The Rural Transportation Program is designed to assist the frail older person who is without other means of transportation to get to medical appointments. Rides are arranged by Community Outreach Center workers located throughout Clinton County. Individuals residing in Beekmantown, Mooers and Schuyler Falls may call the JCEO Senior Outreach Program (561-6310) for assistance.

#### **JCEO - Senior Care/Senior Repair**

**54 Margaret Street  
Plattsburgh, NY 12901**

**Website: [www.jceo.org](http://www.jceo.org)**

**Tel: (518) 561-6310**

**Fax: (518) 562-2947**

**Contact: Raelyn Longtemps, Senior Outreach Specialist**

**E-mail: [rlongtemps@jceo.org](mailto:rlongtemps@jceo.org)**

**M-F: 8:30 a.m. - 4 p.m.**



Seniors are linked with individuals who are interested in providing shopping assistance, housekeeping, personal assistance, yard or home repair work. Potential employees and volunteers are screened and references checked.

#### **JCEO - Senior Outreach Program**

**54 Margaret Street  
Plattsburgh, NY 12901**

**Website: [www.jceo.org](http://www.jceo.org)**

**Tel: (518) 561-6310**

**Fax: (518) 562-2947**

**Contact: Julie Stalker, Director**

**E-mail: [stalker@jceo.org](mailto:stalker@jceo.org)**

**M-F: 8:30 a.m. - 4 p.m.**



Senior Outreach Program - Field based Senior Outreach staff visit seniors in their homes, providing information and assistance in obtaining services, benefits and entitlements. Also provides unbiased information about health insurance options.

Telephone Reassurance/Friendly Visitor Programs - Volunteers visit or call homebound seniors on a regular basis.

#### **License Plates and Parking Permits for People with Disabilities**

To request a form to apply for special license plates or a parking permit for

people with disabilities, please call or visit your City of Plattsburgh or Town Hall. Medical certification of the disabling condition is required to qualify the applicant for special plates or a permit. Handicap license plates are obtained from the department of Motor Vehicles.

**Legal Aid Society of Northeastern NY**  
**100 Court Street**  
**Plattsburgh, NY 12901**  
**Tel: (518) 563-4022**  
**Fax: (518) 563-4058**  
**Toll Free: (800) 722-7380**  
**Contact: Peter Racette, Deputy Director**  
**E-Mail: [pracette@lasnny.org](mailto:pracette@lasnny.org)**  
**M-F: 9 a.m. - 5 p.m.**

Free legal counseling in a variety of civil areas specializing in special education law for students with disabilities; rights of the mentally ill; disability claims; public entitlements; land/tenant problems; family problems; consumer issues; unemployment; compensation issues and protection and advocacy for the disabled and mentally ill. North Country residents who have the need for free legal services. Serving the needs of the disabled, low income and victims of domestic violence.

**Nutrition Outreach and Education Program-Clinton County**  
**Legal Aid Society of Northeastern NY**  
**100 Court Street**  
**Plattsburgh NY 12901**  
**Tel: (518) 563-4022 ext. 112**  
**Fax: (518) 563-4058**  
**Toll Free: (800)722-7380**  
**Contact: Mandy Beaudin, Paralegal/NOEP Program Coordinator**  
**E-mail: [mbeaudin@lasnny.org](mailto:mbeaudin@lasnny.org)**

M-F: 9 a.m. to 5 p.m.

Covers all of Clinton County and offers free and confidential services to connect hungry New Yorkers to nutrition assistance programs such as SNAP (formerly Food Stamps), the school Breakfast Program, and the Summer Food Services Program. Offers pre-screenings for potential SNAP application. Can also inform you of your rights as a SNAP applicant and advocate on your behalf to ensure your rights are being met according to SNAP regulations.

**Lifeline Telephone Discount**  
**Website: [www.lifelinesupport.org](http://www.lifelinesupport.org)**

Lifeline helps you stay connected and save money on your monthly telephone bill. The Lifeline discount can be applied to either home telephone service (landline or cable) or wireless service. The discount is available for only one line per household.

- Lifeline discounts\* on home telephone service can save consumers as much as \$250 a year through lower basic local service charges and a waiver of the federal subscriber line charge.
- Wireless customers can receive Lifeline benefits such as free minutes, reduced rates and free phones.

\*Total savings and benefits will vary depending on your telephone service provider.

Only **ONE** Lifeline discount is allowed per household. The discount can be

applied to a landline or a wireless service, but not at the same time.

Your "household" is everyone who lives together at your address as one economic unit, (including people who are not related to you). Adults living with you are part of the economic unit if they contribute to and share in the income and expenses of the household.

Individuals who are eligible for Supplemental Security Income (SSI)

- Home Energy Assistance Program (HEAP)
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Non-Service Related Veteran's Disability Pension or Veteran's Surviving Spouse Pension
- Family Assistance
- Safety Net Assistance
- Federal Public Housing Assistance (Section 8)
- National School Lunch Program

**Literacy Volunteers of Clinton County**

**Hawkins Hall, Room 052**

**SUNY Plattsburgh**

**101 Broad Street**

**Plattsburgh, NY 12901**

**Website: [www.lva-cc.org](http://www.lva-cc.org)**

**Tel: (518) 564-5332**

**Fax: (518) 564-5335**

**Contact: Linda Carela**

**Executive Director**

**E-mail: [lcare003@plattsburgh.edu](mailto:lcare003@plattsburgh.edu)**

**M-Thurs: 8 a.m. - 4 p.m.**

**Friday: 8 a.m. - 3 p.m.**

Literacy Volunteers provides one-to-one tutoring for people who want help in

improving their skills in reading, basic math or English for Speakers of Other Languages (ESOL).

**Meadowbrook Health Care**

**154 Prospect Avenue**

**Plattsburgh, NY 12901**

**Website:**

**[www.meadowbrookhealth.com](http://www.meadowbrookhealth.com)**

**Tel: (518) 563-5440**

**Fax: (518) 563-1206**

**Contact: Paul Richards**

**Administrator**

Meadowbrook Healthcare in Plattsburgh, New York, is a 287-bed healthcare facility providing a Full Continuum of Skilled Nursing Care including: limited Assistance (similar to Assisted Living), Subacute Rehabilitation, Restorative Therapy and Skilled Nursing Services. Our full range of services affords individuals the opportunity to comfortably age in place at Meadowbrook. Our facility is tastefully appointed in warm Adirondack tones with modern furnishings. Our licensed, professional personnel provide quality individual care in an atmosphere that promotes healing and enrichment.

At Meadowbrook Healthcare you can live comfortably in an upscale resort-style atmosphere in our Limited Assistance Neighborhood; you can recover from an illness, injury or surgery in our Subacute Rehabilitation Unit; you can gain strength and independence through our restorative Therapy Program or you can receive quality individual 24-hour care on our Skilled Nursing Neighborhoods.

Since 1974, thousands of families have entrusted Meadowbrook Healthcare with providing care for their loved ones. Our entire staff takes the responsibility of

earning and keeping your trust very seriously. Throughout our region, we are known as the “Facility of Choice” for both the care we extend to our residents as well as the engaging atmosphere our employees foster each and every day.

### **Medicare**

**Website:** [www.medicare.gov](http://www.medicare.gov)

**Toll Free: 800-medicare (800) 633-4227)**

**Or**

**Social Security Local: (866) 964-7430**

Medicare helps pay certain health care costs: Part A - hospital, skilled nursing facility, home care and Part B - physicians (in-hospital and out-patient). An individual 65 or older, or one who has received Social Security disability for a period of 24 months, is eligible for Medicare hospital insurance. Individuals and couples with low incomes may be eligible for help with premium payments and/or deductibles and co-payments. Intake application for Medicare, but for questions about Medicare Part D contact Medicare. Contact the Social Security Administration with entitlement questions.

### **Medicare Rights Center**

**520 Eighth Avenue**

**North Wing, 3rd Floor**

**New York, NY 10018**

**[www.medicarerights.org](http://www.medicarerights.org)**

**Tel: 212-869-3850**

**Fax: 212-869-3532**

**National Helpline: 800-333-4114**

The Medicare Rights Center is a national, nonprofit consumer service organization that works to ensure access to affordable

health care for older adults and people with disabilities through counseling and advocacy, educational programs and public policy initiatives.

### **National Alliance on Mental Illness Champlain Valley (NAMI: CV)**

**302 New York Road**

**Plattsburgh, NY 12903**

**Website:** [www.nami-cv.org](http://www.nami-cv.org)

**Tel: (518) 561-2685**

**Fax: (518) 561-2689**

**Contact: Amanda Allen, Executive  
Director**

**E-mail:** [amanda@nami-cv.org](mailto:amanda@nami-cv.org)

**M-F: 8:30 a.m. - 4 p.m.**

The National Alliance for the Mentally Ill of Champlain Valley (NAMI: CV) is a grassroots organization that provides education, advocacy, and support to all those affected by mental illnesses in Clinton, Franklin, and Essex Counties. NAMI: CV is a member agency of the United Way of Clinton and Essex Counties and a member in good standing of NAMI New York State and NAMI National. NAMI: CV provides a variety of supports and educational programs for both family members who have a loved one with a mental illness and for consumers of mental health services. Grief support is also provided for survivors of suicide. Please call for more information. All services are free of charge.

### **New York Caregiving Portal**

**[www.newyork-caregivers.com](http://www.newyork-caregivers.com)**

Powered by Trualta

You're tired of general information. Our learning platform addresses real issues, showing you how with in-depth lessons,



practical steps, and guided support from a care manager. This platform is provided free of charge to caregivers in New York State by NYSOFA and Aging NY.

### **New York Relay Service**

**Website:** [www.nyrelay.com](http://www.nyrelay.com)

**Tel:** 711 or (800) 421-1220

New York Relay service is a statewide service that connects standard (voice) telephone users with deaf, hard-of-hearing, deaf-blind, speech-disabled, or late-deafened people who use text telephones (TTYs) or voice carry-over (VCO) phones. All you have to do is dial 7-11. It is that easy!

### **NYS Attorney General's Office**

**43 Durkee Street, Suite 700**

**Plattsburgh, NY 12901**

**Website:** [www.ag.ny.us](http://www.ag.ny.us)

**Tel:** (518) 562-3282

**Toll Free:** (800) 771-7755

**Fax:** (518) 562-3293

**Contact:** Glen Michaels, Assistant Attorney General in Charge

**Contact:** Christopher Fleury

**E-mail:** [Christopher.fleury@ag.ny.gov](mailto:Christopher.fleury@ag.ny.gov)

**M-F:** 8:30 a.m. - 5 p.m.

The Attorney General's Office offers many programs and services specially geared to help protect seniors from consumer scams, as well as valuable information about investments, charitable donations, and protecting yourself from discrimination. The Consumer Frauds Bureau provides information about how seniors may protect themselves from telemarketing, sweepstakes and home improvement scams and much more. If you have a

problem with a product, service or merchant, first contact the store where you made the purchase. If you don't receive satisfaction, the Attorney General's Consumer Frauds Bureau will provide you with an official consumer complaint form and instructions on how to file a complaint with the office. If you suspect that you or someone you know is a victim of elder abuse, contact the police or the Attorney General's Criminal Division immediately. Elder abuse refers to physical and psychological mistreatment, financial exploitation, passive neglect, confinement, abandonment, hazardous living conditions, intimidation, and sexual abuse involving senior citizens. The Health Care Bureau is available to advocate on behalf of consumers and providers with complaints or questions regarding health care issues, including HMOs. The Health Care Bureau has a toll-free hotline: (888) 692-4422.

### **NYS Children & Family Services**

**Bureau of Financial Operations**

**Equipment Loan Fund for the Disabled**

**52 Washington Street**

**Rensselaer, NY 12144**

**Website:** [www.ofcs.ny.gov](http://www.ofcs.ny.gov)

**Tel:** (518) 474-9406

**Fax:** (518) 486-5819

**M-F:** 8 a.m. - 5 p.m.

The Equipment Loan Fund for the Disabled is a loan program to assist disabled resident New Yorkers in obtaining essential adaptive equipment they might not otherwise be able to afford. For information and applications, write to the above address.

**NYS Commission for the Blind and Visually Handicapped**  
**52 Washington Street**  
**Rensselaer, NY 12144**  
**Tel: (518) 473-1675**  
**Fax: (518) 473-9255**  
**Contact: Amanda Hladik**  
**Senior Counselor**  
M-F: 8:30 a.m. – 4:30 p.m.

Provide Vocational Rehabilitation Services: counseling, medical examinations, vocational evaluations, training, job placement, and follow-up. Accommodation for blindness: Adaptive skills and equipment for communication, home management, access to print, and orientation and mobility training. Services available to all legally blind individuals with a vocational handicap; diagnosis is made by ophthalmologist when visual acuity is 20/200 or less in better eye with best correction, or visual field is restricted to 20 degrees or less. Referrals can be made by any person or agency. Some services are based on financial eligibility. Services are for job seekers only. NYS Commission for the Blind and Visually Handicapped partner with North Country Center for the Visually Impaired.

**NYS Division of Veterans' Affairs**  
**Clinton County Government Center**  
**137 Margaret Street**  
**Plattsburgh, NY 12901**  
**Website: [www.veterans.ny.gov](http://www.veterans.ny.gov)**  
**Tel: (518) 565-4720**  
**Toll Free: (888) 838-7697**  
**Fax: (518) 565-4721**  
**Contact: Tracie Reece, State**  
**Veterans Benefit Advisor 1**  
**E-mail: [tracie.reece@veterans.ny.gov](mailto:tracie.reece@veterans.ny.gov)**  
**M-F: 8 a.m. – 4 p.m.**

The State Veterans Counselor provides benefits counseling and advocacy for North Country veterans and their families. There are many Federal and State benefits available to veterans but there are eligibility requirements for each program. Please call or stop by to discuss your benefits.

**NYS Division of Veterans' Affairs**  
**Blind Annuity for Veterans and Eligible Spouses**  
**2 Empire State Plaza, 17<sup>th</sup> Floor**  
**Albany, NY 12223**  
**Website: [www.veterans.ny.gov](http://www.veterans.ny.gov)**  
**Tel: (518) 486-3602**  
**Fax: (518) 473-0379**  
**Contact: Joella Grayson**  
**E-mail: [joella.grayson@veterans.ny.gov](mailto:joella.grayson@veterans.ny.gov)**  
**M-F: 8:30 a.m. - 4:30 p.m.**

NYS pays a monthly benefit to eligible blind veterans and certain eligible spouses. The blind annuity – paid in monthly installments – is administered by the New York State Division of Veterans' Affairs. Veterans who served on active duty in the Armed Forces of the United States during specified war-time periods and who were discharged or released under conditions other than dishonorable, and

- Who meet the New York State standards of blindness, and
- Who served on active duty during a designated war-time period, and received an honorable or general discharge, or a discharge other than one given for dishonorable service, and

- Who are now, and continue to be residents of and continuously domiciled in NYS

**NY State of Health**

**Tel: (855) 355-5777**

**Website:**

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

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

**M–F: 8 a.m. - 8 p.m.**

**Saturday: 9 a.m. - 1 p.m.**

An organized marketplace designed to help non-Medicare New Yorkers shop for and enroll in health insurance coverage. Individuals, families and small businesses can use the Marketplace to help them compare insurance options, calculate costs and select coverage online, in-person, over the phone or by mail.

- **Navigators in Clinton County**  
(In-person assistance with researching and enrolling in a health insurance plan)
  - ✚ Adirondack Health Institute  
(866) 872-3740
  - ✚ Southern Adirondack Living Center - (518) 792-3537

**NYS Office of Parks and Recreation  
Access Pass**

**Albany, NY 12238-0001**

**Website: [www.nysparks.com](http://www.nysparks.com)**

**Tel: (518) 474- 2324**

**TDD: 711**

**Contact: Megan Lawyer, Program Coordinator**

**E-mail: [megan.lawyer@parks.ny.gov](mailto:megan.lawyer@parks.ny.gov)**

**M-F: 9 a.m. - 5 p.m.**

Residents of NY State with certain medically verified permanent disabilities

may apply for free use of NYS parks, historic sites and recreational facilities. Applications are available at the Clinton County Office for the Aging or by calling the above phone number. Restrictions apply.

**NYS Office of Parks and Recreation  
Golden Park Program**

**Albany, NY 12238-0001**

**Website: [www.nysparks.com](http://www.nysparks.com)**

**Tel: (518) 474- 2324**

**TDD: 711**

**Contact: Megan Lawyer, Program Coordinator**

**E-mail: [megan.lawyer@parks.ny.gov](mailto:megan.lawyer@parks.ny.gov)**

**M-F: 9 a.m. - 5 p.m.**

Free admission to NY State parks and recreational facilities is available to NY State residents who are 62 or older. Free admission is available for day use only, Monday through Friday excluding holidays, no camping. Reductions are available for park activity fees. Special Golden Park passes are no longer required. A driver's license or non-driver's ID is required and may be obtained at any NYS Department of Motor Vehicles Office.

**NYS Public Service Commission  
3 Empire State Plaza**

**Albany, NY 12223**

**Website: [www.dps.ny.gov](http://www.dps.ny.gov)**

**Tel: (518) 474-7080**

**Contact: James Denn, Director of Public Affairs**

**E-mail: [James.denn@dps.ny.gov](mailto:James.denn@dps.ny.gov)**

**M-F: 8:30 a.m. - 5 p.m.**

This program insures a special year-round safeguard against shutoff of electric, natural gas, steam and

telephone utilities. If you are 62 or older, blind or disabled you are eligible for special protections. It's important for seniors to know that utility companies generally cannot require deposits from customers 62 or older, unless the customer has been disconnected for non-payment within the past 6 months. Client must obtain application from their utility company.

**NYS Talking Book and Braille Library  
Cultural Education Center  
Empire State Plaza  
Albany, NY 12230  
Website: [www.nysl.nysed.gov/tbbl](http://www.nysl.nysed.gov/tbbl)  
Tel: (800) 342-3688  
E-mail: [tbbl@mail.nysed.gov](mailto:tbbl@mail.nysed.gov)**

This library provides free library services to eligible residents of Upstate New York who cannot read or hold standard print materials. It makes available recorded and Braille materials provided by the Library of Congress, and provides other services to eligible readers.

**North Country Association for the  
Visually Impaired (NCAVI)  
22 US Oval, Suite B-15  
Plattsburgh, NY 12903  
Website: [www.ncavi.org](http://www.ncavi.org)  
Tel: (518) 562-2330  
Fax: (518) 562-2331  
Contact: Amy Kretser, Executive  
Director  
E-mail: [www.ncavi2001@yahoo.com](mailto:www.ncavi2001@yahoo.com)  
[or info@ncavi.org](mailto:info@ncavi.org)  
M-F: 8 a.m. - 4 p.m.**

The North Country Association for the Visually Impaired (N.C.A.V.I.) provides rehabilitative services, and adaptive

equipment free of charge to the legally blind, and blind individuals (of all ages) in the four counties, of Clinton, Essex, Franklin, and St. Lawrence. Services offered are rehabilitation teaching, social casework, orientation and mobility instruction (safe travel), services for the older person, job save skills, job placement services, referral services and vocational training. Low vision aids and equipment are also dispensed. Services are free to the blind and legally blind.

**North Country Center for  
Independence (NCCI)  
80 Sharron Avenue  
Plattsburgh, NY 12901  
Website: [www.ncci-online.com](http://www.ncci-online.com)  
Tel: (518) 563-9058 (V/TTY)  
Fax: (518) 563-0292  
M-F: 8 a.m. - 4 p.m.**

The Center provides a wide variety of disability-related information and services to people with disabilities of all ages, income levels, and degrees and types of disability. Services include, but are not limited to: peer counseling, individual advocacy, information & referral, independent living skills training, parent advocacy, traumatic brain injury services, adaptive equipment & technology, information on disability rights laws, benefits advisement and the consumer directed personal assistance program. The Center is governed and staffed primarily by people with disabilities. NCCI provides Long Term Care Ombudsman Program services including problem resolution assistance to residents of nursing homes, adult homes and family type homes for adults. The North East Radio Reading Service offers a closed circuit radio broadcast

service free to visually impaired or blind individuals in Clinton County. Volunteers read from a wide variety of periodicals 24 hours a day. This program is sponsored by the North Country Center for Independence.

Radio receivers can be accessed at the Clinton-Essex-Franklin Library at 33 Oak Street in Plattsburgh.

**NCCI - Long Term Care Ombudsman Program**

**80 Sharron Avenue  
Plattsburgh, NY 12901**

**Website: [www.ncci-online.com](http://www.ncci-online.com)**

**Tel: (518) 562-1732**

**Fax: (518) 563-0292**

**Contact: Amy Gehrig**

**E-mail: [amy@ncci-online.com](mailto:amy@ncci-online.com)**

**M-F: 8 a.m. - 4 p.m.**

The Long Term Care Ombudsman Program provides problem resolution assistance to residents of nursing homes, adult homes, and family type homes for adults.

**North Country Home Services, Inc.  
Saranac Lake (Main Office)**

**25 Church Street**

**Saranac Lake, NY 12983**

**Tel: (518) 891-2641 Saranac Lake**

**Contact: Patricia Sauvie**

**E-mail: [plittlefield@nchs-intranet.com](mailto:plittlefield@nchs-intranet.com)**

**OR**

**Plattsburgh (Branch Office)**

**21 McKinley Avenue**

**Plattsburgh, NY 12901**

**Tel: (518) 566-0183 Plattsburgh**

**Fax: (518) 566-0186**

**Contact: Tracey Nyce, RN**

**E-mail: [tnyce@nchs-intranet.com](mailto:tnyce@nchs-intranet.com)**

**M-F: 8 a.m. - 4:30 p.m.**

**Home Care Nursing Services:** Nursing care is provided in the home environment by licensed registered and practical nurses. The client's needs are assessed; a nursing care plan developed and trained staff assigned to address the needs of the client.

**Personal Care Services:** Home Care Aides instructed through a NYS-licensed training program provide Services. Degree of care required is evaluated, planned, and supervised by registered professional nurses. Services may include personal and bath care, light housekeeping, laundry, meal preparation, and errands.

**Homemaker Support Aides:** Services of Homemaker Support Aides are also planned and supervised by registered professional nurses. Services may include light housekeeping, laundry, meal preparation, and errands.

**Personal Emergency Services:** provided for a fee.

**Office for People with Developmental Disabilities (OPWDD)**

**Sunmount**

**7242 State Route 9 – Suite 101**

**Plattsburgh, New York 12901**

**Tel: (518) 561-8190**

**Fax: (518) 561-1558**

**Contact: Scott Sayward, Office Manager**

**E-mail: [scott.sayward@opwdd.ny.gov](mailto:scott.sayward@opwdd.ny.gov)**

**M-F: 8 a.m. - 4:30 p.m.**

Service coordination provides residential alternatives and placement into our family care program and group living opportunities; advocacy; information and referral. OPWDD can also assist

families and individuals in obtaining services from other providers.

Serving people in Clinton and Essex Counties, who are mentally retarded, have cerebral palsy, epilepsy, neurological impairment, and/or autism or other developmental disabilities.

Sliding fee scale; reimbursement/cash subsidy; case management/ service coordination; counseling; behavior management; financial and life planning assistance; information/referral/outreach; training; transportation; special adaptive equipment and environmental modifications.

#### **One WorkSource**

**194 US Oval**

**Plattsburgh, NY 12903**

**Website:**

**[www.nconeworksource.com](http://www.nconeworksource.com)**

**Tel: (518) 561-0430,**

**Fax: (518) 561-9566**

**M-F: 8:00 a.m. – 4:00 p.m.**

For youths, adults and dislocated workers including those over 55 years, One WorkSource can provide based on customer choice: informational workshops; listings of local jobs. job seeking skills training; job search assistance; training (including on-the-job training) in demand occupational areas; job development; use of resource room with self-assisted software, internet access, fax, phones, and copier to support employment and training needs. Call contact person directly for further information or stop by anytime public transportation available.

#### **Plattsburgh Rehab & Nursing Services**

**8 Bushey Boulevard**

**Plattsburgh, NY 12901**

**Website: [www.plattsburghrehab.com](http://www.plattsburghrehab.com)**

**Tel: (518) 563-3261**

**Fax: (518) 562-1367**

**Contact: Elena Vega-Castro,  
Administrator**

**E-mail:**

**[ecastro@evergreenvalleynh.com](mailto:ecastro@evergreenvalleynh.com)**

**Contact: Cynthia Jennett, Social  
Worker**

**M-F: 8:30 a.m. - 4:30 p.m.**

Plattsburgh Rehabilitation & Nursing Services is an eighty-nine (89) bed nursing facility providing 24 hour skilled nursing care.

#### **Adult Day Services – Medical Model**

Plattsburgh Rehabilitation & Nursing Center's Adult Day Services is a medical model adult day program that provides supportive services for families or caregivers who desire to keep their loved ones at home.

Serving the communities of Clinton, Franklin, and Essex County, we provide our participants with a comprehensive variety of health services (including medication management, personal care, and physical, occupational, and speech therapy) all within a therapeutic social environment.

Open Monday-Friday from 7:30am-5:00pm, our Adult Day Services offers the opportunity for participants to remain at home and gives caregivers the freedom to work and enjoy their lives while maintaining a close relationship

with and responsibility for their loved one.

**Residential Resources, Inc.**

**14 New York Road  
Plattsburgh, NY 12903**

**Website:**

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

**Toll free: (877) 643-0303**

**Fax: (518) 324-3101**

**M-F: 8 a.m. - 4 p.m.**

In-home services for individuals with a brain injury. Case management and a care plan based upon need and goals of client. Home and community support available. Serving people with developmental disabilities. Case management and a care plan based upon need and goals of client. Intake meeting is required to determine eligibility and to provide additional information about programs.

We accept Medicaid billing and private insurance and serve Clinton, Essex and Franklin Counties.

**Rural Law Center of New York**

**22 U.S. Oval, Suite 203  
Plattsburgh, NY 12903**

**Website:**

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

**Tel: (518) 561-5460**

**Fax: (518) 561-5468**

**Contact: Heidi Dennis, Executive Director**

**E-mail: [Heidi@rurallawcenter.org](mailto:Heidi@rurallawcenter.org)**

**Maryann Joyner, Program Director**

**E-mail: [maryann@rurallawcenter.org](mailto:maryann@rurallawcenter.org)**

**M-F: 9 a.m. - 4:30 p.m.**

Income restricted; case by case issues accepted. Call to see if eligible for legal services under their guidelines. Serving

44 counties including Clinton, Essex, and Franklin Counties

**Rural Preservation Company of Clinton County**

**48 Ganong Drive, Suite 1  
Saranac, NY 12981-0128**

**Tel: (518) 293-7569**

**Contact: Laura Lacey-Curler,  
Executive Director**

**E-mail: [rpc@clintonrpc.org](mailto:rpc@clintonrpc.org)**

**M-F: 8 a.m. - 3:30 p.m.**

The Rural Preservation Company of Clinton County operates, through various towns and villages, a program which provides direct grants and low interest loans to low and moderate income home owners and renters to upgrade existing structures, bringing them up to HUD housing quality standards. Assistance is also provided to municipalities in applying for grants for housing rehabilitation and community revitalization projects. The RPC also assists other not-for-profit organizations to obtain funds to construct senior citizen/handicapped housing projects.

- must provide proof of ownership
- land & school tax must be current
- must meet income criteria
- must have homeowners Insurance on dwelling

**School Tax Relief Program (STAR)**

**Contact: Town/City Assessor**

Enhanced STAR provides a partial exemption from school property taxes for owner occupied primary residence. Senior citizens (age 65 and older) with an approximate benefit is a **\$600** tax reduction. Proof of age and income are

required with the primary application and proof of income with subsequent renewals. All applications must be renewed yearly before March 1st. Enhanced STAR: If you also have the Senior Citizen Homeowner Exemption, Finance will mail a renewal form every two years. Finance will check your income yearly with the NYS Department of Taxation and Finance to make sure your combined household income is less than \$84,550. An applicant may apply at 64 as long as he or she will turn 65 before the end of the calendar year.

“Basic” STAR is available to individuals not eligible for “Enhanced” STAR due to not meeting age and/or income guidelines. Contact your local city or town assessor to apply.

**Senior Citizens Council of Clinton County, Inc. (SCCCC)**  
5139 North Catherine Street  
Plattsburgh, NY 12901



**Website:**

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

**Tel: (518) 563-6180**

**Fax: (518) 563-0908**

**Contact: Maria Alexander, Executive Director**

**E-mail: [maria@seniorcouncil.net](mailto:maria@seniorcouncil.net)**

**M-F: 8:00 a.m. – 3:30 p.m.**

*Center Activities:*

**Senior Fitness**, sponsored by Eye Care for the Adirondacks, is an exercise program designed for active older adults. It meets three mornings a week (currently Mon/Wed/Fri @ 8:15 a.m.).

**Osteo/Arthritis Exercise** is offered as a class designed to help strengthen your

lower back, wrists and legs. The group, led by a trained volunteer, meets in the gym Tuesday & Thursday at 9:00 a.m.

**Tai Chi** is offered and led by an instructor to increase your balance, cognitive capacity and flexibility. Join this group on Tuesday's at 9:30 a.m.

**Zumba Gold** is a less aggressive type of Zumba, which combines dance and aerobics. It is offered to be comfortable for adults of all ages and meets 3 times a week; Tuesdays and Fridays at 10:30 a.m. and Wednesday evenings at 6:00 p.m. There is a minimal fee for this activity.

**Yoga** is offered on Friday mornings at 10:30. The class is designed to increase your flexibility. New members are always welcome.

**Shuffleboard** meets in the gym twice a week. It is played on the gym floor and there are three courts available. The group currently meets each Monday & Wednesday at 10:00 am.

**Scrabble** group meets each Monday from 9am-11am. New members are always welcome.

**Mah Jongg**, a Chinese tile game is played twice a week. Lessons are given in the Spring and Fall if you are interested in learning to play. The group meets Fridays at 12:00 noon.

**Painting** classes are offered in the Spring and Fall. Classes are taught at a variety of levels; no experience is necessary. There is a fee for these classes.



**Knitting** is offered on Thursday mornings at 9:30 a.m. Anyone is welcome to come join the group. Students of all levels are welcome as they meet each week and discuss their projects and also get instructions from the teacher to further their knowledge of the craft.

**Crocheting & Quilting** are offered separately on Monday mornings at 9:30 a.m. Anyone is welcome to come join the group. Students of all levels are welcome as they meet each week and discuss their projects and also get instructions from the teacher to further their knowledge of the craft.

**Pinochle** players meet Thursday afternoons at 12:30 p.m. in the dining room area.

**Poker** players meet Thursday afternoons at 12:30 p.m. on the 2nd floor, hallway area.

**Wii Bowling** is played on Tuesday mornings at 10:30. The current group consists of four-man teams. Groups from the Senior Center as well as some of the Nutrition Sites compete and participate in the National Senior League.

*Senior Sentinel:* SCCCC publishes twelve editions of the Senior Sentinel newspaper each year and distributes them along with the Press Republican to subscribers. For other senior citizens, SCCCC will mail copies of the Sentinel their home

**SCCCC – Nutrition Program  
Congregate Meals**

**Clinton County  
45 Veterans Lane  
Plattsburgh, NY 12901**

**Website:**

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

**Tel: (518) 561-8320**

**Fax: (518) 561-7908**

**Contact: Debbie Alexander, Director**

**E-mail: [scccccongregate@gmail.com](mailto:scccccongregate@gmail.com)**

**M-F: 8:00 a.m. - 4 p.m.**



All older adults age 60 and over and their spouses, regardless of age, are welcome at any of our Senior Dining Centers. Each site serves a nutritious midday meal along with socialization, education, and recreational opportunities. Reservations one day in advance are required and we suggest a donation of \$3.00; however, we do not deny anyone a meal due to inability to contribute. A sample menu can be found in the Senior Sentinel and on the Senior Page of the Press Republican on the first Wednesday of the month.

Sites are open Monday through Friday, unless otherwise noted, excluding holidays, at the following locations:

### **SCCCC Congregate Sites**

**Dannemora Community Center**

**40 Emmons Street**

**Dannemora, NY**

**Tues & Thurs. 9:00 a.m. to 1:00 p.m.**

**Lunch served at 11:30 a.m.**

**Tel: (518) 310-9089**

**Ellenburg Adult Center**

**St. Edmund's Church Hall**

**5538 Route 11**

**Ellenburg, NY**

**Open daily 9 a.m. - 1 p.m.**



Lunch served at 11:30 a.m Tel: (518) 594-7311

**Plattsburgh Beekman Towers  
Nutrition Site**

**Beekman Towers  
50 Truman Avenue  
Plattsburgh, NY  
Open daily 9:00 a.m. to  
1:00 p.m.**

**Lunch served : 11:45 a.m.  
Tel: (518) 561-5360**



**Plattsburgh Lakeview Towers  
Nutrition Site**

**Lakeview Towers  
34 Flynn Avenue  
Plattsburgh, NY**

**Lunch served at noon  
Tel: (518) 561-8696**



**Plattsburgh Senior Center  
5139 North Catherine Street  
Plattsburgh, NY**

**Open daily 8:30 a.m. to 4:00 p.m.  
Lunch served at noon  
Tel: (518) 561-7393**



**Rouses Point Nutrition Site  
St. Patrick's Parish Center  
9 Liberty Street**

**Rouses Point, NY 12979  
Lunch served at 11:30 a.m.  
Tel: (518) 534-1852**



**SCCCC - Home Delivered Meals  
(HDM) Program**

**Clinton County Nutrition Program  
45 Veterans Lane  
Plattsburgh, NY 12901**

**Website:**

**[www.seniorsinclintoncounty.com](http://www.seniorsinclintoncounty.com)**

**Tel: (518) 561-8320**

**Fax: (518) 561-7908**



**Contact: Terry Lemieux, Director**

**E-mail:**

**[scchomedeliveredmeals@gmail.com](mailto:scchomedeliveredmeals@gmail.com)**

**M-F: 8:30 a.m. - 4 p.m.**

HDM delivers meals five days a week to the homebound throughout Plattsburgh and most of Clinton County. A frozen meal is provided for Saturdays and all holidays. This program is more than a meal. Clients are visited daily by the meal transporters and program staff contacts them regularly. Referrals are made by physicians, discharge planners, visiting nurses, family and friends of the homebound. Home assessments are made to determine the appropriateness of the referral and monitor the status of clients. Physicians may prescribe one of five diets: regular, no added salt, no concentrated sweets, mechanical soft, and pureed.

HDM suggests a donation of \$3.00; however, no one is denied a meal due to their inability to contribute.

Each Home-Delivered-Meal recipient is contacted by the Assessment Specialist. The assessment specialist will arrange a home visit to determine the client's needs, share information and make referrals for other services needed.

**Senior Citizens' Partial Exemption  
from Property Taxes**

**Contact: Town/City Assessor**

Homeowners 65 or older may be eligible for reduced land and school taxes if they meet the income guidelines established in each locality. Contact your local city or town assessor for information about income and other guidelines. You must apply for this reduction each year prior

to March 1. Several towns and school districts have passed local laws or resolutions allowing applicant to be 64 years of age at time of application as long as they will be 65 prior to end of same year and meet all criteria. Contact your assessor to find out if this option is available to you.

### **Seniors Helping Seniors**

**156 Chestnut St**

**Watertown, NY 13601**

**Tel: (518) 860-5277**

**Contact: Joanne Nugent-Ward & Diane Nugent-Ward**

**Website: [seniorcarenorthernny.com](http://seniorcarenorthernny.com)**

Seniors Helping seniors is a non- medical home care agency that assists seniors to remain in their own homes by providing, light housekeeping, meal preparation, medication reminders, safety assistance overnight stays, transportation to appointments or shopping and more. We also provide respite for family members who care for a loved one with a condition that prevents them from being alone. We especially offer care for those with dementia.

### **Senior Housing**

#### **Adult Care Facilities**

New York State Department of Health certified and routinely inspected Adult Homes that are located in Clinton County. Meals and twenty-four-hour supervision are provided. Social and medical histories are required as part of the admission process.

#### **Adirondack Manor Home for Adults**

**2989 North Main Street**

**P.O. Box 683**

**Peru, NY 12972**

**Tel: (518) 643-2740**

**Fax: (518) 643-0923**

**Contact: Lisa Sheerer, External Case Manager**

**Tel: (518) 261-2475**

**Email:**

**[lsheerer@thewgroupmgmt.com](mailto:lsheerer@thewgroupmgmt.com)**

**Contact: Lindsey Ashline, Administrator**

**E-mail: [lashline@adkmanor.com](mailto:lashline@adkmanor.com)**

**M-F: 8 a.m. - 5 p.m.**

**Adirondack Manor HFA D.B.A**

**Montcalm Manor HFA**

**45 Montcalm Street**

**Ticonderoga, NY 12883**

**Tel: (518) 585-6230**

**Fax: (518) 585-6467**

**Contact: Bobbie Jo Ezzo**

**E-mail: [bezzo@adkmanor.com](mailto:bezzo@adkmanor.com)**

**Adirondack Manor Home for Adults**

**16 Wheeler Avenue**

**Malone, NY 12953**

**Tel: (855) 344-4048**

**Fax: (518) 481-4246**

**Champlain Valley Senior Community**

**Assisted Living & Memory Care**

**10 Gilliland Lane**

**Willsboro, NY 12996**

**Website:**

**[www.ChamplainAssistedLiving.com](http://www.ChamplainAssistedLiving.com)**

**Tel: (518) 817-9108**

**Fax: (888) 963-1110**

**Contact: Eli Schwartzberg, Owner**

**Email:**

**[info@ChamplainAssistedLiving.com](mailto:info@ChamplainAssistedLiving.com)**

**Skilled Nursing and Respite Stays**

**Available**

**The Farrar Home**  
46 Constable Street  
Malone, NY 12953  
Tel: (518) 483-7550  
Fax: (518) 483-8107  
Contact: Kristie Sherry-Keating  
E-mail: [ksk@farrarhome.org](mailto:ksk@farrarhome.org)

**Keene Valley Neighborhood House**  
1782 NY - 73  
Keene Valley, NY 12943  
Tel: (518) 576-4474  
Fax: (518) 576-2012  
E-mail: [kvmh@kvvi.net](mailto:kvmh@kvvi.net)

**Moses Ludington Adult Care Facility**  
1019 Wicker Street  
Ticonderoga, NY 12883  
Tel: (518) 585-3871  
Fax: (518) 585-2576

**Pine Harbour, Inc. – Assisted Living**  
15 New Hampshire Street

Plattsburgh, NY 12903  
Website: [www.pineharbour.org](http://www.pineharbour.org)  
Tel: (518) 561-5307  
Fax: (518) 561-5377  
M–F: 8 a.m. – 8 p.m.

**NYS Certified – Adult Homes**

**Samuel F. Vilas Home**  
61 Beekman Street  
Plattsburgh, NY 12901  
Tel: (518) 563-4960  
Fax: (518) 562-9442  
Contact: Jamie McAuliffe  
E-mail: [vilashome@westelcom.com](mailto:vilashome@westelcom.com)  
M-F: 6 a.m. - 4 p.m.

**Senior Independent Community**

**Victory Place Senior Community**  
4907 South Catherine Street  
Plattsburgh, NY 12901  
Website: [www.victoryliving.com](http://www.victoryliving.com)  
Tel: (518) 562-5559  
Fax: (518) 825-0602  
Contact: Paul Hamilton & Lori  
Hamilton, Owners  
Barbara McNierney, Director  
E-mail: [victoryplaceny@gmail.com](mailto:victoryplaceny@gmail.com)  
M-F: 8 A.M. - 4:30 P.M.

260 Lake Street  
260 Lake Street  
Rouses Point, NY  
Website: [www.260lakestreet.com](http://www.260lakestreet.com)  
Tel: (518)297-0260  
Contact: Paul Hamilton and Lori  
Hamilton, Owners  
Julie Kirby, Director  
E-mail: [info@260lakestreet.com](mailto:info@260lakestreet.com)  
M-F: 8 a.m. - 4:30 p.m.

**Privately-Owned Senior Apartments**

**Adirondack Apartments**  
225 Lake Street  
Saranac Lake, NY 12983  
Tel: (518) 891-6432  
Fax: (518) 891-1264  
Contact: Dawn Brungard, Manager  
M-F: 9 a.m. - 2:00 p.m.

**A & L Gonyo**  
Apartments/Beekmantown Senior  
Housing  
80 O'Neill Road  
West Chazy, NY 12992  
Tel: (518) 566-6913  
Fax: (518) 563-6913  
Contact: Nicole Hackett, Manager  
E-mail: [manager@algonyo.com](mailto:manager@algonyo.com)  
Wednesday: 8 a.m. - 4 p.m.

Apple Valley Senior Housing  
1 Apple Valley Drive, A-7  
Peru, NY 12972  
Tel: (518) 643-6766  
Fax: (518) 643-2258  
Contact: Kathleen Flynn  
E-mail: [avshmanager@gmail.org](mailto:avshmanager@gmail.org)  
M-F: 8:30 a.m. – 2:30 p.m.

Arthur LeFevre Apartments  
173 Rand Hill Road  
Morrisonville, NY 12962  
Tel: (518) 561-1762  
Contact: Mary McCaffrey, Manager  
E-mail:  
[manager@arthurlefevreapts.com](mailto:manager@arthurlefevreapts.com)  
M-F: 9 a.m. - 1 p.m.

Beekman Towers  
50 Truman Avenue  
Plattsburgh, NY 12901  
Tel: (518) 561-7770  
Fax: (518) 561-1884  
Contact: Lee Berkman, Property  
Manager  
E-mail:  
[beekmantowers@hmrproperties.com](mailto:beekmantowers@hmrproperties.com)  
M-F: 8:00 a.m. - 4:00 p.m.  
Closed 12 p.m. – 1 p.m.

Black Brook Senior Housing  
55 Hopkinton Lane  
AuSable Forks, NY 12912  
Tel: (518) 647-8125  
Contact: Heidi Lessor, Manager  
[blackbrook@coniferllc.com](mailto:blackbrook@coniferllc.com)  
Mon & Wed: 8 a.m. - 4 p.m.

Breezy Acres (AHDFC)  
28 Glens Way, Suite 11  
Ellenburg Center, NY 12934-2990  
Tel: (518) 594-7249  
Fax: (518) 594-3167  
Contact: Jeff Matthews, Manager

E-mail: [windy-  
breezyacres@centralny.twcbc.com](mailto:windy-breezyacres@centralny.twcbc.com)  
N.Y.S. hearing Impaired Relay  
Service  
Tel: (800) 662-1220

Catherine Gardens  
5135 North Catherine St #206  
Plattsburgh, NY 12901  
Tel: 518-324-4626  
Fax: 518-324-4626  
Contact: Nancy Hamilton, community  
Manager  
Email:  
[catherinegardens@twoplusfour.com](mailto:catherinegardens@twoplusfour.com)  
M-F: 8:00 a.m. -  
Edward A. and Beverly J. Bechard  
Senior Housing  
16 Manor Drive  
Rouses Point, NY 12979  
Tel: (518) 297-4101  
Contact: Ellen Boire, Manager  
E-mail:  
[rousesptapts@belmontmgmt.com](mailto:rousesptapts@belmontmgmt.com)  
Hours: Tuesday & Thursday  
8:30 a.m. – 5:00p.m.

Keeseville Country Gardens  
164 Hill Street  
Keeseville, NY 12944  
Tel: (518) 834-7725  
Fax: (518) 834-1500  
Website:  
[www.nationalchurchresidences.org](http://www.nationalchurchresidences.org)  
Contact: Chris Marsha, Manager  
E-mail:  
[0837@nationalchurchresidences.org](mailto:0837@nationalchurchresidences.org)  
Hours: Monday - Thursday  
9:00 a.m. - 3:00 p.m.  
Contact: Cindy Smith, Service  
Coordinator  
Tel: (518) 834-9832  
E-mail:  
[0837sc@nationalchurchresidences.org](mailto:0837sc@nationalchurchresidences.org)  
Hours: Monday - Thursday

8 a.m. - 2:00 p.m.

Lake Forest  
8 Lake Forest Drive  
Plattsburgh, NY 12903  
Website: [www.lakeforest.org](http://www.lakeforest.org)  
Tel: (518) 561-6431  
Fax: (518) 561-1499  
Contact: Brian Minchoff, Executive Director  
E-mail: [info@onlakeforest.org](mailto:info@onlakeforest.org)  
Contact: Janet Trombley, Office Administrator  
E-mail: [janett@onlakeforest.org](mailto:janett@onlakeforest.org)  
Hours: Monday - Thursday  
8 a.m. - 4 p.m.  
Friday 8 a.m. - 4 p.m.  
Mountain Top Housing  
3921 Route 374, PO Box 20  
Lyon Mountain, NY 12952  
Tel: (518) 735-4669  
Fax (518)735-4669  
Contact: Debra Stevenson, Manager  
E-mail: [debra@phaplattsburgh.com](mailto:debra@phaplattsburgh.com)

Northern Housing  
Northern Tier Way  
P.O. Box 597  
Champlain, NY 12919-0597  
Tel: (518) 298-3733  
Contact: Carrie Seller, Manager  
E-mail: [northernhousing@yahoo.com](mailto:northernhousing@yahoo.com)  
Hours: Monday - Friday  
7 a.m. - Noon

Plattsburgh Housing Authority - PHA  
Rental Assistance Program  
4817 South Catherine Street  
Plattsburgh, NY 12901  
Tel: (518) 561-0720, ext. 232  
Fax: (518) 561-1769  
Contact: Lori Agnew, Housing Assistance Specialist – Voucher Program

E-mail: [lori@phaplattsburgh.com](mailto:lori@phaplattsburgh.com)  
Hours: Monday - Friday  
8:30 a.m. – 3:00 p.m.  
Closed 12:30 p.m. - 1:30 p.m.

This program offers rental assistance for eligible senior citizens residing within the City of Plattsburgh.

PHA - Lakeview Towers  
34 Flynn Avenue  
Plattsburgh, NY 12901  
Tel: (518) 562-0230  
Fax: (518) 561-1769  
Contact: Julie Walters, Senior Coordinator  
E-mail: [julie@phaplattsburgh.com](mailto:julie@phaplattsburgh.com)  
Hours: Monday - Friday  
8:30 a.m. – 3:00 p.m.  
Closed: 12:30 p.m. - 1:30 p.m.

PHA – Robert S. Long Apartments  
39 Oak Street  
Plattsburgh, NY 12901  
Tel: (518)562-0230  
Fax: (518) 561-1769  
Contact: Julie Walters, Senior Coordinator  
E-mail: [julie@phaplattsburgh.com](mailto:julie@phaplattsburgh.com)  
Hours: Monday – Friday  
8:30 a.m. – 3:00 p.m.  
Closed: 12:30 p.m. – 1:30 p.m.

PHA - Russell H. Barnard Apartments  
46 Flynn Avenue  
Plattsburgh, NY 12901  
Tel: (518) 562-0230  
Fax: (518) 561-1769  
Contact: Julie Walters, Senior Coordinator  
E-mail: [julie@phaplattsburgh.com](mailto:julie@phaplattsburgh.com)  
Hours: Monday - Friday  
8:30 a.m. – 3: p.m.  
Closed: 12:30 p.m. - 1:30 p.m.

**Roderick Rock Senior Housing**  
2025 Route 22-B  
Morrisonville, NY 12962  
Tel: (518) 562-0400  
Contact: Heidi Lessor, Manager  
E-mail: [roderickrock@coniferllc.com](mailto:roderickrock@coniferllc.com)  
Hours: 8 a.m.- 4 p.m. Tuesday & Thursday

**Saranac Valley Housing**  
56 McCutcheon Lane  
Saranac, NY 12981  
Tel: (518) 293-8518  
Contact: Chris Marsha, Manager  
E-mail: [svh@clintonrpc.org](mailto:svh@clintonrpc.org)  
Hours: Friday  
9:00 a.m. – 3:30 p.m.

**Twin Oaks Senior Housing**  
16 Station Street  
Altona, NY 12910  
Tel: (518) 236-6650  
Fax: (518) 236-6650  
Contact: Susan Larche, Manager  
E-mail: [twinoaks@clintonrpc.org](mailto:twinoaks@clintonrpc.org)  
Hours: Tuesday, Thursday & Friday  
7:30 a.m. – 11:00 p.m.

**William Watson Memorial Housing**  
2448 Route 11  
P.O. Box 41  
Mooers, NY 12958  
Tel: (518) 236-6188  
Contact: Steve Bulriss, Manager

**Windy Acres (EHDFC)**  
12 Glens Way, Suite 20  
Ellenburg Center, NY 12934-2988  
Tel: (518) 594-7249  
Fax: (518) 594-3167  
Contact: Jeff Matthews, Manager  
E-mail:

[windy-breezyacres@centralny.twcbc.com](mailto:windy-breezyacres@centralny.twcbc.com)

**N.Y.S. hearing Impaired Relay Service**  
Tel: (800) 662-1220  
**Real Property Tax Credit for Homeowners and Renters IT-214**  
Website:  
[https://www.tax.ny.gov/pdf/current\\_forms/it/it214\\_fill\\_in.pdf](https://www.tax.ny.gov/pdf/current_forms/it/it214_fill_in.pdf)

Homeowners whose gross income is \$18,000 or less may qualify for a reduction in taxes if they have lived in the same residence for six months or more and the home has a current market value of \$86,000 or less. Renters whose gross income is \$18,000 or less and whose average monthly rent is \$450 or less, (not counting charges for heat, gas, electricity, furnishings or board) and who have occupied the residence for 6 months or more may qualify.

**Southern Adirondack Independent Living Center (SAIL)**  
71 Glenwood Avenue  
Queensbury NY 12804  
Tel: (518) 792-3537  
Contact: Jocelyn Blanchard  
E-mail: [JocelynB@SAILhelps.org](mailto:JocelynB@SAILhelps.org)  
Contact: Marti Burnley  
E-mail: [martib@SAILhelps.org](mailto:martib@SAILhelps.org)  
Hours: Monday-Friday, 8 a.m.-4 p.m.

SAIL staff travel to help people in their homes and in their communities. The mailing address is 71 Glenwood Ave. Queensbury NY, 12804. Navigators are available Monday through Friday at the Oval office address

**SAIL - Navigator Program**  
194 US Oval Room 226  
Plattsburgh, NY 12903  
Tel: (518) 792-3537  
Contact: [Navigator@sailhelps.org](mailto:Navigator@sailhelps.org)

SAIL provides in person assistance in Clinton, Essex, Warren and Washington counties with health insurance applications. These include Medicaid Applications, Child Health Plus application, Small Business Applications, and assistance for people wanting to purchase health insurance from the Marketplace.

**SAIL - Traumatic Brain Injury (TBI) Regional Resource Development Center**  
194 US Oval Room 226  
Plattsburgh, NY 12903  
Tel: (518) 792-3537  
Contact: Michelle Whitbeck

A Medicaid program to provide services in the community to people with brain injuries and related conditions ages 18-64 that provides an alternative to institutional care. 12 services are provided in the community and paid for by Medicaid.

**SAIL - Nursing Home Transition and Diversion (NHTD) Resource Development Center**  
194 US Oval Room 226  
Plattsburgh, NY 12903  
Tel: (518) 792-1585  
Contact: Jennifer Shippee

SAIL provides an alternative to institutional medical and rehabilitation services by giving options for community-based services and supports. 17 services

are provided in the community and paid for by Medicaid.

**SAIL – Open Doors (formerly Money Follows the Person)**  
194 US Oval Room 226  
Plattsburgh, NY 12903

Provides community based options for residents who have expressed an interest in leaving institutional placement.

**Social Security Administration**  
14 Durkee Street, Suite 230  
Plattsburgh, NY 12901  
Website: [www.ssa.gov](http://www.ssa.gov)  
Toll Free: (800) 772-1213  
Local: (866) 296-8271  
Fax: (518) 563-3402  
Hours: Monday, Tuesday, Thursday and Friday 9 a.m. - 3 p.m.  
Wednesday 9 a.m. - Noon

Social Security provides income for insured workers, and spouses, divorced spouses, children and surviving parents.

**Special Olympics New York, Inc.**  
504 Balltown Road  
Schenectady, New York 12304  
Website: [www.specialolympics-ny.org](http://www.specialolympics-ny.org)  
Tel: (518) 388-0790  
Fax: (518) 388-0791  
Contact: Stacey B. Hengsterman, Director of Program Capital District and North Country Regions  
E-mail: [shengsterman@specialolympics-ny.org](mailto:shengsterman@specialolympics-ny.org)  
Hours: Monday - Friday  
8:30 a.m. - 5 p.m.

Special Olympics sponsor training clubs and sports competitions for children ages



8 and above and Adults with mental retardation and developmental disabilities.

- Must provide own transportation.
- Recent medical exam and parent release forms are required
- No costs. Volunteers always needed to act as coaches.

**Speech and Hearing Center at SUNY  
Plattsburgh**

**Sibley Hall, Room 224**

**SUNY Plattsburgh**

**101 Broad Street**

**Plattsburgh, NY 12901**

**Rachel Flemming, Clinical Director**

**E-mail: [rleve001@plattsburgh.edu](mailto:rleve001@plattsburgh.edu)**

**Ashley Gambino, Director of Clinical  
Audiology**

**E-mail:**

**[ashley.gambino@plattsburgh.edu](mailto:ashley.gambino@plattsburgh.edu)**

**Tel: (518) 564-2170**

**Fax: (518) 564- 5110**

**Hours: Monday - Friday**

**9:00 a.m. – 4:30 p.m.**

The Center serves as an academic facility for student clinicians and also provides a community service for persons with communication disorders.

The Center offers a full range of hearing, speech, voice, swallowing and language evaluation and treatment for clients across the lifespan. Clients include people with delayed speech or language, hearing impairments, stuttering, voice disorders resulting from stroke or other neurological conditions.

Call receptionist for an appointment. Speech and language services are a no fee based service.

**Senior Pass - U. S. Geological Survey  
National Center**

**12201 Sunrise Valley Drive**

**Reston, VA 20192**

**Website: [www.nps.gov/index.htm](http://www.nps.gov/index.htm)**

**Tel: (888) ASK-USGS (275-8747)**

Choose option 3 for America the  
Beautiful Park Pass Related Questions

**E-mail: [fedrecpass@usgs.gov](mailto:fedrecpass@usgs.gov)**

**Hours: Monday – Friday (excluding**

**Federal Holidays)**

**8:00 a.m. – 4:00 p.m.**

The Senior Pass is available for a \$80.00 fee to citizens or permanent residents of the United States who are 62 years of age or older. The pass is good for the lifetime of the holder. The pass admits the holder to all designated National Parks. It also provides a 50% discount on camping and other user fees for designated recreational facilities and services provided by the federal government. The discount does not apply for special recreational permits fees charged for group activities, nor for fees charged by private concessionaires.

Senior Passes may be obtained at the entrances of designated National Parks. They must be applied for in person and proof of age must be furnished.

Better description of the Senior Pass and its use go to

**[www.nps.gov/planyourvisit/senior-pass-changes.htm](http://www.nps.gov/planyourvisit/senior-pass-changes.htm)**

**Verizon Assistive Equipment  
Distribution Program Center**  
[Marianne.b.mcardle@verizon.com](mailto:Marianne.b.mcardle@verizon.com)  
Toll Free: (888) 774-4678  
Toll Free: (800) 974-6006 for disability  
customer service

Verizon makes available assistive equipment designed to meet the needs of people with disabilities. The equipment is available for rent, lease or sale to qualified customers with certified disabilities. Equipment offered by Verizon from various manufacturers includes: Teletypewriters (TTY), amplified handsets, portable snap-on amplifiers, loud ringers and signalers, weak speech handsets, speaker phones, large button phones and many free dialing aids to assist you when using the telephone. Bell Atlantic also offers Braille or large print bills for customers who are blind or visually impaired.

**Veterans Affairs Outreach Services**  
5180 North Catherine Street  
Plattsburgh, NY 12901  
Website: [www.va.gov](http://www.va.gov)  
Tel: (518) 561-6247  
Contact: Joshua Fisher, VA Outreach  
Worker  
E-mail: [joshua.fisher@va.gov](mailto:joshua.fisher@va.gov)  
Hours: Monday - Friday  
8 a.m. - 4:30 p.m.  
Closed Noon - 1 p.m.

**Plattsburgh VA Primary Care**  
5180 North Catherine  
Plattsburgh, NY 12901  
Website: [www.va.gov](http://www.va.gov)  
Tel: (518) 561-6247  
Fax: (518) 561-7094

**Contact: Pat Parker, Behavioral  
Health**

**Contact: Cari Burnell, RN  
Administrator**  
**Contact: Amy Rugar, LCSW  
Medical Social Worker**  
Tel: (518) 561-6247 ext. 225  
E-mail: [Amy.Rugar@va.gov](mailto:Amy.Rugar@va.gov)  
Hours: Monday - Friday  
8 a.m. - 4:30 p.m.

Call to fill out application:  
Discharge papers necessary

**Saranac Lake VA Primary Care**  
33 Depot Street  
Saranac Lake, NY 12983  
Website: [www.va.gov](http://www.va.gov)  
Tel: (518) 626-5237  
Fax: (518) 891-5838  
Contact: Dan Tromblee, RN Care  
Manager  
Hours: Monday - Friday  
8 a.m. - 4 p.m.

The CBOCS (Community Based  
Outpatient Clinics) Services offered  
include individual and family counseling,  
PTSD group, use of Tele-psychiatry and  
medication management.

**Westport VA Primary Care**  
7426 Route 9N  
Westport, NY 12993  
Website: [www.va.gov](http://www.va.gov)  
Tel: (518) 626-5236  
Fax: (518) 962-8440  
Contact: Roger Lewis, RN Care  
Manager  
Hours: Monday - Friday  
8 a.m. - 4 p.m.

**TRICARE Information – North Region**  
Tel: (877) TRICARE (877) 874-2273)

**Website:**  
[www.tricare.mil/contactus/callUs/TR](http://www.tricare.mil/contactus/callUs/TR)  
[Os](http://www.tricare.mil/contactus/callUs/TR)

**Department of Defense (DOD)  
TRICARE**

**Website:** [www.tricare.com/tricare](http://www.tricare.com/tricare)

TRICARE is the Department of Defense's (DOD) worldwide healthcare program available to eligible beneficiaries from any of the seven uniformed services. This includes active duty, retirees and their family members

### **TRICARE for Life**

**Toll Free: (866) 773-0404**

**Website:** [www.tricare.mil/tfl](http://www.tricare.mil/tfl)

A benefit available to retired U.S. Military and their families.

TRICARE for Life is TRICARE's Medicare wrap around coverage available worldwide to TRICARE Beneficiaries.

As long as you are already TRICARE eligible according to the Defense Enrollment Eligibility Reporting System (DEERS) and have purchased Medicare Part B, you are automatically enrolled and become eligible for TFL.

If you are not sure if you are eligible, please contact DEERS at 800-538-9552 for more information about your eligibility on their system.

### **YMCA – Senior Aerobics and Strength Gym Class/Senior Water Exercise Class**

**17 Oak Street  
Plattsburgh, NY 12901  
Tel: (518) 561-4290  
Fax: (518) 561-0124**



**Website:** [www.plattsburghymca.com](http://www.plattsburghymca.com)

**Contact: Patti Warner, Senior Program Director**

**E-mail:** [plattypw@primelink1.net](mailto:plattypw@primelink1.net)

**Hours: Monday - Friday**

**5:30 a.m. – 10:00 p.m.**

**Saturday 7:00 a.m. - 5 :00 p.m.**

**Sunday 7:00 a.m. – 5:00 p.m.**

You do not have to be a member of the YMCA to participate in the gym or swim classes. The Office of the Aging sponsors these classes and there is a suggested donation for each class. A doctor's referral is required.

### **Senior Aerobics & Strength Gym**

**Class:** The class consists of mild aerobics which can be done standing or seated. Individual weighted cuffs are used for strengthening the upper and lower body followed by stretches and a cool down. Improve muscular strength, better bone density, endurance, co-ordination and balance. You are encouraged to work at your own pace and ability.

### **Senior Water Exercise Class:**

Your face and hair don't get wet! Exercises that improve strength, endurance, range of motion and balance can be done in the shallow or deep end of the pool. Water exercise is "joint friendly" because there is less impact compared to land exercises. You are encouraged to work at your pace and ability.

Educational material is available and health topics are addressed. Socialization and fun is guaranteed.

## GLOSSARY OF TERMS/ABBREVIATIONS

### ASSISTED LIVING AND MEMORY CARE

Assisted living facilities are for people needing assistance with Activities of Daily Living (ADLs) but wishing to live as independently as possible for as long as possible. Assisted living exists to bridge the gap between independent living and nursing homes. Residents in assisted living centers are not able to live by themselves but do not require constant care either. Assisted living facilities offer help with ADLs such as eating, bathing, dressing, laundry, housekeeping, and assistance with medications.

### ELDERLY PHARMACEUTICAL INSURANCE COVERAGE (EPIC)

The Elderly Pharmaceutical Insurance Coverage (EPIC) program is a New York State program for seniors administered by the Department of Health. It helps more than 280,000 income-eligible seniors aged 65 and older to supplement their out-of-pocket Medicare Part D drug plan costs. Seniors can apply for EPIC **at any time of the year** and must be enrolled or eligible to be enrolled in a Medicare Part D drug plan to receive EPIC benefits and maintain coverage.

EPIC provides secondary coverage for Medicare Part D and EPIC-covered drugs purchased after **any Medicare Part D deductible is met**. EPIC also covers approved Part D-excluded drugs once a member is enrolled in Part D.

EPIC helps pay the [Medicare Part D drug plan premiums](#) for members with income up to \$23,000 if single or \$29,000

if married. Higher income members are required to pay their own Part D premiums but EPIC provides premium assistance by lowering their EPIC deductible.

EPIC has two plans based on income. The [Fee Plan](#) is for members with income up to \$23,000 if single or \$29,000 if married. The [Deductible Plan](#) is for members with incomes ranging from \$20,001 to \$75,000 if single or \$26,001 to \$100,000 if married

Call EPIC hotline (800) 332-3742.

### HEALTH CARE PROXY

The Health Care Proxy law authorizes any competent adult to sign a statement appointing a “health care agent” if the patient loses the capacity to make health care decisions. The agent will have the same rights the patient ordinarily has in making health care decisions. The statement includes limitations on the agent’s authority and instructions to the agent about the patient’s wishes. For additional information and copies of a proxy form, write: Health Care Proxy Form, New York State Department of Health, Box 2000, Albany, N.Y. 12220.

As with any other important decision made in your life, before establishing any of these documents please discuss it first with family members or a person you trust. Many people already deal with a trusted attorney or one may be contacted before proceeding with any of these procedures.

[http://www.ag.ny.gov/sites/default/files/pdfs/publications/Planning\\_Your\\_Health\\_Care\\_in\\_Advance.pdf](http://www.ag.ny.gov/sites/default/files/pdfs/publications/Planning_Your_Health_Care_in_Advance.pdf)

## **MOLST**

### **Medical Orders for Life-Sustaining Treatment (MOLST)**

Honoring patient preferences is a critical element in providing quality end-of-life care. To help physicians and other health care providers discuss and convey a patient's wishes regarding cardiopulmonary resuscitation (CPR) and other life-sustaining treatment, the Department of Health has approved a physician order form ([DOH-5003, Medical Orders for Life-Sustaining Treatment \(MOLST\)](#)), which can be used statewide by health care practitioners and facilities. MOLST is intended for patients with serious health conditions who:

- Want to avoid or receive any or all life-sustaining treatment;
- Reside in a long-term care facility or require long-term care services; and/or
- Might die within the next year.

The MOLST form is one way of documenting a patient's treatment preferences concerning life-sustaining treatment – providers may choose to use other forms. However, under State law, the MOLST form is the only authorized form in New York State for documenting both nonhospital DNR and DNI orders. In addition, the form is beneficial to patients and providers as it provides specific medical orders and is recognized and used in a variety of health care settings.

## **HOME CARE AGENCIES PROVIDING CARE IN THE HOME**

Home care services can assist family members and friends in providing care for an older or disabled individual in their own home in the community. Home care services are available to help people who have no family caregivers or they may supplement the care of relatives and friends. These services may be required on a temporary or permanent basis and may be needed for just a few hours per week or on a routine daily basis. In-home assessments and plans of care are made by registered nurses and/or case managers in order to assess needs in order to maximize independence of the individual. Specific home care services required will differ based on individual needs.

## **LIVING WILL**

This document expresses an individual's wishes regarding serious and/or terminal illness. Although New York State has not yet adopted legislation approving living wills, such legal documents have been recognized by both physicians and the court system.

## **LONG TERM CARE**

Long-term care includes a wide range of services such as, transportation, housekeeping, financial planning, housing options, chore services and many others.

## **LONG-TERM CARE OR NURSING HOME INSURANCE**

The New York State Partnership for Long Term Care was initiated in order to encourage more people to purchase long-term care insurance policies. The

Partnership Program allows those people who purchase approved policies to apply for Medicaid without spending down their assets once the benefits under the long-term care policy are exhausted. Income, however, would still have to be contributed toward the cost of their nursing home costs according to Medicaid Regulations. Insurance policies covering long-term care services are a relatively new form of insurance and are not useful for everyone. Before purchasing a policy of this type, please discuss the matter with a family member or an attorney.

For more information on the Long-Term Care Partnership Program, you can obtain a copy of the “Consumer Booklet – Affordable Financing for Long Term Care”, which is available from the New York State Department of Social Services or the New York State Insurance Department, 160 West Broadway, New York, NY 10013-3393 or from the Clinton County Office for the Aging at (518) 565-4620.

## **MEDICARE**

**Medicare** is a federal health insurance program for persons age 65 and over who are eligible for Social Security or Railroad Retirement benefits and for some disabled people under age 65.

Many people assume that Medicare will pay for all their medical costs. The fact is that most nursing home services, home care services, and other long-term community services are **not** paid for by Medicare.

Medicare is the Federal insurance program for persons age 65 or older and

certain disabled people. Medicare is designed to provide coverage primarily for acute conditions.

Home Care Services can be paid for under Medicare if: the individual is confined to their home and is assessed to need short-term rehabilitation or part-time skilled nursing care (as prescribed by Medicare guidelines). Medicare does **not** pay for custodial care for persons with chronic conditions.

Co-insurance – the portion or percentage of Medicare’s approved amounts for covered services that a beneficiary is responsible for paying.

Deductible – the initial amount that must be paid before Medicare or a private health insurance begins paying for covered services and supplies.

## **MEDICARE PART A Hospital Insurance**

Part A helps to cover inpatient hospital care, medically necessary inpatient care in a skilled nursing facility after a hospital stay, home health care and hospice care.

You are automatically covered under Part A if you and your spouse are entitled to benefits under the Social Security System, Railroad Retirement System, or have paid the Medicare portion of the Social Security payroll (FICA) tax. In addition, some disabled persons under age 65 may qualify for benefits. For those who do not automatically qualify, Part A may be purchased.

Part A can help to pay for up to 100 days of care in a skilled nursing facility during a benefit period if your condition requires

skilled nursing or rehabilitation services. This skilled nursing is meant to be temporary since it is designed to treat a medical condition which is expected to improve. Custodial nursing home care is **not** paid for by Medicare.

Home Health Care Expenses covered by Medicare can be: part-time or intermittent skilled nursing care, occupational/physical/speech therapy and medically necessary services such as part-time home health aides, medical social services, and medical supplies/equipment. All the Home Health Care Services must be provided by a Medicare-participating home health agency.

Hospice Care can be paid for if: a doctor certifies the patient is terminally ill, the patient chooses to receive care from a hospice instead of standard Medicare benefits for the terminal illness, and care is provided by a Medicare certified Hospice program.

### **MEDICARE PART B**

This coverage is optional and is offered to all Medicare beneficiaries upon enrollment in Part A. It may be purchased by those who do not qualify for automatic Part A coverage. This premium is usually deducted from a beneficiary's monthly Social Security check and the amount is subject to change each calendar year.

Part B benefits are subject to an annual deductible and a 20% co-insurance requirement of Medicare's "Reasonable Charges."

Part B pays for medically necessary physician services received at home, in the doctor's office, in a clinic, nursing home or hospital. It also covers related medical services and supplies, x-rays, medically necessary outpatient hospital services, and laboratory tests. Coverage is also provided for certain ambulance services and the in-home use of durable medical equipment such as wheelchairs and hospital beds. Mental health services are covered along with mammograms and pap smears.

Federal Law requires that State Medicaid programs pay Medicare costs for certain older and disabled person with low-incomes and limited assets. To find out if you qualify, contact the Clinton County Department of Social Services Medicaid Unit at (518) 565-3330 for an application.

### **MEDICARD PART C**

#### **Medicare Advantage Plans**

A Medicare Advantage Plan is a type of Medicare health plan offered by a private company that contracts with Medicare to provide you with all your Part A and Part B benefits. Medicare Advantage Plans include Health Maintenance Organizations, Preferred Provider Organizations, Private Fee-for-Service Plans, Special Needs Plans, and Medicare Medical Savings Account Plans. If you're enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan and aren't paid for under Original Medicare. Most Medicare Advantage Plans offer prescription drug coverage.

### **MEDICARE PART D**

#### **Prescription Coverage**

It is provided through

- Prescription Drug Plans (PDPs)

- Medicare Advantage Plans (MA-PDs)
- Some employers and unions to retirees

Medicare PDPs must offer drug benefits (standard benefit) and may offer supplemental benefits for an additional premium. The PDPs have flexibility in how they design their prescription drug coverage. For example, they can establish a formulary (a list) to designate specific drugs that will be available within each class of therapeutic medications, or they can have cost sharing structures other than the standard benefit structure.

Examples of Standard Prescription coverage:

- generally, less than \$37 monthly
- \$250 deductible
- co-insurance of 25% of drug costs from \$250 to \$2250, Medicare pays 75%
- beneficiary pays 100% of drug costs from \$2250-\$5100
- after \$3600 in out-of-pocket costs, Medicare pays approximately 95%

You must be entitled to Part A and/or enrolled in Part B to enroll in Part D.

Medicare prescription drug coverage is available to all people with Medicare.

### **MEDICARE MEDIGAP INSURANCE**

Medigap is a private health insurance policy that fills in some of the “gaps” in Medicare’s coverage when Medicare is the primary payer. It is an insurance that supplements Medicare.

According to the Federal 1990 Omnibus Budget Reconciliation Act, every Medigap insurance must offer a policy that includes a core package of benefits. The package includes:

- Coverage of Part A Medicare eligible expenses for hospitalization to the extent not covered by Medicare from the 61<sup>st</sup> day through the 90<sup>th</sup> day in any Medicare benefit period.
- Coverage of Part A Medicare eligible expenses incurred as daily hospital charges during use of Medicare’s lifetime hospital inpatient reserve days.
- Upon exhaustion of all Medicare days’ hospital coverage including the lifetime reserve days, coverage of the Medicare Part A eligible expenses for hospitalization subject to a lifetime maximum benefits of an additional 365 days.
- Coverage for the reasonable cost of the first three pints of blood.
- Coverage for the co-insurance amount (20%) of Medicare eligible expenses under Part B regardless of hospital confinement, subject to the Medicare Part B deductible.

In addition to the core package of benefits that Medigap insurers are required to offer, there are nine other packages of benefits which companies can sell. The other nine packages include various combinations of the following benefits:

- Skilled Nursing Facility Care or Residential Health Care Facility Care
- Part A Deductible
- Part B. Deductible



- 100% of the Part B Excess (difference between doctor's bill and the Medicare approved payment amount)
- 80% of the Part B Excess
- Medically necessary emergency care while in a foreign country.
- At home recovery benefit (in addition to Medicare's home health care benefit)
- Extended Prescription Drug Benefit
- Basic Prescription Drug Benefit
- -Preventative Medical Care (for certain preventative tests and screenings).

Shop carefully before you buy; policies differ as to coverage and cost, and companies differ as to service. Contact different companies and compare the benefits and cost before you buy. Don't buy more policies than you need. Duplicate coverage is expensive and unnecessary. A single comprehensive policy is better than several policies with overlapping or duplicate coverage. The Federal Law prohibits issuing duplicate coverage to Medicare beneficiaries even if both policies would pay full benefits. For assistance in understanding Medigap policies and choices, contact the HIICAP coordinator at Clinton County Office for the Aging (565-4620) or at JCEO (561-6310).

### **MEDICAID**

Medicaid is a government funded and administered program covering medical expenses for eligible low-income individuals.

Medicaid is a State and Federal Program based upon income and resource. It pays for medical costs for individuals who receive Supplemental Security Income or who are otherwise eligible under financial guidelines for medical need.

Medicaid can pay for Medicare premiums, co-insurance payments and deductibles, health insurance premiums when cost effective, and Medigap insurance premiums when appropriate.

Medicaid can pay for home health services, nursing home costs and alternate level of care in hospital, besides paying for necessary medical care in the community and in the acute care hospital. High health care expenses may qualify an individual for Medicaid coverage even if resources and monthly income are above the Medicaid eligibility levels.

Medicaid, the government program for low income individuals and families, is currently the major source of funding for long term care services. In order to qualify for nursing home coverage, persons may need to "spend down" their resources to reach allowable levels.

The Spousal Impoverishment Program is designed to increase financial protection for one spouse when the other spouse enters a nursing home or requires the Long Term Home Health Care Program in the community. The spouse remaining at home may keep their home, an automobile, and income and resources

above the regular Medicaid eligibility levels.

If you have large medical or prescription drug expenses, Medicaid might pay a portion of them even if you would not otherwise qualify under the income guidelines alone. If you think you might qualify for Medicaid, for information and an application contact either:

- The Clinton County Office for the Aging (518) 565-4620, or
- JCEO (518) 561-6310

Applications for Medicaid are available at the Department of Social Services for the following groups of people:

- Applying for Nursing Home Coverage
- Lives in Congregate Care Facility
- 65 or older with no children under 21
- Disabled through Social Security w/no children under 21 and has Medicare
- Approved Disabled through DSS w/no children under 21 and has Medicare
- Currently receiving Foster Care
- Medicare Savings program
- Requires Waiver Services and no parental income to be used (TBI, HCBS, OPWDD, Care at Home Waivers)

Any other people needing a Medicaid application can contact a Navigator at:

- Adirondack Health Institute (866)-872-3740
- Southern Adirondack Independent Living Center (518)-792-3537

### **MEDICAID CONSUMER DIRECTED PERSONAL ASSISTANT PROGRAM (CDPAP)**

The Consumer Directed Personal Assistant Program (CDPAP) is a Medicaid home care program that is designed to empower individuals with disabilities. The Clinton County Department of Social Services and the North Country Center for Independence coordinate the program to enable the independent person with a disability to have more participation and selection in their home care.

Medicaid recipients must be currently receiving or be eligible for personal care assistance and expect to need those services for at least 180 days, be medically stable and be self-directing or have a family member or friend take responsibility for the personal assistance service.

The Department of Social Services completes assessments to decide on the number of hours of services needed.

The North Country Center for Independence provides payment for the personal care assistants, administers employment benefits, monitors employment documents and offers training to the participant to assist them in meeting their program responsibilities. The consumer is responsible for hiring, training, supervising and dismissing their personal assistants, insuring completion and accuracy of time sheets, arranging for back-up care and maintaining a working employer/employee relationship.

## **MANAGED MEDICAID**

Medicaid Managed Care offers many New Yorkers a chance to choose a Medicaid health plan. Managed Care plans focus on preventive health care and provide enrollees with a medical home for themselves and their families. In many counties, once you are eligible for Medicaid, you can join a plan if there is one available and you want to join.

However, there are some counties where families will have to join a plan. In these counties there are some individuals who don't have to join. Enrollment in Medicaid managed care is available at any local Department of Social Services.

## **MEDICAID AND NURSING HOMES**

Medicaid is an assistance program that can help pay for the costs of nursing home care for medically and financially needy people. You are considered medically needy if your resources (stocks, bonds, bank accounts, real estate, etc.) are below the New York State Resource Levels (which change annually) and your monthly income is less than the monthly nursing home cost.

Applying for Medicaid is not an automatic application for nursing home placement. You or your representative must call the nursing home(s) that you are interested in and make application for residing there.

A nursing home resident eligible for New York State Medicaid is allowed the annual maximum resource level. In addition, a Prepaid Burial Fund is allowed. A Burial Fund must be placed in an Irrevocable Burial Trust to be considered an exempt resource.

Under Medicaid, upon nursing home admission all monthly income must be paid towards the cost of care except for a \$50 personal incidental allowance. Exemptions of income will be deducted for payment towards private health insurance and Medicaid premiums.

Once a single individual has moved permanently into a nursing home, any homestead property owned is no longer considered an exempt resource. New York State regulations will not allow Medicaid to be authorized for any applicant owning resources with value exceeding the Medicaid maximum resource level. A Medicaid worker can explain the only circumstances where an exception can be made or property transferred.

Excess resources over the allowable level may not be transferred or given away to become eligible for Medicaid coverage for nursing home care. Any excess resources must be spent on medical expenses and/or nursing home costs to become eligible for Medicaid.

## **MEDICAID SHARED AIDE PROGRAM**

With Shared Aide Service (SAS) aides will be scheduled to be in a designated building to help consumers with specific needs as indicated on the care plan. The aides will be attending to consumers as long as needed to finish the designated tasks.

Shared Aide Services provide home care support for the older and physically disabled allowing them to maintain dignity, independence, and quality of life while living comfortably and safely in their own apartment.

In contrast to the traditional person care system, the aide will not be assigned to you on an hourly basis. Instead, he/she will be coming in and out to assist you with specific tasks when you need them done. In this way, you will be “sharing” the aide with other residents in the complex.

This program is available to residents of Clinton County who are Medicaid eligible. It is also possible to pay privately for the Shared Aide Services.

To receive personal care services through Medicaid, your physician must order the services. He/she will advise the program of your condition and make recommendations for care.

If you are a private pay consumer, physician orders are not required, but his/her advice and recommendations may be sought.

#### **MEDICAID SPOUSAL IMPOVERISHMENT PROGRAM**

The Medicare Catastrophic Coverage Act of 1988 and subsequent New York State implementation requires that there are different rules for Medicaid income and resource eligibility for married couples with one institutionalized spouse. These income and resource levels, which change annually dependent upon the Consumer Price Index, protect some of the income and resources of the couple for the community spouse.

In order to determine the community spouse resource allowance, the combined total resources of the married couple will be counted at the time of Medicaid application. When determining the total value of the countable

resources, the value of the home (provided the community spouse resides there), household goods, personal property, an automobile and certain funds established for burial needs will be exempted. It is, therefore, to the advantage of the community spouse to request a “Spousal Assessment” to make sure that allowable resources are not depleted due to the cost of care for the nursing home spouse. Spousal impoverishment rules can also be applied to couples where one is receiving services from a Medicaid Waiver Program.

#### **NURSING HOMES**

The term “nursing home” generally refers to a long-term care facility, which provides services to consumers who are no longer able to live independently in the community. In compliance with Federal and State Regulations, all the Clinton County Skilled Nursing Facilities admit and provide services to residents without regard to sex, age, race, color, religion, marital status, disability, or sponsorship.

If an application for nursing home admission is made for a patient in the hospital, the hospital staff will complete a UAS-NY. The applicant or their representative can request that a copy of this be forwarded to the nursing home(s) of their choice. For community-based applicants the UAS-NY may be completed by a Community Home Health Agency or by the Department of Social Services if the applicant is an active Medicaid consumer.

## **PERSON EMERGENCY RESPONSE SYSTEM (PERS)**

PERS is a service utilizing a voice communicator and a button when pressed will alert appropriate persons to respond to the emergency situation in the client's home 24 hours every day.

PERS also known as **Lifeline** offers peace of mind and independence to the user and provides respite and reassurance for the concerned family. In an emergency, one touch of your portable HELP button will bring help within minutes. With Lifeline, help is always at your fingertips 24 hours a day

## **POWER OF ATTORNEY**

Creating and signing a power of attorney gives another person legal authority to act on your behalf. This power of attorney should be a trusted person because they are given the power to handle financial and business matters on your behalf should it ever become necessary. A "durable power of attorney" stays valid even if you become unable to handle your own affairs or incapacitated. If "durable" is not specified, the power of attorney will automatically end if you do become incapacitated. If you are married, do not assume your spouse will automatically be able to manage your finances without a durable power of attorney. Some people prefer making a "Springing Power of Attorney" since it establishes power of attorney only **after** a specific event occurs such as incapacitation of the creator.

The person designated in the power of attorney to act on your behalf is the **attorney in fact**. An attorney in fact has an obligation to act honestly and

prudently, on your behalf; they have no right to act in a way that he/she personally stands to benefit.

Creating a legally valid, durable power of attorney is relatively simple. A blank power of attorney form must be properly completed and then signed in front of a notary public.

If you become incapacitated, someone will need to make medical decisions as well as financial decisions. A durable power of attorney does not give legal authority to your attorney in fact to make medical decisions for you.

## **RESIDENTIAL HEALTH CARE FACILITY (RFCF)**

RFCF is a term for nursing home certified for Medicare coverage.

## **RESPIRE CARE**

Respite care provides time off for family members caring for a chronically dependent person.

## **SKILLED NURSING CARE**

Skilled Nursing care is 24-hours a day supervision and medical treatment by a registered nurse under physician's orders.

**SKILLED NURSING FACILITY (SNF)** – SNF is a term for nursing home certified for Medicare coverage.

## **SUPPLEMENTAL NEEDS TRUST**

Supplemental Needs Trusts (SNTs) are legal tools used to help disabled people keep more of their income or assets without losing their public benefits.

SNTs were originally invented to allow parents of children with developmental disabilities to provide for them after they grow up without making them ineligible for public benefits (like SSI and Medicaid). Ordinarily, if a parent set up a trust fund for their disabled child with \$100,000 in it (for example), this would make them ineligible for public health insurance such as Medicaid. To avoid this, lawyers created special trust funds, which are structured in such a way that they do not impair a person's eligibility for public benefits. They *supplement* the disabled beneficiary's benefits, rather than replace them; hence the name Supplemental Needs Trust.

Another way that SNTs are used is to shield excess income for Medicaid purposes. By using an SNT in this way, a disabled Medicaid recipient can actually keep the benefit of almost all of their income, rather than having to pay a portion of it towards the cost of their care (e.g., for home care services). Income placed in an SNT can also qualify someone for a Medicare Savings Program.

### **SUPPLEMENTAL SECURITY INCOME (SSI) - Social Security Administration**

SSI provides basic income (or additional income) to combine with Social Security, pension, or earnings. Individuals 65 or older, or any age if disabled or blind, whose income and resources are below threshold, may be entitled to this benefit. This includes disabled children of any age. Eligibility is based upon income and resources.

Individuals who qualify for SSI automatically qualify for full Medicaid.

Must file an application and receive a decision regarding disability. Call for information and to set up an appointment for an interview.

### **UNIVERSAL ASSESSMENT SCREEN – UAS**

The UAS-NY includes the following three assessment instruments:

- UAS-NY Community Assessment, a comprehensive assessment used for adults, age 18 and over, in home and community-based long-term care programs
- UAS-NY Pediatric Assessment for Ages 4 through 17
- UAS-NY Pediatric Assessment from Birth through Age 3

The UAS-NY contains reporting functionality for information on individuals assessed, as well as aggregate or agency-wide information, which will be immediately available to users during and upon completion of the assessment. The UAS-NY also includes an ad hoc reporting function that will enable users to create customized reports and to download information from the UAS-NY. This data can then be uploaded to an organization's local management system

### **VETERANS AFFAIRS BENEFITS**

Healthcare:

- Primary care services
- Long term care
- Prescription services
- Mental health services
- Training for caregivers

Note: Healthcare services are available for those veterans who qualify.

#### Compensation or Pension Disability Benefits

These benefits are available to veterans and their family and widows of veterans who qualify.

#### Aid and attendance

The recipient must first qualify for either compensation disability or pension disability benefits before aid and attendance can be granted.

Visit the Clinton County Veterans Agency to determine eligibility.

## **OFFICE FOR THE AGING - CONTRACT AGENCIES & CONSULTANTS**

### **Clinton County Public Transportation**

Transportation

### **Cornell Cooperative Extension**

Senior Gym Program

### **Joint Council for Economic Opportunity of Clinton and Franklin Counties, Inc.**

Senior Outreach Program, Rural Transportation Program, Health Insurance Information, Counseling and Assistance, Comprehensive in-home Assessments, Residential Repair, Friendly Visitor, Telephone Reassurance, Senior Care, Senior Repair

### **Jo Dragoon-Morse, Registered Dietitian**

Nutrition Education and Counseling

### **Lifeline Systems Company**

Lifeline Personal Emergency Response System

### **North Country Home Services**

Aide Services

### **Research Foundation**

Adult Day Services

### **Rural Law Center of New York**

Legal Counseling

### **Senior Citizens Council of Clinton County**

Senior Center, Nutrition Program, Public Information, Comprehensive in-home Assessments

### **Seniors Helping Seniors (Adirondack Senior Services, LLC)**

Aide Service

### **YMCA**

Senior Swim



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Attention - attention - – Atención - 注意 -

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Bureau de comté de Clinton pour le vieillissement offre des services d'interprétation pour plus de 200 langues pour se renseigner sur les services de notre agence pour le vieillissement , sans frais pour vous . S'il vous plaît appelez (518) 565-4620

Oficina del condado de Clinton para las Personas Mayores ofrece servicios de interpretación para más de 200 idiomas para preguntar acerca de los servicios de nuestra agencia para el envejecimiento , sin costo alguno para usted. Por favor llame a (518) 565-4620

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