

Caregiver Corner

Ideas and Information for People Caring for Others

September & October 2019 / 607-778-2411 / www.gobroomecounty.com/senior

Events for Caregivers

Medicaid for Long Term Care



Date: Thursday, Sept. 26

Time: 1:30 – 3:30 PM

Location: Broome West Senior Center
2801 Wayne St., Endwell

Presenters: Staff from the Dept. of Social Services
Chronic Care Unit

This presentation will cover the process and qualifications for Nursing Home and In-Home Medicaid, including individual and spousal Medicaid.

The presenters will discuss different application options and will take any questions you may have regarding this process.

Please call 778-2411 to register.

Residential Contractors: What to Know Before Hiring a Contractor



Date: Thursday, October 10

Time: 1:00 – 2:00 PM

Location: Broome County Public Library, 185 Court Street, Binghamton

Presenter: Donna Ciancio, Executive Officer for the Southern Tier Homebuilders and Remodelers Association

Before you or your loved one hire a contractor for that next home improvement project, attend this

presentation to find out what you need to know. Older adults may find themselves with unfinished projects or unanswered questions if they hire a contractor based on very little to no information. A complicating factor: contractors in New York State do not need a license to work in residential areas. This presentation will provide information on:

- What to look for in a contractor, including questions to ask
- Knowing what should be included in a contract
- Knowing different requirements, depending on the job
- Handouts that provide tips and hints to take away.

Pre-registration is requested; please call (607) 778-2411 to reserve your seat.

Caregiver Chat Groups

These informal chats are open to caregivers of any age. No registration required.



Place: Stay Healthy Center
Oakdale Mall, Johnson City, NY

Date: Monday, September 9
Monday, October 7

Time: 1:00-2:30 PM

Place: Broome West Senior Center
2801 Wayne Street, Endwell

Date: Wednesday, September 18
Wednesday, October 16

Time: 9:30-11:00 AM



“One of the things I learned the hard way was that it doesn't pay to get discouraged. Keeping busy and making optimism a way of life can restore your faith in yourself.” – Lucille Ball

Caregiver Corner Q & A

Question: I have been a caregiver to my mother for about five years. Things were going well until her recent stroke. Now mom's personality has completely changed and she has become very negative and angers easily. Nothing I do seems to please her and she's calling constantly expecting me to drop everything to do what she asks. I'm beginning to resent her. I feel guilty for feeling this resentment because I know it isn't easy for her since the stroke. I am starting to feel like I can't take it much longer. I need help; do you have any suggestions?



Answer: Setting limits as a caregiver is hard to do, especially when you haven't felt the need to do this until now. One suggestion would be to talk with your mother about how the changes in her personality are wearing you down. Discuss counseling or, if possible, locate a support group for stroke survivors where your mom can meet others who can help her to cope. Also, develop a schedule that shows your mom when you're available to help her and stick to it. Involve others who can "share the care" so that you'll have some important time away for yourself. And speaking of support, consider a group for yourself with people who can relate to you! For more information, call Caregiver Services at 788-2411 to talk to a caregiver specialist.



Medicare Open Enrollment Fall 2019

By [Action for Older Persons](#)

Action for Older Persons (AOP) offers free, unbiased insurance counseling and financial assistance program application help. **Action for Older Persons reminds everyone that Medicare Open Enrollment will take place from October 15th - December 7th.**

This is the one time each year that all Medicare beneficiaries can change their health care selection. Last year during Medicare Open Enrollment, AOP met one on one with 1,252 individuals and saved Broome County residents an estimated \$1,239,959 in premium and copay expenses for 2019.

There are many reasons why it is important to review

your Medicare Advantage or Medicare Prescription Drug Plan during Medicare Open Enrollment.

- Plans may make changes to their formulary (the drugs that they cover)
- Plans may make changes to their premium (monthly cost)
- Plans may make changes to their co-pays at the pharmacy or at the doctor/hospital as well as to other covered services
- Plans may make changes to their network of doctors and hospitals
- Plans may end their contract with specific pharmacies or pharmacy chains
- Plans may cancel their contract with Medicare - canceling your plan completely
- New plans may become available that are more cost effective than your current plan

Action for Older Persons will begin taking Open Enrollment appointments on Monday, September 23rd at 8:30 am. We ask for your patience as we answer the influx of calls beginning that day. We also encourage you to make your appointment as soon as possible to ensure appointments are still available. Again in 2019, we will have some appointments off site. If you are a resident of Harpursville, Whitney Point, or Deposit and would prefer to meet with an AOP counselor at the local senior center, please let us know when you call. We will be at the Northern Broome SC on Oct. 4th at 10:00 am; the Deposit SC on October 8th at 10:00 am; and the Eastern Broome SC on Oct. 9th at 10:00 am. We will also have appointments at many of the local SEPP apartments. Call AOP or contact your building manager for the schedule.

Action for Older Persons also wants to remind you of a few other important facts.

- Our phone number is **(607) 722-1251** and appointments are held at our office location at 200 Plaza Drive, Suite B Vestal unless otherwise specified.
- Please be advised that Medicare and/or the New York State EPIC program will not send representatives to your home. If someone comes to your home and states that they work

for Medicare or EPIC, know that this is not true.

- When you schedule an appointment, we will send you a form to complete with your current prescription information. We ask for this information to better assist you with plan selection.

Your Home Health Care Aide: Establishing A Positive Relationship

by Kim Champion

You've made the decision to let an aide come into your home to assist. That was hard enough. Now you're getting apprehensive about what to expect when the aide arrives for work. If you don't have experience with in-home assistance, all sorts of "worst case scenarios" are whirling about in your head. And then there are the questions. What should you do if you don't like the aide?

How should you approach problems? Who supervises the aide? Assuming that you have hired an aide from a home health care agency, you can expect a lot of support in easing your anxieties. It is the agency's job to answer your questions in advance and resolve any issues that arise. The key to facilitating your satisfaction and comfort is good communication with the agency management and with your aide.

Here are a few tips for establishing positive relationships with your home health care professionals:

Be completely honest about your needs

Overcome any embarrassment or guilt associated with describing why you need help and what kind of help you need. Remember that you are dealing with professionals who have helped a variety of clients. They are experienced in meeting the needs of people just like you. Home Health Care professionals are prepared to deal with tough situations such as Alzheimer's, alcoholism, Parkinson's, strokes, incontinence and stressful family circumstances.

State your preferences from the start

The best way to get exactly what you want is to be specific. Give a detailed request to the agency so that

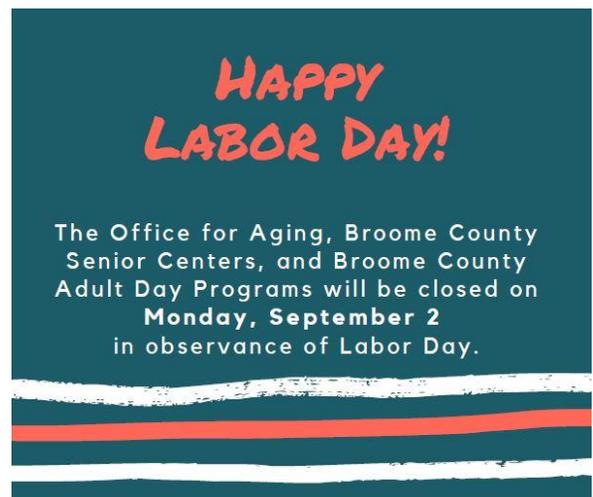
the aide they send will meet your needs. Items to include are your household rules, such as "no smoking" or "kosher kitchen". Also express your daily routines and how to follow them, such as "up at 7 a.m.", "breakfast first, medicine second, shower last", "I need privacy from 9 a.m. to 11 a.m.", "transportation to salon every Friday, using employee's car".

Give feedback to the agency on a timely basis

"Nip it in the bud," is good advice. Most problems start out small and can be best resolved when addressed promptly. If you are experiencing a problem with the aide, call the agency. This benefits you in two ways: you do not have to be involved in reprimanding the aide, and it prompts the agency to diplomatically resolve the problem. Employee supervision is the responsibility of the agency. If the problem cannot be resolved to your satisfaction, request the agency send a different aide. The agency will handle the hiring and firing for you.

If you start off with honesty and communication, having a home health care aide will be a successful and beneficial experience.

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The Caregiver Services Program is sponsored by a grant from the Administration for Community Living, New York State Office for Aging, and Broome County.

Contributions are accepted to help support this program. No one is denied service because of an inability or unwillingness to contribute and all contributions are confidential.

To make a contribution, please send checks or money orders to: Broome County Office for Aging, PO Box 1766, Binghamton, NY 13902.

Caregiver Corner
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If you prefer to read the electronic version, we'd be glad to e-mail you a reminder when new issues are posted; we'll take you off the mailing list for the paper copies. Let us know by emailing:
ofa@co.broome.ny.us

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Thank you!