



**NY Connects**  
Your Link to Long Term  
Services and Supports

## Respite Care Guide for Livingston County

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

**1-888-443-7520 or  
1-800-342-9871**

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*Do you have questions or comments about this Guide? Please email [info@gvhp.org](mailto:info@gvhp.org).  
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## What are Respite Services?

Respite services are programs that provide a brief period of relief or rest for family members, guardians or other people who are regular caregivers of dependent adults or children. These programs offer temporary or intermittent care in the home or in a community setting/facility.

### Home Respite:

- Informal family support and relief
- Online caregiver communities and video workshops
- Volunteer or paid companionship
- Personal care or skilled health assistance

In-home respite care generally involves the following four types of services for the more impaired older person:

1. Companion services to help the family caregiver supervise, entertain, or just visit with the senior when he or she is lonely and wants company.
2. Homemaker services to assist with housekeeping chores, preparing meals, or shopping.
3. Personal care services to help the aged individual bathe, get dressed, go to the bathroom, and/or exercise.
4. Skilled care services to assist the family caregiver in tending to the senior's medical needs, such as when administering medications.

### Residential Respite:

- Adult day programs
- Residential respite care
- Caregiver support groups

## Private Aide List can be obtained by contacting:

### Livingston County Office for the Aging

3 Murray Hill Drive, Mount Morris, N.Y. 14510

**Phone:** (585) 243-7520

**Fax:** (585) 243-7516

**Email:** [ofa@co.livingston.ny.us](mailto:ofa@co.livingston.ny.us)

### *Or Call Toll Free:*

Geneseo / Mt. Morris: 243-7520

Avon / Caledonia: 226-6380

Dansville / Springwater: 335-1732

Nunda/Dalton: 468-5165

Livonia / Conesus 346-6210

## How Can I Ensure That Respite Care Is Quality Care?

When evaluating a respite care program, family members should check to see if it is licensed by the state where they live (where required) and if the caregivers have the qualifications necessary for the job. They can ask respite care program managers the following questions to assess their credentials:

- Are families limited to a certain number of hours for services needed?
- Can the provider take care of more than one person at a time?
- Can family members meet and interview the people who will be providing the respite care?
- Does the program provide transportation for the caregiver/senior?
- Does the program keep an active file on the senior's medical condition and other needs? Is there a written care plan?
- How are the caregivers screened for their jobs?
- How are the caregivers trained? Do they receive extra training, where appropriate, to meet specific family needs?
- How are the caregivers supervised and evaluated?
- How much does the respite care cost? What is included in the fee?
- How far ahead of time do family members have to call to arrange services?
- How do the caregivers handle emergencies? What instructions do they receive to prepare them for unexpected situations (being snowed in or losing power during a thunderstorm, for example)?
- How is the program evaluated? Are family members contacted for their feedback? If so, review their comments!

Second, when interviewing an in-home respite care aide, you may want to ask these questions:

- Are you insured?
- Do you have any references? What are they?
- Do you have any special skills that might help you with this job?
- Have you ever worked with someone in the same medical condition as my loved one?
- How would you handle the following situation? (Cite examples of challenges you have encountered as a family caregiver.)
- What is your background and training?
- What are your past experiences in providing respite care?
- When are you available? Do you have a back-up/assistant if you are unable to come when expected?
- Who can I talk to at your agency if I am concerned about something?
- Why are you interested in this job?
- Why did you leave your last job?

(Source: [www.eldercare.gov](http://www.eldercare.gov))

## Find Eldercare, Disability, Long Term Care Resources & Information



**It's Simple. It's Fast. Find What You're Looking For With One Phone Call or In Just a Few Clicks.**



NY Connects Livingston County is designed to help you quickly and easily access information about long term care health services available to the Livingston County community. NY Connects Livingston County is a hassle-free, one-stop resource, where users can quickly and easily access information on the services and resources they want – and when they need them. The tool eliminates the need to search endlessly through the telephone book or rely on word of mouth to try and find a service or resource. You can call toll free or visit the web site 24 hours a day, 7 days per week.

To help those in need find appropriate services, NYConnectsLivingstonCounty.org enables the user to simply click on the services they are interested in. NYConnectsLivingstonCounty.org then lists the matching service providers that relate to the user's needs. The addresses, phone numbers, fax numbers, and Web sites for each matching provider are included.

### **Instantly Notify Providers of Your Needs**

You also have the option to instantly notify agencies and providers of your needs through an automated email alert. If your needs match the services provided by an agency or health organization, you can select to have NYConnectsLivingstonCounty.org generate an automated referral email to that specific provider. The email immediately alerts the provider that the user may be interested in their services, and asks the provider to contact the user to further determine eligibility.



### **Find local resources for:**

- Meals
- Immunization & blood pressure clinics
- Health insurance information & counseling
- Senior Nutrition Sites
- Transportation programs
- Volunteer income tax assistance
- Housing
- Caregiver support
- Support groups
- In-home health care
- Dementia services
- Home-delivered meals
- Protective services
- Homemaker & handyman services
- Medical Alert Service: E.A.R.S. Lifeline
- Nursing homes
- Assisted living
- Hospice
- Speech, physical & occupational therapy

**AND MUCH MORE**

**The Alzheimer's Association**

435 E. Henrietta Rd.  
Rochester, NY 14620  
(585) 760-5400

**Web site:**

<http://www.alz.org/rochesterny/>

**Email address:**

[info@alz.org](mailto:info@alz.org)

**Office Hours:**

24/7 Helpline: 1.800.272.3900

**Do you provide home respite or residential respite?**

In home respite

**Description of respite services:**

Caregivers receive up to 40 hours of in home respite per year; provided by local aides and based on aide availability

**Eligibility Requirements:**

Diagnosis of Alzheimer's or related dementia.

**Application process:**

Call 1-800-272-3900 one week in advance to request respite services

**Cost of services:**

no fee

**Payment methods:**

N/A

## **Arc Blended Seniors Program**

66 Stanley Street  
Mt. Morris, NY 14510  
(585) 658-2828 ext. 324

**Web site:**

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

**Email address:**

[estrom@lwarc.org](mailto:estrom@lwarc.org)

**Office Hours:**

Monday – Friday 8:00 a.m. -4:00 p.m.

**Do you provide home respite or residential respite?**

Residential respite

**Description of respite services:**

The Arc of Livingston-Wyoming's Open Roads Seniors Program, in conjunction with Noyes Health, offers the Blended Seniors Program as a day service for Livingston County seniors with Alzheimer's disease and dementia. Participants engage in crafting, music, fitness, socialization, nutrition, and other meaningful activities alongside individuals with intellectual and other developmental disabilities (IDD) who receive services from The Arc.

**Eligibility Requirements:**

Diagnosis of Alzheimer's or related dementia.

**Application process:** Call 335-4358

**Cost of services:** no fee; donations accepted

**Payment methods:** N/A

**Avon Nursing Home**

215 South Clinton St.

Avon, NY14414

(585) 226-2225

Fax: (585) 226-9226

**Web site:**

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

**Email address:**

[mstedman@avonnuringhome.com](mailto:mstedman@avonnuringhome.com)

**Hours of Operation:**

Unlimited

**Do you provide home respite or residential respite?**

Residential respite

**Description of Respite Services:**

Stay for as many days as needed

**Eligibility Requirements:**

None

**Application Process:**

Contact Melinda Stedman at [mstedman@avonnuringhome.com](mailto:mstedman@avonnuringhome.com) or 226-2225.

**Cost of Services:**

Call for information.

**Payment Methods:**

private pay only - \$330 day



**Conesus Lake Nursing Home**

6131 Big Tree Road

Livonia, NY 14487

(585) 346-3001

(585) 335-6637

Fax: (585) 346-6637

**Web site:**

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

**Email address:**

[tmayen@conesuslakenursinghome.com](mailto:tmayen@conesuslakenursinghome.com)

**Hours of Operation:**

Unlimited

**Do you provide home respite or residential respite?**

Residential Respite

**Description of Respite Services:**

Nursing services, medication & treatment administration, meals, recreational programming, personal hygiene, social work and other services as required for individual's care.

**Eligibility Requirements:**

Must have application, PRI and Screen completed.

**Application Process:**

Contact Tracey Mayen, SW for information.

**Cost of Services:** Call for information.

**Payment Methods:** Chronic Care Medicaid, private resources, and eligible insurances

**Faith in Action**  
**Catholic Charities of Livingston County**

34 East State St.  
Mt. Morris, NY14510  
(585) 658-4466  
Fax: (585) 658-2513

**Web site:**

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

**Email address:**

[jpierce@dor.org](mailto:jpierce@dor.org)

**Hours of Operation:**

Office hours: Monday - Friday, 8:00 a.m. to 4:00 p.m.

**Do you provide home respite or residential respite?**

Home respite

**Description of Respite Services:**

Volunteers can provide short term respite for family members and may be able to assist with housekeeping, preparing meals, or shopping. **All services are dependent upon volunteer availability.** Volunteers are not allowed to provide personal care, pass medications, or transport non-ambulatory individuals.

**Eligibility Requirements:**

Seniors

**Application Process:**

Call 658-4466 to request services

**Cost of Services:**

No fee; Donations gladly accepted.

**Payment Methods:**

N/A

**Garden of Life Day program at the Livingston County CNR**

11 Murray St.  
Mt. Morris, NY14510  
(585) 243-7219

**Web site:**

<http://www.co.livingston.state.ny.us/index.aspx?NID=141>

**Email address:**

[lpreston@co.livingston.ny.us](mailto:lpreston@co.livingston.ny.us)

**Office Hours:**

Monday-Friday 7:30 a.m. to 4:00 p.m.

**Do you provide home respite or residential respite?**

Residential respite

**Description of respite services:**

Located at the Livingston County Center for Nursing & Rehabilitation, Garden of Life day program offers comprehensive health and rehabilitative services including nursing, recreation therapy, speech, occupational and physical therapy, personal care, nutritional and social services.

**Eligibility Requirements:**

- Adults recovering from surgery or change in medical status
- Physically challenged, socially isolated, or medically impaired adults (ages 18 and over)

**Application process:**

Call 243-7219

**Cost of services:**

\$115 per day

**Payment methods:**

Medicaid, private funds, and eligible insurances

**Health and Wellness Referral Services, Inc.**

212 Main St.

Leicester, NY 14481

(585) 382-3260

Fax: (585) 382-9842

**Web site:**

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

**Email address:**

[healthandwellness@frontiernet.net](mailto:healthandwellness@frontiernet.net)

**Hours of Operation:**

Office: 9:00 am to 5:00 pm Mondays through Fridays

Services: 24/7

**Do you provide home respite or residential respite?**

Home respite

**Description of Respite Services:**

Short term or long term non-skilled respite

**Eligibility Requirements:**

None

**Application Process:**

Call office for information or to set up services

**Cost of Services:**

\$13.25 to \$16.25 per hour or \$248 per 24 hours

**Payment Methods:**

Cash or check

## Livingston County Center for Nursing & Rehabilitation

11 Murray Hill Dr.  
Mt. Morris, NY14510  
(585) 243-7200  
Fax: (585) 243-7999

### **Web site:**

<http://www.co.livingston.state.ny.us/cnr.htm>

### **Email address:**

[tbrockington@co.livingston.ny.us](mailto:tbrockington@co.livingston.ny.us)

### **Hours of Operation:**

The Admissions Coordinator's Office is open M – F, 8 AM – 4:30 PM.

The Center for Nursing and Rehabilitation is open 24 hours a day, 7 days a week.

### **Do you provide home respite or residential respite?**

Residential Respite Services

### **Description of Respite Services:**

Nursing services, medication & treatment administration, meals, recreational programming, personal hygiene, social work services and other services as required by the individual's clinical care needs.

### **Eligibility Requirements:**

Must require nursing home level of care. Must have a PRI & SCREEN completed. Contact the Admissions Office at 585-243-7209 for additional information.

### **Application Process:**

Contact the Admissions Office at (585) 243-7209 for additional information.

### **Cost of Services:**

Private Daily Room Rate is \$390 (includes assessment fees)

### **Payment Methods:**

Chronic Care Medicaid, Private Resources and Eligible Insurances.

**Noyes Caregiver Resource Center**

111 Clara Barton St.

Dansville, NY 14437

(585) 335-4358

Fax: (585) 335-6980

**Web site:**

<https://www.noyes-health.org/community-services/caregiver-resources>

**Email address:**

[caregiver@noyeshhealth.org](mailto:caregiver@noyeshhealth.org)

**Office Hours:**

Mon-Fri 8:00-2:00; Call 335-4358 anytime and leave a voicemail

**Do you provide home respite or residential respite?**

Home respite and residential respite

**Description of respite services:** 4 hours once a week

- **In-Home Companion Care:** provided by trained aides and/or volunteers

- **Respite Day Care Program:** Blended Seniors program in Mt. Morris (see page 7)

The Caregiver Resource Center also provides Information/Counseling, Caregiver Support Groups

Powerful Tools for Caregivers (a 6-week educational program), monthly newsletter for caregivers and annual Caregiver Retreat

**Eligibility Requirements:**

Diagnosis of Alzheimer's, related dementia, or any chronic health condition.

**Application process:**

Call 335-4358

**Cost of Services:**

Donations accepted. No one is denied service because of an inability to contribute.

Respite services are made available by funding provided under the Older Americans Act Title III E National Caregiver Grant.

## **Senior Companion Program**

11 Franklin St.  
Geneseo, NY 14454  
(585) 243-3818

### **Web site:**

<http://www.communityplace.org/programs/aging/>

### **Email address:**

[wfambro@communityplace.org](mailto:wfambro@communityplace.org)

### **Office Hours:**

Mon. –Fri. 8:30-4:30 (or leave voicemail 24/7 at 243-3818)

### **Do you provide home respite or residential respite?**

Home respite

### **Description of respite services:**

Companion volunteers can provide short term respite on a weekly basis for family members. Companion volunteers may also be able to provide transportation for grocery shopping and doctor's appointments, meal preparation and socialization. Senior Companions are not able to provide personal care, pass medications, or transport non-ambulatory individuals.

### **Eligibility Requirements:**

Seniors

### **Application process:**

Call 243-3818 to request services.

### **Cost of services:**

No fee

### **Payment methods:** N/A